



## ADMINISTRATIVE STAFF COLLEGE OF INDIA

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**V. Srinivas Chary**

26 February 2019

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 27 – April 4, 2019. Hyderabad 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 27 – April 4, 2019. Training programme comprises two components – an Indian component at ASCI, Hyderabad followed by an International component at cities of Israel (Jerusalem and Tel Aviv).

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 seeks to provide urban water sector professionals with vehicle through which they can gain the latest national and international experiences and knowledge on key aspects of urban water management, and to develop innovative solutions to confront major issues faced by Indian cities.

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 and Tel Aviv) 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.

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

27 – 28 March 2019  
in ASCI, India

29 March – 04 April 2019  
in Israel



## INTRODUCTION

Provision of high quality continuous 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 (2-4 hr/day) systems common throughout the country. Ministry of Urban Development, 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 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.

## 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: 27 – 28 March 2019**

**International Component: 29 March – 04 April 2019**



## Programme Content

### India Component

27–28 March 2019

The India component of the programme is scheduled for two days at ASCI, Hyderabad. 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

30 March – 04 April 2019

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

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, 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 senior policymakers, senior administrative and political representatives, particularly municipal commissioners and mayors of urban local bodies, senior 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. 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 ₹ 3,00,000 plus GST@ 18% per participant and will cover tuition, board and lodging, course ware, **Taxes as applicable, economy class airfare (Hyderabad-Tel Aviv-Jerusalem-Hyderabad)**, and visa processing charges. No per diem will be paid to the participants.

**Note: Kindly forward us the details of Bank/Wire transfer of fee payment indicating the Programme Code (Prg/18-19/1/9) to e-mail: [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 for Indian component. The sponsoring agency is required to endorse the participant's medical coverage in the event of hospitalisation. (ASCI will provide overseas insurance)

## LAST DATE FOR NOMINATION

The nomination form duly filled in along with the payment details should reach the Programme Officer by 15 March 2019. Kindly note that ASCI is exempted from Income Tax and hence tax deduction at source is not required.

## CERTIFICATE

A Certificate of Participation will be issued upon completion of the training 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. Srinivas Chary Vedala**

[schary@asci.org.in](mailto:schary@asci.org.in)



**asci**  
Leadership through Learning

**Administrative Staff College of India**

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[www.asci.org.in](http://www.asci.org.in)



**Nomination Form**  
**International Certification Programme**  
**Change Management for Achieving Continuous**  
**Water Supply (24x7) for All in Urban Areas in India**  
**(March 27–April 04, 2019)**

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