










सत्यमेव जयते  
 RAJ NIVAS  
 PUDUCHERRY

# Best Practices

RAJ NIVAS  
 PUDUCHERRY

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# POWER OF THE TEAM

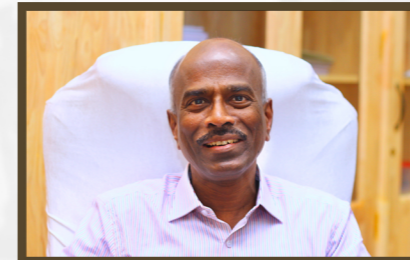
- Endeavours to seek, think and translate ideas and initiatives into action
- Works with integrity & speed
- Analytical in approach and decision making
- Moves out of comfort zone even on weekends in response to people's grievances and/or issues identified
- Also reviews the state of security and public services late in the nights
- Raises its own expectations, meets challenges and constantly widens its own capacity
- Ensures financial prudence and maintains constant vigil
- Promotes networking through NGO participation and CSR contributions
- Constantly communicates using available tools of technology, social networking and other mediums.
- Remains sensitive, compassionate and fair in redressing public grievance
- The Team is futuristic and invests itself to realize the vision of

**“Prosperous Puducherry”**

# THINK TANK



Dr. Kiran Bedi



G. Theva Neethi Dhas



G. Srinivas



R. Sridharan



S. Karthigayan



Asha Gupta



J. Kumaran



Dr. S. Bascarane

# 10 AM Meeting

Team Raj Nivas Core Group

The U.T. of Puducherry was witness to breaking of conventions from day one of assumption of Office by Hon'ble Lt. Governor, Dr. Kiran Bedi. 10.00 AM Meeting, was one such new norm breaking away from the past convention.

## Leadership Nugget

*KNOW WHO YOU WORK WITH.*

*CREATE OPPORTUNITIES TO KNOW THE TEAM MEMBERS YOU/WE WORK WITH, AND SPEND MOST OF OUR WAKING HOURS WITH.*

*TAKE THE TIME TO KNOW THEM.*

*FIND OUT WHO THEY ARE--THEIR EXPERIENCE, THEIR SKILLS, THEIR STRENGTHS AND NEEDS-- LEARN ABOUT THEIR PROFESSIONAL AND PERSONAL GOALS.*

*KEEP UP THE COMMUNICATION BASED OF GENUINE RESPECT.*

-Dr. Kiran Bedi  
9-02-2018

The 10.00 AM Meeting symbolises the spirit of Team Work. Nothing better signifies the 10.00 AM motto of the Team Work than the above quote.

A right kind of team is built by a Right Leader, who recognises individual talents, nurtures, mentors and hand holds. This is where Leaders are crucial and essential. Raj Nivas had the fortune of having the right leader at the helm.

## 10 am Meeting

Led by a leader on a mission, the right people were put at the right place with right tasks. The 10.00 AM Meeting provided for synergy, creativity, cohesion and harmony with moments of individual brilliance.



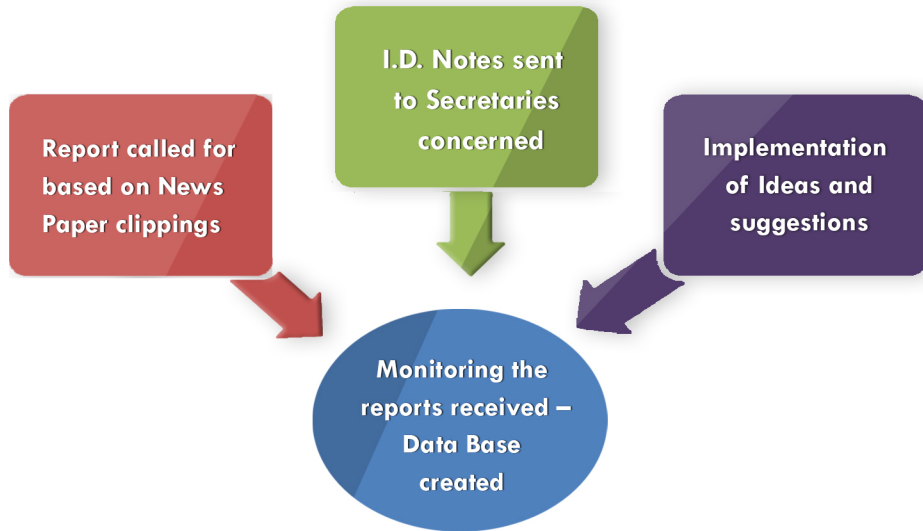
The 10 AM Meet brought in a whiff of freshness and innovativeness in the work culture. It was a meeting of the core Group of "Team Raj Nivas", which assembled on all working days sharp at 10.00 AM to chalk out the plan of actions for the day and the week ahead.



The 10.00 AM Meeting was not limited to being workhorse, but it was a forum for sharing of ideas and thoughts, collective thinking, envisioning and constant learning. It served as a Think Tank and also as an implementing and monitoring agency.

# 10 am Meeting

Ideas were conceptualised, issues of importance jotted, news reports taken cognizance. Each days proceedings was minuted and taken on record. The minutes were communicated to Departments concerned and followed up for implementation.



Distinct is the fact that not a day passes at the 10.00 AM Meet without its lighter moments and its laughter sessions. The team was always kept happy.



Listed below are samples of the important decisions taken in



To put it succinctly, the 10.00 AM meet had all the ingredients of good governance ingrained into it.



# Open House

Responsive Governance



If a question is posed to a common man of Puducherry, which would rank as the best practice of Hon'ble Lt. Governor, Dr. Kiran Bedi, pat would come the answer:- Open House

The majestic heritage building remained an ivory tower, the gates of which would open to only privileged few. For a common man, it was an attractive heritage building that remained out of bounds.

Open House, brought in a revolutionary change. People regardless of status, age, caste or creed were permitted to step into the precincts. For the first time in the history of Raj Nivas, the poorest of poor was able to walk into Raj Nivas.



# Open House

It was also the first step towards transformation of Raj Nivas into People's Nivas. The people who stepped in were served with Tea and Biscuits.

RAJ NIVAS, PUDUCHERRY  
OPEN HOUSE - ENTRY PASS

No. 01 Date: 22/7/16

Name: K. S. C. Chandrasekar

Address: No. 47, Karattichincomba Kallat, Pondy - 01

DOB: 99/4/4/37/03

Mode of Visit: Reg. Issue of Family Ration Card

VISITOR TO RAJ NIVAS, PUDUCHERRY

Director Civil Supply 22.07.2016

Need to be heard and matter addressed

(Dr. Kiran Bedi)  
LIEUTENANT GOVERNOR

40 Entry Passes are provided each day from Monday to Wednesday. Dedicated timing of 6pm to 7pm on every Wednesday was allotted to retired and serving government servants to present their service related grievances.



Fridays were dedicated for Open House through Video Conference with outlying regions of Karaikal, Mahe and Yanam.



## Open House

Replete are many incidents, where people had come back to express their gratitude to say that what had remained not solved for years had been resolved and what seemed impossible was also made possible.

Open House of Hon'ble Lt. Governor, Dr. Kiran Bedi, stands out as the Best Practice in the eyes of the common public.

The table below depicts in brief the nature of complaints received till May 18, many of which were resolved

SN	Particulars	Number of Complaints
1	Civic Issues	975
2	Service Matter	1439
3	Land Disputes	480
4	Complaints	1008
5	Others	1104
6	Encroachment	288
7	Housing	314
8	Suggestion or Recommendation	333
9	Family Disputes	450
10	Courtesy/Invitation	581
	<b>Total</b>	<b>6972</b>

## 6AM Weekend Rounds

Out of comfort zone

Getting out of bed early and moving out of comfort zone, the early mornings of every Saturday and Sunday were dedicated for field visits to areas that required attention

**Great things never came from comfort zones.**

Feet on ground, it was possible to come to grips with the width and the depth of the problem. Ground realities were more visible and made it feasible to get a better perspective of the problem. It was possible to identify the magnitude of the challenge and the extent to which solutions could be wrought or mitigation made



## 6AM Weekend Rounds

### The Revival of Grand Canal

BEFORE



AFTER



Almost three centuries old, the Grand Canal splits the city of Puducherry into the French Quarter and Tamil Quarter. The Canal was built in the year 1709 to carry the water of a small rivulet called Uppar and to serve as a storm water channel. Years of neglect and dumping of garbage has turned the Canal into a choked and stinking drain. The Grand Canal has been revived ever since the Lieutenant Governor launched her morning 6AM rounds on June 5<sup>th</sup> 2016, to promote a 'Swachh, Healthy & Prosperous Puducherry'. Subsequent to her first visit, Lieutenant Governor made several follow-up visits to the Grand Canal. She also held meetings with various stakeholders in the Government such as PWD & Irrigation departments and the Community exhorting them to collaborate and arrive at solutions, thus ensuring that life returns to this landmark.

### Bus Stand- Making it Passenger friendly

BEFORE



AFTER



This bus terminus provides outstation transport services is also a major Hub for city buses. Hundreds of passengers commute from this facility daily, but had been facing inconvenience due to a lack of facilities. Cleanliness inside the Bus Stand was poor and required prompt action. Lieutenant Governor visited the Bus Stand as part of a Weekend Morning Round. She made follow up visits on various occasions. The security processes in the Bus Stand were strengthened. A public address system was also set up. Cloakrooms for transit passengers were set up and steps were also taken to build new toilets. Lighting was also improved in the area. Encroachments in the area were also cleared and seating arrangements were setup.

## 6AM Weekend Rounds



To stay connected with the people Hon'ble Lt. Governor performed majority of the weekend visits by cycling. The cycling brought in a wave of enthusiasm. Hon'ble Lt. Governor was joined for the weekend visits by College and School Students, NSS and NCC Students, Volunteers and common public.

The weekend visits were also part of awareness generation campaigns. Swachh Cycle Rallies, Walkathons to promote dengue awareness were all part of the weekend rounds.



Not only was the visit made in Puducherry. But the field visits were also made in the outlying regions of Karaikal, Mahe and Yanam.

## 6AM Weekend Rounds

On the invitation of Hon'ble Welfare Minister, Hon'ble Lt. Governor participated in the International Women's Day at Karaikal. Joined by the Hon'ble Welfare Minister and Hon'ble Minister for Education and Agriculture who is the elected representative of Karaikal Region, cycle rally was organised in Karaikal to mark the occasion.



For the first time in history, the Lt. Governor camped in Karaikal for a week and made field visits to Rural Pockets of Karaikal and attended to complaints received in regard to General Hospital.

The Headlines captured the news of Hon'ble Lt. Governor scaling the compound wall to inspect the premises. The field visit brought about the much needed transformation in the functioning of General Hospital of Karaikal.

## Visitors Hour

People Nivas

Another of the best practice that stands out to be mentioned was the introduction of Visitors Hour.

It was step, in the constant endeavour to make the Raj Nivas – a Peoples' Nivas.

Any individual or group of individuals who were desirous of having a tour of Raj Nivas, was permitted to visit it. Website Registration and mail confirmations were enabled by user – friendly interfaces through our web portal "<https://rajnivas.py.gov.in>".



A Mid Day Time 12 p.m. to 1.30 p.m., on all 6 days was Designated as Visitors' Hour in Raj Nivas. This was usually a period when emergent tasks/ meetings of morning have been attended to. Hon'ble Lt. Governor made it a point to meet the visitors and have a brief interaction.

## Visitors Hour

The visitors were extended the privilege of having photo shoots with Hon'ble Lt. Governor. This feature became the high point of visitors hour, where every visitor was provided with option of downloading the photo graph that enabled them to carry the happy memories of their visit.

The visitors hour was conceptualised to impact visitors to :-

- Appreciate Heritage of this building.
- Inspire Youth and Children towards Governance and Administration.



The Household staff were motivated to take pride in their work space and showcase it to visitors. The trained Household staff now multitask as "Host of the Visitors' Hour.

An entire documentary on Raj Nivas is screened. The Visitors' Hour has now evolved as an Interaction Zone with varied profile of Visitors from Students of Colleges / Schools, NGOs, Women, Entrepreneur Groups, Tourists and even residents of Puducherry.



As per the Activity Theme in Raj Nivas, takeaways are provided to each Visitors such as Picture Postcards highlighting swachh bharat abhiyan etc.

More than 210 visitor Group and 2957 visitors have been impacted by this initiative .



# Visitors Hour

# Raj Nivas Film Series

Inspiring the future of Puducherry



ARTIFACTS  
OF RAJ NIVAS



Once a month on Saturday evenings, the lawns of Raj Nivas is converted into an open air theatre where children, parents and teachers assemble to watch popular value – based films.

The Children’s film series was a concept introduced by Hon’ble Lt. Governor to educate the children through entertainment. Films that carried inspiring stories with entertainment were selected and screened. The film series was opened with the award winning Tamil Film - “ Kaka Muttai”.



Not just screening of films, the children have the opportunity to interact with Hon’ble Lt. Governor. They were inspired by the pep talk of Hon’ble Lt. Governor, who without fail, got an assurance from the children that they would endeavour to give their best in studies and sports. The objective was to create responsible future generation.

## Raj Nivas Film Series



To inspire the students and to encourage them to think big, they are taken on a tour of Raj Nivas. The imposing heritage building, the Secretariat and the magnitude of the surroundings leave a lasting impact on the children.

The brief tour of Raj Nivas, seeing a film in a divergently different atmosphere and the interaction with Hon'ble Lt. Governor left its indelible imprints in the minds of the budding children.

The post interaction with the students showed the extent of positive influence it had in their minds. The seeds of ambition were sown in the budding minds.

Every time a new group of students would be invited and made to see Raj Nivas and be inspired and ignited to aspire to become future civil servants, administrators, academicians, sports persons and more importantly good human beings.

About 10 Films such as Gandhi, Life of Pi, MS Dhoni-An untold Story, Ice Age-4 have been screened and 3789 students have been the viewers



## Raj Nivas Lecture Series

Thought Leadership

For long Raj Nivas had remained as a citadel reserved for exclusive entry by Hon'ble Ministers and IAS Officers alone for discussions on matters of Governance.



Rare it was for Raj Nivas to be transformed into a convention centre and conceptualised to engage residents of Puducherry on "Thought Leadership" through a series of interactive sessions by eminent speakers from the fields of history, art, literature, leadership, management, science, culture, health, spirituality and more

The dining hall of Raj Nivas was converted into a lecture hall. The hall took a new shape to provide food for thought instead of food for banquets / dinners..

## Raj Nivas Lecture Series

Raj Nivas was host to a series of interactive sessions by eminent speakers from various fields. The maiden lecture was delivered on 23rd December 2016 by Shri Rajiv Peshawaria on Leadership qualities.



While for the first lecture, the invitees ranged from Hon'ble Ministers, elected representatives, public servants, academicians etc., for the second lecture series, the venue for Lecture was shifted from the Dining Hall to the Lawns to accommodate the youth of Puducherry.

The lecture series, along with Open House, Film series, Network@Rajnivas and NGO conclave formed an important cog in the wheel for connecting with the people from divergent sections in a constructive and productive manner.



## Raj Nivas Lecture Series



The Second Lecture of the Lecture Series witnessed Dr. P. Raja narrating the History of Puducherry through chosen folktales, in his own simple, lucid but yet captivating style.

This was followed by lecture on "Making of Nation " by Sadhguru Jaggi Vasudev, leadership lecture by Ms. Jaya Row and spirituality by Shri Radhanath Swamy.



# Raj Nivas Leadership Series

Towards better delivery of Services

Following the success of Lecture Series, Hon'ble Lt. Governor conceptualised a "Leadership series" exclusively for public officials.

The Leadership Series is an initiative to impact training through interactive sessions by Co-opting Leaders in the Administration of Puducherry.

Senior Officers of Puducherry Administration were invited to deliver lectures on their experiences. This initiative served as a platform for sharing of best practices and work experiences. The challenges faced in implementing policies and schemes, innovative strategies that they adopted in rendering service.

# Raj Nivas Leadership Series

Six Lectures have been delivered since it commenced with the inspirational and stirring lecture by Mr. A.Anbarasu, IAS Development Commissioner



# Networking

Co-opting Human Resources

The Durbar, Banquet, Lawn spaces of Raj Nivas hitherto formal Meeting–dining areas, are now Optimally Utilised as platforms for intellectual interactions with citizens across a spectrum- Public Officials, NGOs, Youth and Seniors.



Trainings included sessions on Domestic Violence, Digital Transactions, Rural Development through Commune Commissioners etc.

To foster an exchange of information and ideas among individuals and groups that share common interest, Raj Nivas organised 2 Networking Sessions with 3952 citizens



# Raj Nivas Outreach

Collaborate Resources

The Raj Nivas Outreach program aims to collaborate resources towards Swachh initiatives, revitalization of water bodies as well as rural schools. Hundreds of NCC, NSS and others volunteers swarmed in for morning bike rallies.

The Inmate Reformation Programme at Central Prison, Kalapet focused on crime prevention through their reintegration by providing skills training through NGOs coopted through above visitations.

A brand “Restore” was created in collaboration with Prison authorities / NGO’s to create sustainable livelihoods for inmates.



Raj Nivas supported Thimmanaicken Palayam in the Manaveli assembly constituency in Puducherry with a vision to empower the villagers to become self reliant. Since December 2016, 282 generated CSR activities have been carried out successfully.

## Raj Nivas Outreach



An aggregation of resources have led to Book Donation drives, nature treks, personality development, gender sensitisation and character building programmes in rural schools

