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Leadership through Learning

## ADMINISTRATIVE STAFF COLLEGE OF INDIA

Bella Vista, Hyderabad - 500 082, T.S. (India)

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**V. Srinivas Chary**

3 January 2020

Programme Director

Centre for Energy, Environment,

Urban Governance & Infrastructure Development

Dear Sir/Madam,

**Sub: International Certification Programme “Change Management for Achieving Continuous Water Supply for All in Urban Areas in India”: March 13 – 19, 2020. Delhi and Cities of Israel (Jerusalem and Tel Aviv) – Request for Participation/Nomination – Reg.**

The Administrative Staff College of India (ASCI), Hyderabad is pleased to announce International Certification programme “Change Management for Achieving Continuous Water Supply for All in Urban Areas in India” during March 13 – 19, 2020. Training programme comprises two components – an Indian component at ASCI, Delhi followed by an International component at cities of Israel.

The programme aims to enhance knowledge and skills of senior policy makers, municipal commissioners, public health officials of the Indian urban sector/water utilities in their efforts to make the water sector sustainable by adopting continuous water supply system through balanced integration of technical, financial, social, institutional and managerial aspects.

The programme also offers a unique learning opportunity through interactive session with academicians, global & national experts, practitioners, exposure to national & international good practices and simulation exercises. The programme features an international field visit to cities of Israel (Jerusalem, Tel Aviv and Jaffa) to learn good practices and latest technologies available for urban water sector. The Israeli water industry is widely acknowledged as a world leader, especially with its innovative technologies in the areas of water demand management, metering, NRW reduction, desalination, reuse of treated wastewater, etc.

In this context, we invite you to participate in the training programme and also request you to nominate senior level officers from your organisation. We particularly encourage participation of policy makers including elected representatives for the programme.

The programme fee is Rs. 3,00,000/- plus GST @18% per participant and covers tuition, board and lodging, courseware and economy class airfare. Single occupancy air conditioned accommodation will be provided to participants. Participants have to make own travel arrangements from their place of stay/work to Delhi and back.

Please note that participants are requested to carry with them the proof of Medical Insurance for Indian Component. (ASCI will provide Overseas Insurance).

Should you require more information/clarification, please feel free to get in touch with us at [schary@asci.org.in](mailto:schary@asci.org.in), Phone: 040-66534221/66534355, Fax: 040 – 23316211.

We look forward to your response at the earliest.

With kind regards,

**Srinivas Chary Vedala**

Encl : Programme Brochure along with Nomination form



International Training Programme on

# Change Management for Achieving Continuous Water Supply for All in Urban Areas

March 13-14, 2020  
in ASCI, Delhi

March 15-19, 2020  
in Israel



## INTRODUCTION

Provision of high quality continuous and pressurised urban water supply and sanitation (WATSAN) services for all residents, including the poor, is critical to enhance economic productivity through public health improvements. Presently, the WATSAN service levels in urban areas of India are limited, financially unsustainable and are particularly unsatisfactory for the urban poor. For cities to achieve world-class public health status, it is imperative that they move from an intermittent water supply system to a continuous (24x7) supply regime.

Twenty-four-hour water supply, seven days a week is an accepted global practice and is prevalent not only in cities of developed countries but also in cities of less developed countries. People in Kampala (Uganda), Singapore, Malaysia, Phnom Penh (Cambodia), Dhulikel (Nepal) and Rabat (Morocco) all have ready access to clean potable water available 24 hours per day 7 days a week at less cost and requiring no more water resources than currently available in most Indian cities.

Recent studies carried out in Indian cities have consistently shown that a well-managed continuously pressurised 24x7 water supply system actually costs less than the outmoded intermittent systems common throughout the country. Ministry of Housing and Urban Affairs, GoI has notified continuous water supply (24x7) under service level benchmarking framework.

In Israel, a semi-arid country, water has always been a focus of attention due to scarcity. Challenges of sustainable water management in Israel are both natural and man-made which include geographical, hydrological, climatic, urbanisation, industrialisation, etc. But still there is ample water available for domestic, municipal and industrial purposes due to the improved water demand management through metering, NRW reduction, reuse of treated wastewater, etc. This has been achieved

through sustained investments in water knowhow. The Israeli water industry is widely acknowledged as a world leader, especially with its innovative technologies. There are many lessons for Indian cities to learn from Israel for achieving the goal of improved watsan services.

This international training programme titled “**Change Management for Achieving Continuous Water Supply for All in Urban Areas**” would help officials to plan and deliver continuous water supply system through balanced integration of technical, financial, social, institutional and managerial aspects.

## CORE OBJECTIVES

The programme has following core objectives:

- ◆ To provide a comprehensive perspective on change management process needed for achieving continuous water supply
- ◆ To enhance knowledge and skills needed for moving towards 24x7 water supply, covering technical, financial, organisational, social and communication aspects
- ◆ To enhance understanding about the latest and smart technologies for water treatment, NRW management, preventive maintenance, wastewater treatment, water security and use of ICT
- ◆ To share information on recent initiatives in 24x7 water supply and lessons learnt
- ◆ To enable participants to formulate a strategic action plan for achieving 24x7 water supply

## PROGRAMME STRUCTURE AND CONTENT

### *Programme Structure*

The training programme is structured in two components and participants are required to attend both the components.

**India Component: March 13-14, 2020 at Delhi**

**International Component (Israel):  
March 15-19, 2020 (Tel Aviv, Jerusalem, Jaffa)**

### *Programme Content*

**India Component**

*March 13-14, 2020*

The India component of the programme is scheduled for two days at **ASCI, Delhi** Campus. During this phase, participants will be exposed to the theoretical underpinnings of urban water sector and change management and the following modules would be covered:

- ◆ Urban water sector and change management
- ◆ NRW management
- ◆ Pricing & cost recovery mechanisms
- ◆ Effective communication strategy and customer relations management
- ◆ Public-Private Partnership for achieving 24x7 water supply
- ◆ Good practices in 24x7 water supply & sanitation

### **International Component**

**March 15-19, 2020 at Israel**

The International component of the programme involves a visit to cities of Israel (Jerusalem and Tel Aviv). Participants will have opportunity to visit innovative initiatives in urban water management. The International Component would cover the following modules:

- ◆ Holistic approach to manage municipal water services
- ◆ Methodologies and practices to achieve 24x7 water supply
- ◆ Methodologies and technologies to control NRW
- ◆ Principles of operation, maintenance, preventive maintenance, including safety
- ◆ Metering and ensuring water quality
- ◆ Water treatment, supply, desalination, use of ICT, water security
- ◆ Management of municipal wastewater, FSM and storm runoff system
- ◆ Water regulation
- ◆ Smart city initiatives

The programme would also include site visits to various leading Israeli water utilities and companies, water treatment plants, tertiary wastewater treatment plants, sludge treatment, incubation centre, smart city projects, desalination plant, etc.

### **TRAINING AND LEARNING METHODOLOGY**

The programme adopts an interactive approach with a blend of lectures, discussions, case studies, video films, simulation exercises, exchange of experiences and field visits. In addition, the programme offers opportunities for participants to interact with national and international experts and practitioners.

### **RESOURCE PERSONS**

Eminent national and international urban water sector experts, practicing managers would share concepts and experiences during the programme.

### **PROGRAMME PARTICIPATION**

The programme is primarily aimed at policymakers, administrative and political representatives, particularly municipal commissioners and mayors of urban local bodies, water supply engineers and other public health officials from various Water Utilities / Municipal Corporations / Municipalities etc.

### **VENUE**

The programme is fully residential and the participants will be accommodated in single airconditioned rooms (at Delhi and Tel Aviv). The College does not provide accommodation for the family. Transport between Airport / Railway Station and Venue will be arranged by the College.

### **PROGRAMME FEE**

The course fee is **Rs.3,00,000/-** plus GST as applicable, presently 18% per participant. The fee covers tuition, board and lodging, course ware, economy class airfare (Delhi-Tel Aviv-Jerusalem- Delhi), and visa processing charges. No per diem will be paid to the participants. Participants have to make own travel arrangements from their place of stay/work to Delhi and back.

**Note: Kindly forward us the details of Bank/Wire transfer of fee payment indicating the Programme Code (Prg/19-20/1/81) to [poffice@asci.org.in](mailto:poffice@asci.org.in) for confirmation**

**Bank details are given below:**

**For Indian Participants :**

Bank Account Number	62090698675
Beneficiary Name	Administrative Staff College of India
IFSC Code	SBIN0020063
Bank Name	State Bank of India
Branch Address	Bellavista Branch, Raj Bhavan Road, Somajiguda, Hyderabad - 500 082

## MEDICAL INSURANCE

Please note that the participants are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the participant's medical coverage in the event of hospitalisation.

## LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date for receiving nominations is **February 21, 2020**. Kindly contact Programmes Officer for further details (contact details are given at the end of the nomination form). Kindly note that ASCI is exempted from Income Tax and hence tax deduction at source is not required.

## LAST DATE FOR WITHDRAWAL

**February 28, 2020**. Any withdrawals after this date will entail forfeiture of fee paid, if any.

## CERTIFICATE OF PARTICIPATION

The College issues a certificate of Participation on conclusion of the programme.

## ASCI ALUMNI ASSOCIATION

Participants will become members of ASCI Alumni Association upon completion of the course and they will receive journals, newsletters and other academic outputs for continual learning.



For further details, please contact:

**Programme Director**

**Prof. V. Srinivas Chary**

Centre for Energy, Environment  
Urban Governance & Infrastructure Development, ASCI  
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### Administrative Staff College of India

Bella Vista, Khairatabad,  
Hyderabad - 500 082  
Ph: +91 40 6653 4221,  
Fax: +91 40 23316211

### Delhi Campus

C-24, Institutional Area  
South of IIT, Behind Qutub Hotel  
New Delhi-110 016.  
Tel: 011-26962204, 26961750, 26961850



# ADMINISTRATIVE STAFF COLLEGE OF INDIA

Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, (India)

## Nomination Form

### International Certification Programme Change Management for Achieving Continuous Water Supply (24x7) for All in Urban Areas in India (March 13–19, 2020)

Affix your  
photograph  
here

#### Nominee's Contact Information :

Name (Mr/Ms) :	_____	Date of Birth :	_____
Designation :	_____	Qualification :	_____
Organisation :	_____		
Address :	_____		
Phone(s) :	(Off) : _____	(Mobile) :	_____
		Home :	_____
e-mail :	_____	Fax :	_____

#### Sponsor's Details

Name of the Sponsoring Authority _____	Designation _____
Organisation :	_____
GSTIN :	_____
Address :	_____
	_____
	Pincode : _____
Phone(s) :	(Off) : _____
	(Mobile) : _____
e-mail :	_____
	Fax : _____

#### Fee Particulars

Amount Payable :	Mode of Payment (DD/Chq/NEFT) :
Name of the Bank :	Date of Instrument/Transfer :
Instrument Number :	UTR Number for NEFT :

#### Medical Insurance

Name of the Insurance Agency	Policy Number	Validity upto
<b>Note : Coverage should be available in Hyderabad, India</b>		

Signature and Official Seal of the Sponsoring Authority :

NOTE : Forward nomination form to : **Mr. G. Srinivas Yadav, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Fax : 0091-40-66534356, e-mail: [poffice@asci.org.in](mailto:poffice@asci.org.in)