



# SRI GURU NANAK DEV KHALSA COLLEGE

## Post-Event Report

<b>Event</b>	Azadi ka Amrit Mahotsav
<b>Topic</b>	Navigating the challenges in public service delivery.
<b>Organizer</b>	Civil Society, Department of Political Science
<b>Date</b>	28 <sup>th</sup> January 2022
<b>Time</b>	10:00 A.M. (I.S.T.)
<b>Duration</b>	1 Hour 30 Minutes
<b>Place/Platform</b>	Google Meet AND YouTube Live
<b>Number of Participants</b>	175
<b>Guest Speaker/Trainer</b>	I.A.S. Ms. Ira Singhal
<b>Welcome Speech</b>	DR Gopinath Pillai, Convenor, Civil Society
<b>Introduction to the Speaker</b>	Ms. Shivani Rai (BA(Hons) Psc, 3rd Year)
<b>Activities</b>	<ul style="list-style-type: none"><li>• SPEECH, QUESTION-ANSWERS</li></ul>
<b>Main Ideas</b>	<p>The civil society organized a webinar on the topic "navigating the challenges in public service delivery" on 28<sup>th</sup> January 2022, at 10:00 a.m. on virtual platforms of Google meet and YouTube live. The civil society had invited, I.A.S. Ira Singhal, a civil servant, air-1, UPSC civil services exam, 2014 and since then has been serving in various capacities in government of India. The webinar began with an introduction address by the convenor of civil society, Dr. Gopinath Pillai, who also welcomed the speaker. This webinar had been based mainly role and of government as far as providing services to the Indian citizens at large. The speaker explained the dynamics of the entire process by giving very relatable examples and shared her experiences as a field officer. The primary emphasis was laid on the difficulties which are being faced by the civil servants in dealing with social issues confronting the society and the ways they are dealt with. She also highlighted the problems the challenges faced by the Indian state in terms of public service delivery such as inefficiency in the administration in public level, and the passive attitude of citizens in terms of raising voice against corruption in the Indian administrative bureaucracy along with emphasizing the need to fill the gaps through upgradation of civil services who form the permanent executive of India. This was followed by a detailed and student-friendly question-answer session in which the speaker beautifully answered all the questions that the attendees of the webinar had along with explaining different facets of public services like dealing with corruption on a daily basis, abolishing child labor, child marriages and dowry and how citizens could help bureaucrats in dealing with such issues. Finally, Shivam Mishra proposed a vote of thanks to the honorable speaker. Thus, this webinar was interactive, insightful and vibrant in nature and approach.</p>



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<b>Vote of thanks</b>	Mr. Shivam Mishra(BA(Hons) Psc, 2nd Year)

**Feedback**



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Poster (Attach below)

Pictures (Attach Five Photos)



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10:00 | atp-gaks-nqj

3 new notifications

Windows taskbar: Windows logo, Search, Task View, Microsoft Store, Edge, File Explorer, Mail, Calendar, Photos, Settings, Network, Volume, 10:00 28-01-2022

10:01 | atp-gaks-nqj

Windows taskbar: Windows logo, Search, Task View, Microsoft Store, Edge, File Explorer, Mail, Calendar, Photos, Settings, Network, Volume, 10:01 28-01-2022

Windows taskbar: Windows logo, Search, Task View, Microsoft Store, Edge, File Explorer, Mail, Calendar, Photos, Settings, Network, Volume, 10:01 28-01-2022



**Attach Photocopy of two Certificates**

**SRI GURU NANAK DEV KHALSA COLLEGE**  
(UNIVERSITY OF DELHI)

*Civil Society*

DEPARTMENT OF POLITICAL SCIENCE

CERTIFICATE OF PARTICIPATION

This Certificate is Awarded to

**CHARU KAUR ARORA**

Participated in the webinar held on the topic "Navigating the Challenges in Public Service Delivery" organised by Civil Society, Department of Political Science on 28th January, 2022. We hope he/she will disseminate the knowledge gained from this discussion.

*[Signature]*                      *[Signature]*  
DR. GURMOHINDER SINGH                      DR. GOPINATH PILLAI  
Offg Principal                      Convenor (Civil Society)

**SRI GURU NANAK DEV KHALSA COLLEGE**  
(UNIVERSITY OF DELHI)

*Civil Society*

DEPARTMENT OF POLITICAL SCIENCE

CERTIFICATE OF PARTICIPATION

This Certificate is Awarded to

**SHIVANI RAI**

Participated in the webinar held on the topic "Navigating the Challenges in Public Service Delivery" organised by Civil Society, Department of Political Science on 28th January, 2022. We hope he/she will disseminate the knowledge gained from this discussion.

*[Signature]*                      *[Signature]*  
DR. GURMOHINDER SINGH                      DR. GOPINATH PILLAI  
Offg Principal                      Convenor (Civil Society)



Signature: \_\_\_\_\_

Name: \_\_\_\_\_ **Dr Gopinath Pillai**

(Convenor)