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11. Empathy Led Redesigning of Governance Processes

Course Code: OE2011 | Seats: 14
CAMPUS: Bengaluru

COURSE FACULTY

Sridhar Pabbisetty
Chief Enabler, Centre for Inclusive Governance

Education:
 MBA from Indian Institute of Management, Bangalore. He spent half a year at Stockholm School of Economics studying Innovation in Hi-tech enterprises and Development Economics. BE in Computer Science with distinction

Experience:
Recently was the CEO of Namma Bengaluru Foundation (NBF). Prior to NBF, he was the COO of the Centre for Public Policy, IIM Bangalore. He has served as the Chief Programs Officer at B.PAC. Earlier he has worked with Zyme Solutions, Aditi Technologies and iCOPE Technologies.

CO-FACULTY

Chakradhar Saswade
Principal Designer, NID

Education:
Doctoral research in the fields of art and photography as UGC-JRF scholar at M.S. University of Baroda
Faculty Development Programme in Design Foundation Studies.

Experience:
Coordinates and collaborates with rural people for NID's Environmental Perception course conducted in villages with the students of Foundation Programme every year since 2000–01. He has created identity designs for the Reserve Bank of India's, DICGC, Mumbai and National Academy of Telecom Finance and Management, Hyderabad among others.

Keywords
#GovernmentProcessReengineering
#BusinessProcessReengineering
#CitizenCentricGovernance
#RightToPublicService
#Sakala

Overview
Over the last decade Over 21 states like MP, Karnataka, Bihar, Delhi, and Punjab have introduced similar legislation for effectuating the right to service to the citizen. Right to Public Services legislation are statutory laws that guarantee time bound delivery of services for the public services rendered by the Government Departments to citizen. It provides mechanism for punishing the errant public servant who is deficient in providing the service in the stipulated time. We look at these services with empathy from the consumers' view point and reimagine the work flows to reduce corruption and to increase transparency and accountability.

Objective
To enable the students to nurture their inborn Empathy to the citizens having challenge in receiving these services and spur them into using tools such as Government Process Re-engineering and Business Process Re-engineering to rewrite the service workflows.

Methodology
Students will each go through 3 Right to Public services that have been - Used by them, their friend/relative, below poverty line, document deviance from the process outlined to actual experience by the recipient, look at tools that will help to redesign these services with Empathy. Gandhi's talisman is a guiding principle of spurring our action to benefit the last in the queue awaiting development and an opportunity to excel to the best of her/his abilities. Then recommend changing the process workflow with empathy and humanism, making the Governance both Citizen Centric and Inclusive. Lessons from Information, Interaction, Film and Video Communication Design will be used to ensure the learnings reach out to a wide audience.

Deliverables
Channelize their empathy led design re-engineering orientation to common place service delivery challenges. Learnings will not be limited to public services but in private services too. Redesigned workflows will be sent to interested Government departments for changing their processes.