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**BRAINSTORMING WORKSHOP ON  
MANAGING GOVERNMENT TO CITIZEN (G2C) INTERFACE**

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October 30-31, 2014  
Thimpu



**PRIME MINISTER'S OFFICE  
ROYAL GOVERNMENT OF BHUTAN**

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## BRAINSTORMING WORKSHOP ON MANAGING GOVERNMENT TO CITIZEN (G2C) INTERFACE

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### Day 1: Thursday, October 30, 2014

Time	Activity
10:00 AM – 10:15 AM	<ul style="list-style-type: none"> <li>• OVERVIEW OF ISSUES AND STRUCTURE OF THE WORKSHOP               <ul style="list-style-type: none"> <li>○ Prof. Prajapati Trivedi Former Secretary to Government of India Performance Management Division (PMD), Cabinet Secretariat</li> </ul> </li> </ul>
10:15 AM – 11:00 AM	<ul style="list-style-type: none"> <li>• CURRENT STATUS AND ASPIRATION FOR G2C IN BHUTAN               <ul style="list-style-type: none"> <li>○ Ms. Sonam Thaye Head of G2C Office, Royal Government of Bhutan</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
11:00 AM – 11:15 AM	TEA / COFFEE
11:15 AM – 12:15 PM	<ul style="list-style-type: none"> <li>• CITIZENS' / CLIENTS' CHARTER               <ul style="list-style-type: none"> <li>○ Mr. Alok Srivastava, Centre for Media Studies, Delhi</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
11:15 AM – 12:15 PM	<ul style="list-style-type: none"> <li>• RIGHT TO SERVICES (CENTRALIZED IMPLEMENTATION)               <ul style="list-style-type: none"> <li>○ Mr. Manohar Dubey, Government of Madhya Pradesh</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
12:15 PM – 1:15 PM	<ul style="list-style-type: none"> <li>• RIGHT TO SERVICES (DECENTRALIZED IMPLEMENTATION)               <ul style="list-style-type: none"> <li>○ Dr. Shalini Rajneesh, Government of Karnataka</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
1:15 PM – 2:15 PM	LUNCH
2:15 PM – 3:15 PM	<ul style="list-style-type: none"> <li>• GRIEVANCE REDRESS MECHANISMS               <ul style="list-style-type: none"> <li>○ Mr. Badri Prasad, Price Waterhouse Coopers (PWC)</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
3:15 PM – 4:15 PM	<ul style="list-style-type: none"> <li>• QUALITY MANAGEMENT SYSTEMS               <ul style="list-style-type: none"> <li>○ Mr. Chandra Sekhar, Quality Council of India</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
4:15 PM – 4:30 PM	TEA / COFFEE
4:30 PM – 5:30 PM	GENERAL DISCUSSION ON PROCEEDINGS OF DAY 1

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**Day 2: Friday, October 31, 2014**

Time	Activity
10:00 AM – 11:00 AM	<ul style="list-style-type: none"> <li>• DIRECT APPROACH TO G2C Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)               <ul style="list-style-type: none"> <li>○ Mr. Jairo Acuña-Alfaro, UNDP</li> </ul> </li> <li>• Discussion / Q&amp;A</li> </ul>
11:00 AM – 11:15 AM	TEA/COFFEE
11:15 AM – 1:15 PM	Possible Vision for G2C Program
	Possible Objectives for G2C Program
	SWOT Analysis of G2C Program
	Possible Components and Implementation Sequence
1:15 PM – 2:15 PM	Lunch Break
2:15 PM – 3:15 PM	Possible Institutional Arrangements for Implementing G2C
3:15 PM – 4:15 PM	Possible Monitoring and Accountability Mechanisms
4:15 PM – 4:30 PM	TEA / COFFEE
4:30 PM – 5:30 PM	Presentation of Workshop Outcomes to the Prime Minister