



**DRAFT PROGRAMME  
2009 IBSA MDI SEMINAR  
“CAPACITY BUILDING FOR EFFECTIVE SERVICE DELIVERY” (TO BE FINALISED)  
24 – 26 AUGUST 2009**

CR-1, ADMINISTRATIVE STAFF COLLEGE OF INDIA (ASCI)  
BELLA VISTA, HYDERABAD

**Monday 24 August 2009**

<b>Time</b>	<b>Activity</b>
<b>08h30 – 09h00</b>	<b>Registration of participants</b>
<b>09h00 – 10h15</b>	<b>Inaugural Session</b>
<b>10h15 – 10h30</b>	<b>Coffee/Tea break</b>
<b>10h30 – 11h00</b>	<b>Capacity Building for Service Delivery Key Issues and Challenges (ASCI Lead Presentation)</b>
<b>11h00 – 11h45</b>	<b>Discussion on Key Issues in Capacity Building for Service Delivery (Break-away groups)</b>
<b>11h45 – 12h15</b>	<b>Country Presentations by Brazil, India and South Africa</b>
<b>12h15 – 12h45</b>	<b>Case Study One (ENAP) “Leadership Training and Development”</b>
<b>12h45 – 14h00</b>	<b>Lunch Break</b>
<b>14h00 – 14h45</b>	<b>Discussion on Case Study One (Break away groups)</b>
<b>14h45 – 15h30</b>	<b>Plenary presentation of discussions</b>
<b>15h30 – 15h45</b>	<b>Coffee / Tea break</b>
<b>15h45 – 16h15</b>	<b>Case Study Two (PALAMA) “Curriculum Design with a Gender Focus: Experiences in engendering courses)</b>
<b>16h15 – 17h00</b>	<b>”Discussion on Case Study Two (Break away groups )</b>
<b>17h00 – 17h45</b>	<b>Plenary presentation of discussions</b>
<b>20h00 – 22h30</b>	<b>Cultural Programme and Dinner</b>



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**Tuesday 25 August 2009**

<b>Time</b>	<b>Activity</b>
09h00 – 09h30	Case Study Three (ASCI) “Improving citizen’s access to civic services in urban areas”
09h30 – 10h00	Case Study Four (ENAP) “Capacity building for effective delivery of social services”
10h00 – 10h45	Discussion on case studies (Break away groups )
10h45 – 11h15	Coffee / Tea break
11h15 – 12h15	Plenary presentation of discussions
12h00 – 13h00	Lunch break
13h00 – 17h30	Field visit Health Service Delivery: Emergency Management & Research Institute, Hyderabad
20h00 – 22h30	Cultural Programme & Dinner

**Wednesday 26 August 2009**

<b>Time</b>	<b>Activity</b>
09h00 – 09h30	Case Study Five (ASCI) “Improving delivery of education services to vulnerable segments”
09h30 – 10h15	Discussion on case study Five (Break away groups)
10h15 – 10h30	Coffee/Tea Break
10h30 – 11h30	Plenary presentation of discussions
11h30 – 12h00	Case Study Six (PALAMA) “Capacity Building to improve service delivery in post-conflict countries”
12h00 – 12h45	Discussion on case study Six (Break away groups)
12h45 – 14h00	Lunch break
14h00 – 15h00	Plenary presentation of discussions
15h00 – 16h00	Panel discussion on future work programme
16h00 – 16h15	Coffee/Tea Break
16h15 – 17h00	Wrap up session
20h00 – 22h30	Pre Dinner talk followed by Dinner

**Thursday 27 August 2009**

<b>Time</b>	<b>Activity</b>
05h00	Departure for Thiruvananthapuram
15h00 – 16h30	Capacity Building Experiences in the context of :  <ul style="list-style-type: none"> <li>(a) Decentralization and Peoples” Planning Campaign.</li> <li>(b) “Kutumbasree”</li> </ul> Public Service Delivery in the context of: <ul style="list-style-type: none"> <li>(a) Federal-Provincial government relationship: Issues for Public Administration</li> <li>(b) Decentralization: communitization experiences</li> </ul> Decentralization experience: Kerala
16h30 – 17h00	Questions / Answers

**Friday 28 August 2009**



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<b>Time</b>	<b>Activity</b>
09h00 – 13h00	Field Visits in Kerala
13h00 – 14h00	<i>Lunch break</i>
14h00 – 15h30	Group Discussion on insights and lessons learnt
15h30 – 16h00	Group Presentations
16h00 – 16h30	Wrap up Session