



**Government of Telangana**



**Administrative Staff College of India**

**CERTIFICATION PROGRAM  
IN URBAN MANAGEMENT -  
TELANGANA**

**March 13 - 18, 2017**

**April 17 - 22, 2017**



# CERTIFICATION PROGRAM IN URBAN MANAGEMENT- TELANGANA

## PROGRAM INTRODUCTION

India is undergoing an economic, social and political transformation brought about by urbanization and globalisation. While the ongoing urban transition poses numerous challenges, it also offers significant opportunities for India to accelerate economic growth and improve overall quality of life for its citizens. Whether this potential is realised depends critically on how cities are managed.

Strengthening Urban management through capacity building is therefore a key area by which cities can meet the challenges of urban development. This entails the creation of a conducive and enabling environment of urban institutions to effectively perform their functions, and for urban sector professionals to acquire the knowledge, skills and expertise necessary to plan, manage and govern their cities.

The Administrative Staff College of India (ASCI) in partnership with Commissioner and Director of Municipal Administration (GDMA) Government of Telangana is pleased to announce the Certification Program in Urban Management to support the capacity building needs of Urban Local Bodies (ULBs) in Telangana. The program is designed to enhance the capacities of urban sector professionals and provide them with a vehicle through which they gain the latest knowledge on key aspects of urban management and to develop innovative solutions to confront major issues faced by them. The program assumes significance in the context of lessons from AMRUT, Smart Cities, HRIDAY and SBM and emerging needs under new urban programmes of GoI for promoting reforms and service delivery in urban areas.

## PROGRAM OBJECTIVES

- ❖ To provide holistic perspective on the range of issues confronting ULBs and to explore new approaches to address them;
- ❖ To promote active exchange of experiences and national/international good practices for improving accountability and creditworthiness of urban local governments and ensuring effective delivery of services, particularly urban poor;
- ❖ To assist city managers and senior staff of urban local governments in developing appropriate management, governance, leadership and organisational tools and strategies to enable them to discharge their duties more effectively; and
- ❖ To enhance the skills of urban sector professionals and enable them to formulate action plans to meet strategic goals of their institutions.

## PROGRAM STRUCTURE & DESCRIPTION

The Certification Program on Urban Management is offered in four complementary phases over a period of 7 weeks:

### ❖ Phase 1: Self Learn (Respective organisations)

In this stage, the participants are provided with the necessary resource material for the preparatory self-study. The participants can access these through “Urban Resource Link” (URL), a unique model of knowledge support for cities, which facilitates peer learning amongst a network of municipal officers and elected representatives and other urban professionals. The resources can be accessed through ‘Urban Resource Link’ mobile app on playstore and istore or on the website [url@asci.org.in](mailto:url@asci.org.in)

### ❖ Phase 2: Interaction (ASCI)

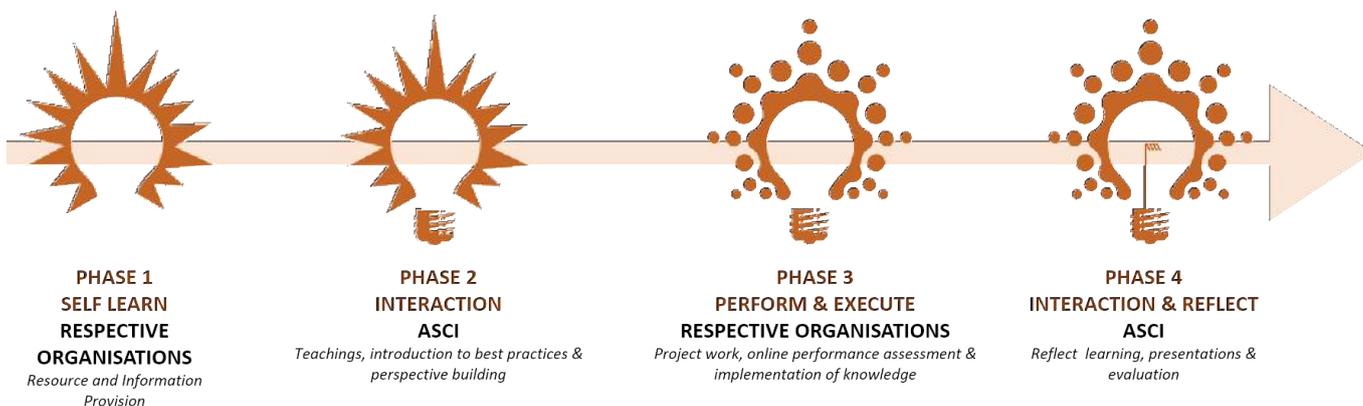
In this **1 week** phase of training, the participants attend preliminary sessions on Urban Governance, Municipal Finance and Service delivery, leadership and managerial skills, and civic engagement. Instructor facilitated and peer to peer learning in this phase would help the participants gain knowledge and acquire necessary skills and techniques for implementation in their respective work contexts. At the end of this phase of the program, the participants identify a topic for project work to be pursued as an assignment over the next phase.

### ❖ Phase 3: Perform & Execute (Respective Organisations)

In this **1-month** phase of implementation and project work, participants implement and enhance the knowledge gained so far by working on an Institutional Development Project (IDP). Mentoring support will be extended to the participants for developing credible reports. An interim report is submitted at end of two weeks to ASCI for review and assessment. The revised final report is then submitted at the end of the phase. The participants also continue to go through self-study module and take online assessments prior to beginning of Phase 4.

### ❖ Phase 4: Interaction & Reflect (ASCI)

In this **1 week** phase of training, the participants return to ASCI for advanced sessions on the topics covered in earlier phases and also on additional topics of importance. Participants share their learning with their peers through various guided sessions and also make a brief presentation of the IDP to an expert committee of members from industry, academia and government. The participants also take a comprehensive assessment towards the conclusion of the phase.



## PROGRAM CONTENT

The program covers the core features of and approaches to urban management focussing on the areas of:

1. Municipal Governance and Reforms
2. Urban Planning and Municipal Service Delivery
3. Municipal Finance
4. Leadership and Managerial Skills

The content would include:

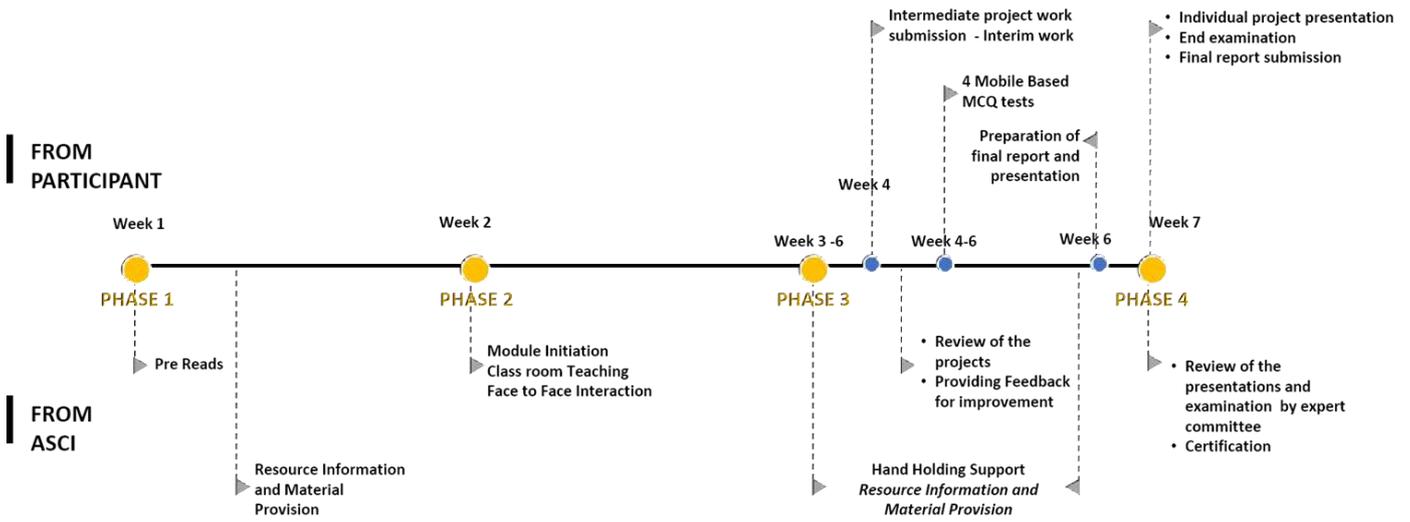
- ❖ Importance of Urbanisation
- ❖ Concepts and Principles of Good Urban Governance
- ❖ Innovations in Governance
- ❖ Urban Planning – Process and Tools
- ❖ Use of ICT in Governance, Service Delivery and developing Smart Cities
- ❖ Participatory Approaches in Urban Governance
- ❖ Municipal Finance
- ❖ Resource Mobilisation- Issues and Strategies
- ❖ Property Tax Reforms in Municipalities
- ❖ Municipal Accounting and Budgeting
- ❖ Fostering and Managing Public Private Partnerships
- ❖ Municipal Credit Rating
- ❖ Improving Urban Environmental Service Delivery
- ❖ Benchmarking of service delivery
- ❖ 24\*7 Water Supply, Non-Revenue Water
- ❖ Mobility planning
- ❖ Municipal Solid Waste Management
- ❖ Liquid Waste Management
- ❖ Open Defecation Free (ODF) and ODF+
- ❖ Faecal Sludge Management
- ❖ Leadership Skills
- ❖ Managerial Skills
- ❖ Negotiation skills
- ❖ Creative thinking skills and techniques
- ❖ Citizen and Employee centricity
- ❖ National and International Best Practices
- ❖ Use of Social and other Digital Media

## TRAINING / LEARNING METHODOLOGY

The program adopts an interactive approach, with a blend of online self-study, lectures, case studies, videos, exercises, experience sharing, field visits, and project work. In addition, panel discussions involving leading experts and practitioners are organised to promote candid dialogue on contemporary issues of specific relevance to program participants. Eminent international and national experts would be invited to deliver talks and share their experiences on relevant topics during the program.



## PROGRAM FLOW



## CERTIFICATION CRITERIA

The following are the mandatory requirements for participant to be eligible for certification:

- (1) Active participation and 100% attendance (20%)
- (2) Completion of all the learning assessments (50%)
- (3) Submission of interim and final project report (20%)
- (4) Presentation of the project work (10%)

## PROGRAM VENUE

The Programme will be conducted at ASCI, Hyderabad

## PROGRAM DATES

Phase 1: March 6-11, 2017

Phase 2: March 13-18, 2017

Phase 3: March 18-April 15, 2017

Phase 4: April 17-22, 2017

## CONTACT DETAILS

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