Regional Workshop on Standards

04 August 2023

3rd Floor Conference Room, Assam Administrative Staff College, Khanapara, Guwahati-29, Assam - 781028
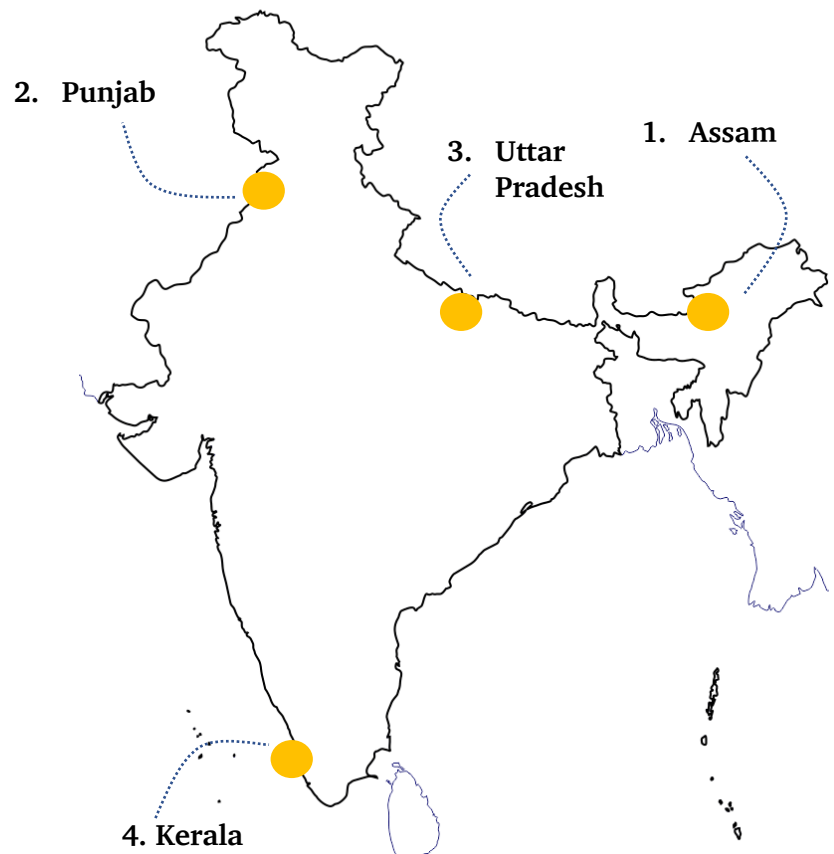
9:30 AM – 5:30 PM

The **National Urban Digital Mission (NUDM)** is a flagship mission launched by the Ministry of Housing and Urban Affairs (MoHUA) in February 2021 to streamline and coordinate efforts of the urban ecosystem and to improve the ease of living for citizens by creating & strengthening a national urban digital ecosystem that delivers accessible, inclusive, efficient and citizen centric governance in India's 4800+ towns and cities. The implementation of NUDM is being anchored by the Centre for Digital Governance (CDG) under the National Institute of Urban Affairs (NIUA).

Regional Workshops on Standards - Guidelines and Specifications

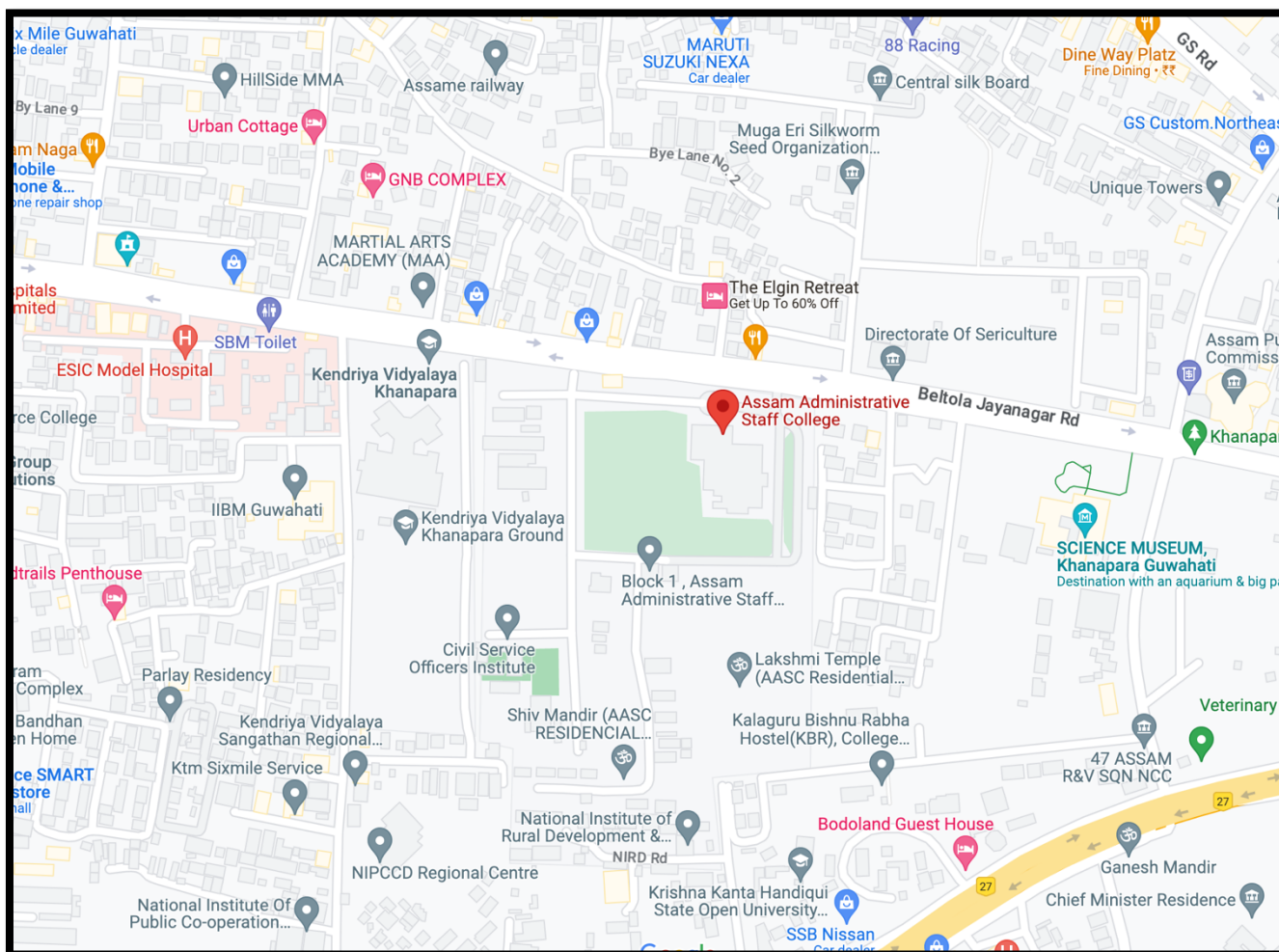For smooth implementation and adoption of Standards.

Published Standards

- Property Tax Taxonomy
- Municipal Grievance Redressal
- Fire NOC
- Trade License
- Water and Sewerage
- Municipal Governance Reference Architecture

2. Punjab
3. Uttar Pradesh
1. Assam
4. Kerala

AGENDA

Slot	Session	Speakers	Key Takeaways and Learning Outcomes
9:30 - 10:00 AM	**Registrations**		
Inaugural Session			
10:00 – 10:10 AM	**Welcome Remarks (**Importance of Standardisation in State/ UTs**)**	Smt Kavita Padmanabhan, Commissioner & Secretary, Department of Urban Development & Housing , Government of Assam	
10:10 – 10:20 AM	**Keynote Address** (The Importance of Standards in Data-Driven Governance and Key Initiatives by the Ministry of Housing and Urban Affairs)	Shri Kunal Kumar, Joint Secretary and Mission Director, Ministry of Housing and Urban Affairs, Government of India	
Compliance Assessment and Performance Evaluation (CAPE) Framework Release			
10:20 – 10:30 AM	**Introduction to National Urban Digital Mission & Regional Highlights**	Shri Manpreet Singh, Chief Program Officer, National Urban Digital Mission	
10:30 – 10:40 AM	MoU Signing with Government of Mizoram		
Technical Sessions: Training and Discussions on Standards			
10:40 – 11:00 AM	**Context Setting – National Urban Digital Mission - Standards**	Ms Priya Upadhyay, Senior Programme Associate – Standards, National Institute of Urban Affairs	• Understanding about the Standards, key concepts and need of the Standards in municipal digital service delivery.
11:00 – 11:15 AM	Tea/Coffee Break		
11:15 – 11:50 AM	**Understanding Standards: (A) Property Tax Taxonomy Knowledge Standards**	Mr Shobhit Verma, Independent Consultant	• Understanding the property tax process and how this will support increasing property tax collections. • Introducing property tax standards and understanding how the adoption will help in creating improved information consistency and process harmonisation.

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Slot	Session	Speakers	Key Takeaways and Learning Outcomes
11:50 – 12:25 PM	**Understanding Standards: (B) Trade Licenses Knowledge Standards - Guidelines and Specifications**	Dr Gayatri Doctor, Senior Associate Professor, Faculty of Management, CEPT University	• Understanding the Trade License Standard and how it will help in better management of trade license service and processes. • Identification and regulation of trades enabling effective enforcement and regulation through Standardisation.
12:25 – 12:40 PM	**Questions and Answers Session**		
12:40 – 1:30 PM	**Panel Discussion: Opportunities of Innovation and Efficient Municipal Digital Service Delivery through Standards**	**Moderator:** Mr Shobhit Verma, Independent Consultant **Panelists:** 1. Dr Dinesh Chand, Director, Standardization Policy and Regulation, EU 2. Ms Geetika Singh, PCS, Additional Chief Administrator, Punjab Urban Development Authority 3. Mr Paschim Tiwari, Technical Director, All India Institute of Local Self Government	• This panel discussion aims to shed light on the significance of standards in India and explore the challenges and opportunities in advancing and implementing them across various sectors. • Standards play a crucial role in ensuring quality, interoperability in municipal service delivery, and its processes. They contribute to economic growth, departmental coordination and reducing burden on the officials/administrators and promoting Innovations.
1:30 - 1:45 PM	**Questions and Answers Session**		
1:45 – 2:45 PM	Lunch		
2:45 – 3:20 PM	**Understanding Standards: (C)Water and Sewerage Knowledge Standards - Guidelines and Specifications**	Dr Anand K Jalakam, Director, Jalakam Solutions Private Limited	• Understanding the Water & Sewerage Standard, defined process, existing gaps in service delivery and ways to mitigate the gaps for better management of Water and Sewerage connections and enhancing the user charges collections.

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3:20 – 3:55 PM	**Understanding Standards: (D) Municipal Grievance Redressal Knowledge Standards - Guidelines and Specifications**	Dr Gayatri Doctor, Senior Associate Professor, Faculty of Management, CEPT University	• Understanding the Municipal Grievance Redressal Standardised process and its impact to enhance grievance redressal and building confidence among the citizens resulting in encouraging public participation. • How the adoption of Standards will support in identification of recurring systemic problems enabling effective resolution of grievances
3:55 – 4:10 PM	Tea/Coffee Break		
4:10 - 4:45 PM	**Understanding Standards: (E) Fire NOC Knowledge Standards - Guidelines and Specifications**	Er CK Verma, Additional Director General (Region Chennai),Central Public Works Department	• Understanding the Fire NOC Knowledge Standard and defined process to harmonise service delivery. • How to ensure the implementation of fire safety measures and its interlinkages with other services such as building plan approval.
4:45 - 4:55 PM	**Questions and Answers Session**		
4:55 – 5:15 PM	**Introduction to Value Capture Financing (VCF)**	Mr Alok Shiromany, Advisor, National Institute of Urban Affairs	• Understanding the Value Capture Financing(VCF) - Concepts & Applications
5:15 – 5:30 PM	**Way Forward and Closing Remarks** (The Imperative of Standards: Paving the Way for Effective Collaboration and Innovation)	Shri Manpreet Singh, Chief Program Officer, National Urban Digital Mission	

LOCATION

Map Locations - https://goo.gl/maps/VF1XHuECmV6mWwcTA

Airport - 27.6 KMs
(Assam Administrative Staff College to Lokpriya Gopinath Bordoloi International Airport, Borjhar, Guwahati, Assam 781015)