Sub: 23-IP-11-GE-WSP-A: Workshop on Digital Government for Inclusive Public Service Delivery from 04 - 06 October 2023, Online. (Visit www.npcindia.gov.in/NPC/User/InternationalServices for detailed Project Notification)

Dear Sir,

We invite your kind attention to NPC www.npcindia.gov.in/NPC/User/InternationalServices with regard to above Asian Productivity Organization (APO) project. The project notification and the APO bio data form are available on the above mentioned page and the same are also attached herewith. The duly filled in single copy of Performa enclosed (in excel form only) of the suitable officers for participation as per the para (Qualifications for Participants) of the project notification may kindly be forwarded to reach us latest by 20th September 2023. In this regard, the following points may be noted.

- **Fees and Charges** An Application fees (NON-REFUNDABLE)of **Rs. 500** for MSME Sector, Trade Unions and NGO's and **Rs. 1000/-** for others is payable along with the nomination form, for each participant.

  The requisite amount can be paid through a demand draft/cheque/ECS drawn in favour of National Productivity Council, New Delhi. In the regard, the bank account of NPC details is attached herewith. Kindly e-mail the details of the ECS/RTGS/NEFT payment made, **mentioning the name of applicant in remarks** to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in Please note in the absence of application fee, the nomination will not be considered.

- **Nomination Procedure all nominations should be routed through proper channel and as per the attached APO bio data form.** The nominations received after the last date will not be considered. It is the responsibility of the candidates to complete all the official formalities required by their organizations/department for participating in the program. It is requested to send nominations by e-mail to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in (application in prescribed excel format) and one hard copy by post along with the covering letter of the competent authority on company's letter head. All information pertaining to nominations will be treated as confidential and classified. The nominated officers may be invited as a faculty in programs on the relevant subjects organized by NPC.

We look forward to receiving of nominations from your esteemed organization.

Thanking you,

Yours faithfully,

-sd
(K.D. Bhardwaj)
Director & Head (Int'l Serv.)
for Director General
e-mail: isg@npcindia.gov.in

PROJECT NOTIFICATION

Reference No.: 177

Date of Issue	28 August 2023
Project Code	23-IP-11-GE-WSP-A
Title	Workshop on Digital Government for Inclusive Public Service Delivery
Timing	4 October 2023–6 October 2023
Hosting Country(ies)	Cambodia
Venue City(ies)	Not Applicable
Modality	Online
Implementing Organization(s)	National Productivity Centre of Cambodia, Ministry of Industry, Science, Technology and Innovation and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Closing Date	25 September 2023
Remarks	Not Applicable

Objectives	Understand digital government for inclusive public service delivery; discuss how technology changes interactions between governments and citizens; examine convenient digital platforms to access public services; and explore innovative strategies to leverage digital technologies to enhance public service delivery.
Rationale	The adoption of digital technologies in governance and fostering inclusive public service delivery are critical in the postpandemic era. The need for continuity of services, efficiency and speed, cost reduction, and inclusivity accelerated digital transformation. This workshop will promote smart public-sector transformation to deliver high-quality services.
Background	Public services are changing with advances in technology. With ICT tools, citizens can access government services efficiently and easily. Forty-six percent of Asia-Pacific citizens expect to access government services more frequently in the future, with 73% believing that services have become more digitalized since the pandemic (Deloitte Digital Smart, 2022). Government agencies face challenges in meeting citizens' high expectations of digital service delivery to all, even in remote areas of developing countries. As most governments aim to modernize operations and processes through digitalization, they must consider how to offer services that are both accessible to citizens and conducive for businesses. This workshop will discuss the effectiveness of digital transformation in the public sector, accessibility challenges, citizens' engagement, and collaborative networks to benefit all, regardless of socioeconomic status and/or geographic location.
Topics	Digitalization of public services; Inclusive public service delivery; Emerging technologies for digital service delivery; Examples of mobile services for inclusion; Challenges in digital adoption and inclusion; and Case studies and best practices of digital government for inclusive public service delivery.
Outcome	Enhanced understanding of the importance of inclusive public service; approaches and strategies to improve inclusive public service delivery through digital platforms; and lessons learned from case studies and best practices of inclusive digital government implementation.
Qualifications	Policymakers, government officials, and representatives of local government units and enterprises in charge of ICT, e-government, and public service digitalization programs.

Please refer to the implementation procedures circulated with this document for further details.

Dr. Indra Pradana Singawinata
Secretary-General

**IMPLEMENTATION PROCEDURES FOR APO ONLINE MULTICOUNTRY PROJECTS
(CONFERENCES/OBSERVATIONAL STUDY MISSIONS/TRAINING COURSES/WORKSHOPS)**

1. **Modality of Implementation**

   a. The sessions will be conducted online.

   b. The duration of each day's sessions will be around three hours for observational study missions, training courses, and workshops.

   c. The duration of sessions will be around four hours for conferences.

   d. The APO Secretariat will inform resource persons and participants of the link to the virtual sessions.

   e. The link will be exclusive to resource persons and participants and should not be shared.

2. **Financial Arrangements**

2-1 For projects where the local costs will be covered by the host NPO/implementing organization
   a. The APO will meet the assignment costs for international resource persons.

   b. The host NPO/implementing organization will meet the assignment costs of local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

2-2 For projects where the local costs will be covered by the APO
   a. The APO will meet the assignment costs of international resource persons and honorarium for up to two local resource persons.

   b. The host NPO/implementing organization will meet the costs for a virtual site visit(s), either broadcast live or recorded as applicable.

2-3 For observational study missions where the local costs will be covered by the APO
   a. The APO will meet the assignment costs for international resource persons, honoraria for up to two local resource persons, and video production costs for a virtual site visit(s) of up to USD2,000.00, either broadcast live or recorded as applicable.

2-4 For projects hosted by the APO Secretariat
   a. The APO will meet the assignment costs for international and local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

3. **Requirements of Participants**

   a. Participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

   b. Competent in connecting to online meetings, including independently undertaking troubleshooting in the event of poor or lost connections.

   c. Proficient in English, both written and spoken.

   d. Have necessary devices comprising a computer, web camera, microphone, and speaker or headphones.

   e. Access to internet connections suitable for videoconferencing. Stable, wired LAN connections are preferred.

   f. Follow the instructions of moderators/presenters in asking questions, joining discussions, and answering questions.

g. Wear appropriate business attire during the sessions.

4. Actions by APO members

a. Each NPO should nominate three or more candidates in order of preference for observational study missions, training courses, and workshops, and five or more candidates for conferences.

b. All nominations must be endorsed by an APO Director or Alternate Director and submitted by a Liaison Officer (LO) or designated officer. Self-nominations will not be accepted.

c. Nominations should reach the Secretariat before the deadline.

d. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System/Fleekdrive by NPOs. LOs are requested to notify the Secretariat once biodata forms have been uploaded. The biodata form is available on the APO website.

e. If a selected participant becomes unable to participate, the NPO concerned should inform the APO Secretariat and host country promptly.

5. Actions by the APO Secretariat

a. Selection of candidates will be at the discretion of the Participant Selection Committee of the APO Secretariat.

b. Selection of candidates will be completed and announced at least one week prior to the start of the sessions.

c. Slots that become available due to withdrawal of a selected candidate(s) or lack of nominations by a member country may be filled by alternates to be selected on a merit basis.

d. The APO Secretariat will inform NPOs of the final program and link to the online sessions at least one week prior to commencement.

6. Participating Country Expenses (PCEs)

a. PCEs apply to selected participants from large, profit-making organizations in training courses and observational study missions.

b. The PCE rate is fixed at USD150.00 per participant.

c. The APO Secretariat will notify NPOs concerned before issuing Letters of Acceptance to participants.

d. Invoices will be sent to NPOs concerned at the end of the year.