



Partnership with Ministry of Personnel, Public Grievances and Pensions

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Resilient nations.



United Nations Development Programme

UNDP partners with governments and people to help build nations and drive and sustain the kind of growth that improves the quality of life for everyone. On the ground in more than 170 countries, UNDP offers global perspective and local insight and provides technical assistance, policy advice and development support services using flexible implementation modalities. UNDP has worked in India since 1951 in virtually all areas of human development from democratic governance to poverty eradication to sustainable energy and environmental management. UNDP's programmes are aligned directly with national priorities and are reviewed and adjusted annually.

UNDP is proud of its long and productive partnership with the Ministry

UNDP's partnership with the Ministry of Personnel, Public Grievances and Pensions is one of its longest and most varied in India. Starting in 1987, UNDP has been privileged to support nine projects with the Ministry aimed at accelerating administrative reforms and improving the effectiveness of India's civil service. UNDP has been proud to partner with some of India's most outstanding training institutions at both central and state levels including the Lal Bahadur Shastri National Academy of Administration. In 2014, UNDP's partnership with the Ministry took a new direction with the launch of an innovative programme under the leadership of the Department of Administrative Reforms and Public Grievances aimed at bringing international best practices on service delivery to India.

Some of UNDP's most interesting and high impact projects have been with the Ministry of Personnel, Public Grievances and Pensions.

1. Strengthening Human Resource Management for Civil Services (2013-17)
2. Strengthening Public Administration and Governance (2013-17)
3. Pathways for an Inclusive Indian Administration (2011-12)
4. Capacity Building for Access to Information (2004-10)
5. Establishment of a Centre for Public Policy at Indian Institute of Management, Bangalore (2000)

6. Management Development of Senior Administrators (1993)
7. Strengthening Lal Bahadur Shastri National Academy of Administration (1990)
8. Strengthening Management Development Institute, Gurgaon (1989)
9. Training in Public Administration (1987)

The partnership has supported key priorities

A number of impressive milestones have been reached through the partnership. Through the Strengthening Human Resource Management for Civil Services project, competency-based approaches to human resource management have been introduced and piloted.

Through the Strengthening Human Resource Management for Civil Services project, the Leadership Development Centre has been established at the Lal Bahadur Shastri National Academy of Administration and a national cadre of trainers has been recruited to provide first-class, high quality instruction and guidance to entry-level officers in the Indian Administrative Services and Central Secretariat Services. An innovative and high profile Learning Resource Centre has also been established to adapt and improve national and international training methods.

Through the Management Development of Senior Administrators project, senior civil servants have been trained on the best ways to manage difficult economic reforms and overseas training courses, with access to some of the world's greatest experts on governance and public administration, have been arranged in countries that have already undergone civil service reforms. Through the Capacity Building for Access to Information project, Government officials have been trained on information disclosure and citizen access

helping to operationalize the Right to Information Act after its adoption. Through other pioneering projects, support has been provided to some of the country's premier public policy institutions including the Center for Public Policy at the Indian Institute of Management, Bangalore and the Management Development Institute in Gurgaon.

Key initiatives underway

Under its on-going partnership with the Department of Personnel and Training and LBSNAA, it has been agreed that UNDP will:

- **Roll-out** competency-based human resource management pilots in two government departments and in one civil service cadre
- **Help** State Administrative Training Institutions develop training action plans
- **Provide** technical assistance to the newly-established National Centre for Good Governance
- **Support** the newly established Learning Resource Centre
- **Support** leadership training programmes and develop governance training modules for civil servants

Under its on-going partnership with the Department of Administrative Reforms and Public Grievances, UNDP will:

- **Help** to organize an International Symposium on Excellence in Public Service and Public Administration to disseminate and learn from global innovative practices in public administration and governance
- **Organize** a training workshop for faculty from central and state training institutions on using the case study method to train civil servants

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