

**2ND TWO-DAY NCGG-ITEC VIRTUAL WORKSHOP
FOR
AFRICAN COUNTRIES
ON
'COVID- 19 - GOOD GOVERNANCE PRACTICES IN A PANDEMIC'
ON
06TH AUGUST 2020 - 07TH AUGUST 2020**



**NATIONAL CENTRE FOR GOOD GOVERNANCE
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC
GRIEVANCES
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
GOVERNMENT OF INDIA**

ACKNOWLEDGEMENT

National Centre for Good Governance (NCGG) gratefully acknowledges the support and partnership of its key partners in the '2ndTwo-Day NCGG-ITEC Virtual Workshop on COVID-19 – Good Governance Practices in a Pandemic for African Countries on 06th-07th August 2020.'

The presence of the Hon'ble Minister of State for Personnel, Public Grievances & Pensions, Government of India Dr. Jitendra Singh as the Chief Guest for the event underscored the significance of the workshop and highlighted the roadmap ahead for Nations in winning the battle against the COVID – 19 Pandemic lies in restarting the economy and strengthening cooperative federalism. The Guest of Honour of the event was Shri V. Muraleedharan, Minister of State for Ministry of External Affairs, Government of India who enlightened everyone through his multifaceted understanding of the pandemic.

Dr. Kshatrapati Shivaji, Secretary, Department of Administrative Reforms & Public Grievances (DAR&PG), Govt. of India as Chairperson of Management Committee of NCGG provided overall guidance; Shri V. Srinivas, Additional Secretary, Department of Administrative Reforms & Public Grievances (DAR&PG), Govt. of India and Director General, National Centre for Good Governance (NCGG) played a leadership role & provided strategic direction for hosting the workshop; Shri Akhilesh Mishra, Additional Secretary (Economic Relations), Ministry of External Affairs appreciated the workshop while Dr. Devyani Khobragade, Joint Secretary, DPA-II & DPA-IV(ITEC) Ministry of External Affairs, Govt. of India provided utmost support from ITEC side to conduct this workshop. NCGG is grateful to Mr. Piyush Goyal, Sr. Technical Director, National Informatics Centre (NIC), who provided his technical support to let this webinar happen successfully.

Team from the National Centre for Good Governance provided extends support for execution of the workshop. NCGG also acknowledges support from Mr. Hemender K. Sharma, Director (DPA-II) and Mr. Atul Bhardwaj, Under Secretary (TC), Ministry of External Affairs, Govt. of India.

NCGG isthankful to the Chairman and Speakers for each session -

DAY-1

SESSION – I - State Level Governance Best Practices in a Pandemic

Chairman –ShriV.Srinivas, IAS,Additional Secretary DARPG and DG NCGG

Speaker – 1 - Dr. Shalini Rajneesh, Additional Chief Secretary, Government of Karnataka

Speaker – 2 - Dr.J. Radhakrishnan, Additional Chief Secretary, Government of Tamil Nadu

SESSION-II - The African Experience

Chairman - Ambassador Shri Gurjit Singh, Former Ambassador of India to Ethiopia and African Union

Speaker – 1 - Dr. Chukwuka Onyekwena, Executive Director, Centre for the Studies of Economies of Africa, Nigeria

Speaker – 2 - Ms. Amie N’Jie, Permanent Secretary Information and Communication Infrastructure, Gambia

Speaker – 3- Shri G.V. Srinivas, Ambassador of India to Senegal

SESSION – III - District Level Governance and Best Practices in a Pandemic

Chairman – Shri Ajit Seth, Former Cabinet Secretary GOI

Speaker 1- Smt. Keerthi Jalli, Collector, Cachar, Assam

Speaker 2- Shri Rai Mahimapat Ray, Former Collector, Ranchi, Jharkhand

SESSION – IV - The African Experience

Chairperson - Smt. Ruchi Ghanshyam, Former Ambassador of India to South Africa

Speakers 1- Dr. Cyprian Heen, Director General, Nigerian Institute of International Affairs, Nigeria

Speaker 2 - Dr. Jawad Kerdoudi, President Morocco Institute of International Affairs, Morocco

Speaker 3 - Dr. Patrick Moonsar, Director General Malaria and Vector Borne Diseases, Government of South Africa with Dr. Rajendra Thapar and Mr. Wayne Ramkrishna from Department of Health Services, Government of South Africa

DAY-2

SESSION – V - Health Sector: Challenges in a Pandemic

Chairman–Shri C.K. Mishra, former Health Secretary GOI

Speaker 1 - Prof. V.K. Paul, Member NITI Aayog

Speaker 2 - Prof. Randeep Guleria, Director AIIMS

Speaker 3 –Dr. Alioune Badara Ly, Deputy Director & Chief Planning, Centre of Senegal Health Emergency Operations (HEOC)

Speaker 4 - Dr. Arulen Vencatasamy, Community Physician, Ministry of Health & Wellness, Mauritius

SESSION – VI - Vande Bharat

Chairman - Shri Rajeev Bansal, Chairman and Managing Director, Air India

Speaker1- Shri Parvathaneni Harish, Additional Secretary, Economic Diplomacy & States Divisions, Ministry of External Affairs, Govt. of India

Speaker 2 - Shri Dammu Ravi, AS & Coordinator (COVID-19), Ministry of External Affairs, Govt. of India

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BACKGROUND



The National Centre for Good Governance (NCGG) is an autonomous institute under the aegis of Department of Administrative Reforms and Public Grievances, Government of India.

The NCGG has been set up to assist in bringing about governance reforms through studies, training, knowledge sharing and promotion of good ideas. It seeks to carry out policy relevant research and prepare case studies; curate training courses for civil servants from India and other developing countries; provide a platform for sharing of existing knowledge and pro-actively seek out and develop ideas for their implementation in the government, both at the National & International Level.

It is envisaged that NC GG would be an institute of excellence that works with the government. Specifically, its repertoire shall include research on good governance practices across administrative, social, financial and political spheres, through assorted means - including (but not limited to) establishing academic collaboration, fostering synergies across various government agencies, developing a national repository of information, establishing educational, research and academic platforms. The over-arching intended principle is to employ an eclectic approach for research, advocacy and dissemination of good practices for inclusive and responsive governance with ‘perceptible’ and ‘sustainable’ transformation of the least developed” as the end-in-view.

With this larger view in focus, the workshop was jointly conceptualized by the Ministry of External Affairs, Department of Administrative Reforms & Public Grievances and National Centre for Good Governance with the objective of disseminating India’s good governance practices in fighting the COVID -19 pandemic.

The workshop included esteemed chairman and eminent speakers from reputed Institutions/ Organizations of African Countries and Ministries/ Departments of Government of India. The participants of the workshop comprised of Diplomats, Civil Servants and Health Experts from 26 Countries spread over South Asia, South East Asia, Latin America and Africa.

The methodology was simple and included an inaugural session inaugurated by Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Government of India in the presence of Shri V. Muraleedharan, Hon'ble Minister of State for External Affairs, Government of India that outlined the objective of the COVID -19 Workshop. There were six sessions that were conducted during the course of the programme to discuss the Best Practices of State & Districts in fighting against the COVID – 19 Pandemic, The African Experience, Challenges for Health Sector and Mission Vande Bharat.

INAUGURAL SESSION

Shri V. Srinivas welcomed all and talked about how strong e-governance practices are indispensable to restarting the economy. He went on to assert how fighting this pandemic would require the combined effort of both centre and states in a show of cooperative federalism that would demonstrate exemplary results on the healthcare front.



ADDRESS BY CHIEF GUEST DR. JITENDRA SINGH, HON'BLE MINISTER OF STATE FOR PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, GOVERNMENT OF INDIA.

The '2ndTwo-Day NCGG-ITEC Virtual Workshop on COVID-19 – Good Governance Practices in a Pandemic for African Countries was held on 06th- 07th August 2020 through webinar' which was inaugurated by **Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Government of India**. He lauded NCGG-ITEC collaboration for the current series of workshop. He cited India's common legacy with Africa where both countries share a heritage of struggling for justice. Our visionary Prime Minister had a foresight for lockdown and he won praises from all sections of the society by releasing 10% of India's GDP for COVID support in these difficult times. Dr. Singh highlighted how important a tool this workshop can become for learning and sharing experiences.

He further said that India has set the tone for Global COVID Collaboration under the leadership of Prime Minister Shri Narendra Modi. He said that extra ordinary foreign outreach of Shri Modi in the last six years has greatly helped in forging such an international coalition against the pandemic. He was speaking after inaugurating an international workshop on "COVID-19- Good Governance Practices in a Pandemic", jointly organized by National Centre for Good Governance (NCGG), Department of Administrative Reforms and

Public Grievances and Indian Technical and Economic Cooperation (ITEC), Ministry of External Affairs.



He said that it was Prime Minister Shri Narendra Modi, who gave a wakeup call to the world to fight this challenge by implementing an early Nationwide Lockdown, despite few cases of infection in India. He said that the foresight and vision of the Prime Minister helped India to fight the Pandemic in an effective manner and the same was emulated by many other countries. Dwelling on the theme of mutual international cooperation, Dr. Jitendra Singh said that Shri Modi was not only instrumental in creating a COVID-19 Emergency Fund, with a commitment of 10 million US Dollars, but also addressed the pandemic issue at SAARC, NAM, G-20 and other platforms, besides engaging with the Heads of Government and States on individual basis.



He said that a package of over 20 lakh crore rupees under Atmanirbhar Bharat announced by Shri Modi is around 10 percent of India's GDP and was one of the highest in the world to

overcome the challenges of the Pandemic. He reiterated that India will be an important pillar of post COVID global economic recovery. He said that the roadmap ahead for Nations in winning the battle against the COVID-19 pandemic lies in restarting the economy and strengthening cooperative federalism. He said that the thrust is for stronger institutions, stronger e-Governance models, digitally empowered citizens and improved healthcare.

Dr. Jitendra Singh also said that team work, compassion and statesmanship have defined India's governance in response to COVID-19 Pandemic and it withstood the Governance challenge with a robust digital framework. The road ahead focuses on "Do Gaj Doori" – social distancing, which has now become a global norm, the Minister added.

The Guest of Honor, Shri V. Muraleedharan, Minister of State for Ministry of External Affairs, Government of India has a wide experience of social as he started his career as a social activist. He threw light on how the pandemic has changed the way we used to live making a new normal. Segregating COVID and non- COVID cases was a humongous task to begin with. Initially there was a disruption of global supply chain of PPEs but we coped with it and augmented our supplies. As this pandemic is a large scale threat, it had its impact on the macro economies and the most to suffer has been the developing economies. Time is ripe we rise to the challenge as the strategy of lockdown bring its own problems. He said now that we are in Unlock 3.0, we have battled many of our shortages and WHO rightly described India's public health service as proactive. We have escalated our production to an extent that we are in a position of liberalizing exports of Indian testing kit and ventilators to other countries as well. Empowered groups have been created for an integrated government response. People of India have responded positively and have received the benefits of the multiple schemes that government has rolled out. India has done a commendable job at COVID diplomacy by embarking on a SAARC Covid fund, starting operation Sanjeevani for Maldives and strengthening the SAGAR mission representing the true spirit of "Vasudev kutumbham".



He said that developing countries were hit hard by this pandemic due to its limited resources and health and medical infrastructure. But India under Prime Minister Shri Narendra Modi took the lead in reaching out to fellow countries both in the region and outside with medical and other aid. He said that India is also taking a lead for development of vaccine in collaboration with other countries of the world.

The Two-Day Conference was attended by 250+ participants comprising Diplomats, Civil Servants and Health Experts from 26 Countries spread over South Asia, South East Asia, Latin America and Africa.

The inaugural session was attended by Dr. Kshatrapati Shivaji, Secretary, DARPG and DPPW, Government of India, Shri V. Srinivas, Additional Secretary, DARPG and Director General, National Centre for Good Governance, Ms. Devyani Khobragade, Joint Secretary, Ministry of External Affairs and other senior officials from Government of India.

The Workshop was jointly conceptualized by the Ministry of External Affairs, Department of Administrative Reforms and Public Grievances and National Centre for Good Governance with the objective of disseminating India's good governance practices to ITEC countries.

The Guest of Honor, Dr. Kshatrapati Shivaji, Secretary, Department of Administrative Reforms & Public Grievances (DAR&PG), Govt. of India spoke about the ravaging effects of the disease across the globe on a sustained basis. He expressed such an event is unprecedented and field level experiences will go a long way in redressing the current circumstances. It has been hitting hard on the global growth centres and the world collectively needs to find a possible solution. Food supplies are dwindling which has shot up prices in the economy but the effect of the virus across the world has not been homogenous which has led to differential results across multiple parameters.

Dr. Devyani Khobragade, Joint Secretary, DPA-II & DPA-IV, Ministry of External Affairs, Govt. of India presented a warm vote of thanks appreciating all the stakeholders for their precious time and efforts talking about this pandemic that everyone is facing.

DAY-1

SESSION – I - STATE LEVEL GOVERNANCE BEST PRACTICES IN A PANDEMIC

CHAIRMAN -Shri V.Srinivas, IAS, Additional Secretary, DARPG and DG, NCGG



He threw some light upon how India has fared with dealing with the pandemic till now. He mentioned how effectively PM Cares fund has been utilized and wished for an “Atmanirbhar Bharat” given the economic stimulus given by Modi government. He went on to assert that current exigencies have necessitated redefining of the governance and to make institutions stronger than before. Digital infrastructure should be stepped up and district collectors should be kept at the forefront of COVID governance.

SPEAKERS -

Dr. Shalini Rajneesh, Additional Chief Secretary, Government of Karnataka

She enlightened everyone with the COVID strategy of the state where they made a contingency plan preparing an escalation matrix to represent how leveraging technology and participatory collaboration for developing tools through crowd sourcing led to augmenting of the health infrastructure within the stipulated timeframe. Mild cases were sent to COVID care centres, moderate ones were sent to dedicated COVID health centres and severe cases ended up in dedicated COVID hospitals.



Surveillance of international passengers was done through hand stamping and home quarantine notices. Surveillance activities in containment zones happened through ASHA workers and supervisory officers (PHC/CHC doctors in ratio 1:4) who went door to door daily for identification of suspect thereby reporting final numbers to the control rooms daily.

Lessons learnt-

- Act quickly
- Honesty and transparency
- Preparedness
- Decisiveness
- Coordinated response
- Effective communication strategy
- Responsiveness and resilience of health infrastructure
- Capacity building by training of health professionals

Dr. J. Radhakrishnan, Additional Chief Secretary, Government of Tamil Nadu

He made a brilliant presentation by enlightening everyone with the timeline of events in Tamil Nadu along with the government response at each juncture. He asserted Tamil Nadu could get a head start given its good health system and procurement agencies, abundance of skilled human resource and a previous experience with epidemics but COVID is a novel virus so there arose shortage of COVID specific health infrastructure. Major measures include micro plan, fever surveillance, fever clinics, containment activities, disinfection, contact tracing, testing,

patient admission management system, screening centres, master control room for essential services, psychosocial support call centres, public awareness, market management committees, population based serosurvey, taskforce coordination committee, rapid response teams and e-sanjeevani telemedicine.



The key lessons could be summarised as –

- Aggressive testing: TN already crossed 2.7 million testing
- Early identification, Contact Tracing and Strict Quarantine measures
- Regular updation of clinical management protocols and death audits
- Ensuring bed capacity in all districts
- Inter departmental co-ordination
- Private sector & NGO involvement
- Cocooning of Vulnerable: Reverse Quarantine
- Social mobilization & community participation: Involving SHG
- Ensuring continued focus on non medical approach in change in behaviour.

SESSION II - THE AFRICAN EXPERIENCE

CHAIRMAN - Ambassador Gurjit Singh, Former Ambassador of India to Ethiopia and African Union



The Second Session of the Programme was chaired by Shri Gurjit Singh, Ambassador of India to Ethiopia and African Union. The Session focused on the African Experience relating to the ongoing COVID-19 Pandemic.

SPEAKERS -

Dr. Chukwuka Onyekwena, Executive Director, Centre for the Studies of Economies of Africa, Nigeria



He apprised everyone with sad state of affairs with Africa as the country is reeling under the pressure of debt trap, infrastructure gaps, unemployment, informality of labour, worsening fiscal concerns and commodity price shocks among others. He asserted that this pandemic can act as a Wake-up call to the African countries to strengthen their data based health management and turn this crisis into an opportunity to enhance credit facilities, ramp up industrial capacities, digitise the economy and reduce country's reliance on global supply chain as producers will have to look inwards due to COVID crisis.

Mrs. Amie N'Jie, Permanent Secretary Information and Communication Infrastructure, Gambia



She talked about the much needed digital response needed for rapid enforcement of digital capabilities of health care systems. She mentioned the country's strategy of opening call centres for communication and tracking and use of ICT for education. She mentioned that a cyber security strategy has been validated in June 2020 and focus has been laid on effective communication through electronic and print media.

Shri G.V. Srinivas, Ambassador of India to Senegal

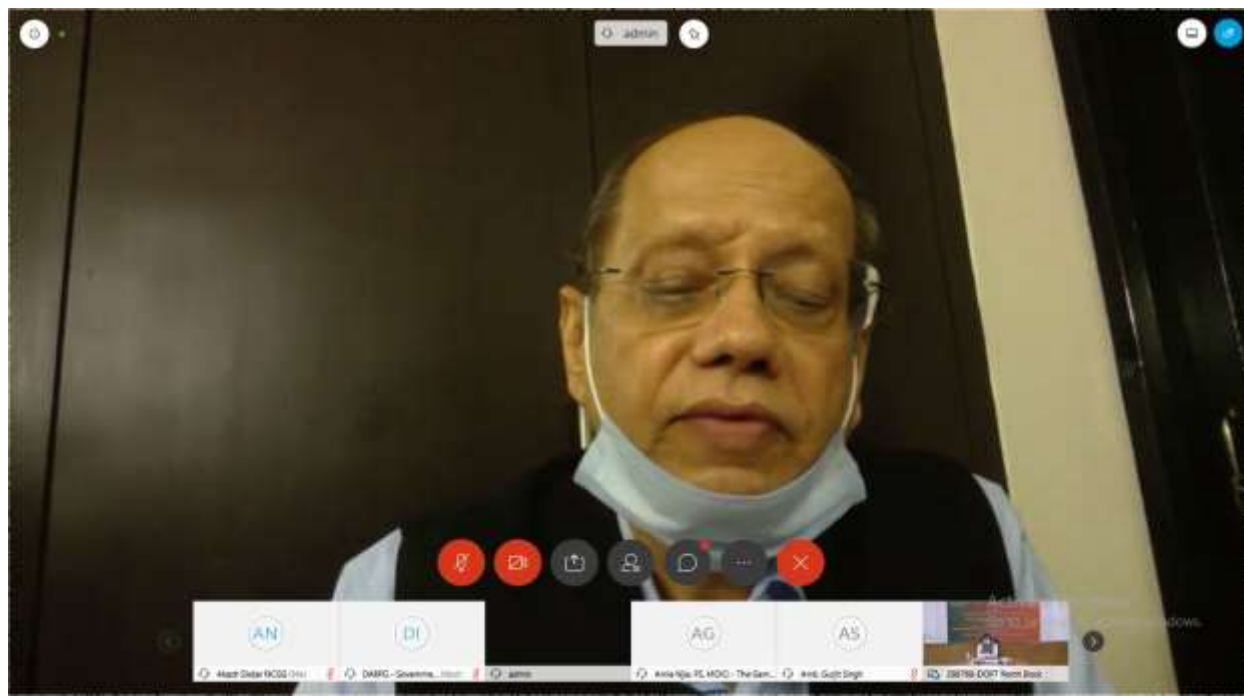
He talked about electronic surveillance for COVID cases in Senegal and emphasized on the plan for online education and access of data on mobiles. There has been provision of tax breaks and lines of credit to redress the economic damage. Well-crafted awareness programmes, teleworking, use of masks and contact tracing with Red Cross has helped the country tackle COVID threat. COVID fund has been created and food aid in the form of home delivery of bread has been provided to the population. E commerce has suddenly sprung up and facilitated essential service delivery.



Aarogya Bharti app has been developed in the country along with much emphasis given to Yoga and Ayurveda. Diagnosis kits have been developed and transparent utilisation of the funds has helped to ameliorate the situation faced by the country due to COVID.

SESSION – III - DISTRICT LEVEL GOVERNANCE BEST PRACTICES IN A PANDEMIC

CHAIRMAN – Shri Ajit Seth, Former Cabinet Secretary, Government of India



The Third Session of the Programme was chaired by Shri Ajit Seth, Former Cabinet Secretary, Government of India. The Session focused on District Level Governance Best Practices relating to the ongoing COVID-19 Pandemic.

SPEAKERS-

Smt. Keerthi Jalli, Collector, Cachar, Government of Assam



She talked about the COVID strategy employed by her district so far that has been highly successful in controlling the COVID situation. They started with screening, swab collection, quarantine centres, contact tracing, community targeted surveillance and creation of urban and block level PHC in hub and spoke model coordinated through a district control room. The dedicated COVID hospitals, transparent networking and procuring of equipments along with local manufacturing of masks made a huge difference. Immense work was done by “Pratirodhibondhu and aapdamitras”(District DM authorities) facilitated by the multipurpose worker training along with dissemination of schemes like “Project Aastha” for psychosocial support which led people cope with the exigencies better. To rope in the good work of the civil society, a whatsapp group by the name GO NGO was created to coordinate the working of all NGOs. Awareness campaigns were organised with important stakeholders and price management of essential commodities were also undertaken.

Shri Rai Mahimapat Ray, Former Collector, Ranchi, Government of Jharkhand



He talked about his strategy of issuing district level guidance with a taskforce for perimeter surveillance and decentralised health screening. Dedicated COVID hospitals were created and in house production of masks and sanitizers were ramped up. Food security was taken care of with mega community kitchen through SHG and collaboration with religious institutions. Mobile ATMs and initiatives like rations kits distribution, milk/vegetables on wheels prevented any kind of scarcity. Robust contact tracing and dedicated emergency response mechanism along with a helpdesk for logistics eased COVID governance. Post lockdown efforts are aimed at public awareness of new normal, reorienting unemployment, addressing food security, access to digital education, increasing focus on co morbidity management and sharing best practices.

SESSION IV - THE AFRICAN EXPERIENCE

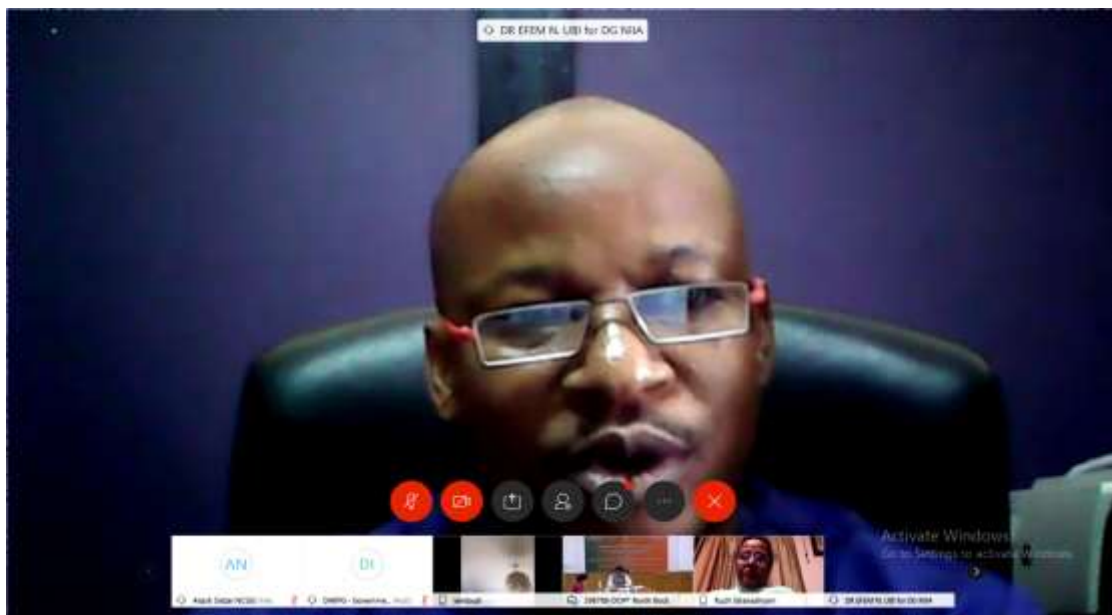
CHAIRPERSON - Smt. Ruchi Ghanshyam, Former Ambassador of India to South Africa



The Fourth Session of the Programme was chaired by Smt. Ruchi Ghanshyam, Former Ambassador of India to South Africa. The Session focused on the African Experience relating to the ongoing COVID-19 Pandemic.

SPEAKERS -

Dr. Cyprian Heen, Director General, Nigerian Institute of International Affairs, Nigeria



He said in his presentation that the impact of this pandemic has been sectoral and cross cutting .Though deaths in this country has been low, administration focussed on advising people on self hygiene. They fear for not being able to manage the crisis. As Africa accounts for 17% of the population and only 3% of the world's GDP, the impact of COVID has been even more threatening for this region. They rely on commodity exports for revenues which has led to a commodity trap. Food production has been low with no value chain. Health sector is in bad shape with rising unemployment that only adds to the psychosocial woes of the lockdown. Everything to fight corona needs to be imported for which they have dwindling resources hence people in this part of the world has a dire need for social protection for their vulnerable groups.

Dr. Jawad Kerdoudi, President Moroccos Institute of International Affairs, Morocco



He very aptly traced the growth of corona virus in his country along with country's reaction to it. March 2nd was the first case in the country and the country has suspended air travel since March 9th taking very prompt and timely action. Since March 16th, schools have been closed and on March 20th, a sanitary state of emergency has been declared. Masks have been made compulsory since April 7th. Health emergency later got extended till 20th May and schools very decreed to open from September. Special fund has been assigned by King Mohammad VI and contribution from both private sector and citizen was encouraged. A scheme has been devised to provide monthly compensation to workers who lost their jobs. Economy Watch Committee has also been constituted to fight COVID thereby assisting the industries that fear closure due to skewed demand. A Strategic Investment Fund has also been created to manage state's holding. Along with this there has been attempt to increase the social security coverage by the government in collaboration with local authorities and civil society.

Dr. Patrick Moonsar, Director General Malaria and Vector Borne Diseases, Government of South Africa.



He pointed out that South Africa accounts for 92% of the cases in SADC region but its case fatality rate is lower than the global rate. An app named COVID connect has been developed that triggers an sms in case of encountering a COVID case thereby collecting reports and sending it to district level teams. The lessons learnt have been-

- Multi Sectoral Approach- Public, Private, NGO, UN and Academia
- Set up IMT/ PMO
- Leading experts supporting COVID-19 Strategy
- Strong Collaboration with WHO
- Daily Transparent reporting by Health Minister
- Community Mobilisation Critical
- Consider Economy and lockdown measures
- Composite use of indicators to measure progress and impact
- Usage of Electronic Technology Communication – new normal

DAY – 2

SESSION – V - HEALTH SECTOR: CHALLENGES IN A PANDEMIC

CHAIRMAN- Shri C.K. Mishra, Former Health Secretary, Government of India



The Fifth Session of the DAY -2 Programme was chaired by Shri C.K. Mishra, Former Health Secretary, Government of India. The Session focused on the Challenges of Health Sector during the COVID-19 Pandemic.

SPEAKERS -

Prof. V.K. Paul, Member, NITI AAYOG



Showcasing the pattern of COVID curve on a graph, he points to the sign of early flattening of the curve. He asserted after the graphical representation of a number of parameters that India is doing “rather well”. He shows a different share of pandemic in the states. Some states have ramped up testing and Delhi has come up with antigen testing along with RTPCR to increase its coverage. Various ministries and departments have come together in a number of ways by contributing to the National taskforce. Labour guidelines for small industries have been put in place to address unemployment situations. As India is known for its ideals of “vaasudev kutumbhakam”, it has gone ahead with sharing of essential medical supplies like hydrocholoquine helping countries in need.

Prof. Randeep Guleria, Director, All India Institute of Medical Sciences (AIIMS), New Delhi



Being at the helm of affair, he shared with everyone an in-depth tracking of corona virus strategy. He shared the initial challenges how health professionals were poorly trained and equipped for challenges like this. It took some capacity building, mentoring and training on protocols along with constant morale boosting to begin with this mission in the first place. Gradually the health infrastructure was ramped up and national task force was created along with multiple clinical research groups of ICMR. The duty schedules were shortened as the heat was unbearable wearing the PPE kit. It took constant research and reorganisation of infrastructure to

fight the virus. Tele consultation was started to for infection control and efforts were made for dignified management of dead bodies and bio waste. National e- ICU programme was initiated, international training was done, workshops were organised to help know the virus better. A Clinical Excellence Programme was undertaken in collaboration with SAARC. Online entrance tests were undertaken to save the academic year and online classes facilitated the continuation of learning process.

Dr. Alioune Badara Ly, Deputy Director & Chief Planning, Centre of Senegal Health Emergency Operations (HEOC)



He apprised everyone with the preparations done by his country in pursuance of fighting COVID-19 despite facing challenges of resource mobilization. It included constituting 2 dedicated mobile laboratories, increasing bed capacities and coordination at the strategic level led by CNGE and IMS. They developed and disseminated “Incident Action Plan” with regular projections to guide response strategies. They have created National COVID -19 alert management cell and facilitated capacity building with regular supervision and daily press briefing by the Health Minister. The press releases led to continuous sensitization through strong involvement of social science experts.

The lessons learnt are-

- Strong leadership and commitment at all level (2 presidential meetings on

- COVID-19)
- The implementation of the Incident Management System (in national and local level) has enabled better coordination
- Availability of PHEOC plans and procedures
- Adaptive and dynamic strategy
- Multi-sectoral approach
- Continuity of services is essential
- Community engagement is the key

Dr. ArulenVencatasamy, Community Physician, Ministry of Health & Wellness, Mauritius



The ministry of Health and wellness were early in recognising the signs of distress by starting an awareness campaign right from 23rd January 2020. Pamphlets and posters were distributed at the airports and social distancing measures were widely advocated. Precautionary measures included screening at the airport, surveillance by the Health Inspectorate, Rapid response Team and admission at Souillac Hospital for suspected cases. Based on the increasing number of COVID-19 cases worldwide, the MOHW issued several communiqués regarding travel restrictions from high risk countries. After Mauritius declared its first 3 cases of COVID-19, the Prime Minister announced that the country would be under "sanitary" lockdown for two weeks

starting 20 March 2020. Surveillance was strictly undertaken at all airports and sea ports by temperature checks of all arriving in the country. Laboratory tests were conducted for suspected cases. On 30 March 2020, sanitary curfew was extended till 15 April 2020 and supermarkets, excluding bakeries, would restart operations as from 2 April 2020. Customers' were allowed to enter supermarkets as per the alphabetical order. The country faced its set of challenges in the form of panic buying, circulation of fake news on social media and people's rising expectations in quarantine centres but it was taken care of resulting in the current corona free status of Mauritius.

The key lessons learnt that facilitated such a feat would be-

- Daily Press Visio conferencing by Different Ministries
- Distribution Of Food By Social Workers and Volunteers
- Alphabetical Order for attending Supermarkets
- Allocation of only 30 minutes to do shopping in supermarkets
- Wage assistance scheme by government
- No penalty concerning loans at bank
- Work from home program applied
- Vaccination program was done at home

SESSION – VI - VANDE BHARAT

CHAIRMAN - Shri Rajeev Bansal, Chairman and Managing Director, Air India



The Sixth Session of the Programme was chaired by Shri Rajeev Bansal, Chairman & Managing Director, Air India. The Session focused on Vande Bharat Mission (VBM).

SPEAKERS -

Shri Parvathaneni Harish, Additional Secretary, Economic Diplomacy & States Divisions, Ministry of External Affairs, Govt. of India



His presentation was extremely informative as he showed the trajectory of the timeline and how Vande Bharat mission took shape. He asserted that the last biggest evacuation was during Kuwait crisis. He has presented a very detailed version of the Mission that comprised of the passenger data countrywise inbound and outbound. Since COVID was declared a pandemic on 11th March, Ministry of External Affairs made a COVID cell right on 12th March. On 13th March, all visas were suspended and Vande Bharat Mission took off on 7th May. It was first of its kind Medical Evacuation Exercise. He illuminated the decision making process of the government by explaining the hierarchy how Empowered Committees report to Committee of Secretaries who further report to Group of Ministers who functions directly under the Prime Minister.

Shri Dammu Ravi, AS & Coordinator (COVID-19), Ministry of External Affairs, Govt. of India



He further elaborated on the decision making process citing the following steps-

1. Medical Emergency Management Plan
2. Availability of Hospitals, Isolation & Quarantine Facilities, Disease Surveillance & Testing and critical care training
3. Ensuring Availability of essential medical equipment, production, procurement, Import & distribution.

4. Augmenting Human Resources & Capacity Building.
5. Facilitating Supply Chain & Logistics Management
6. Coordinating with Private sector, NGOs & IOs
7. Economic & Welfare Measures
8. Information, Communication & public Awareness
9. Technology & Data Management
10. Public Grievances & suggestions
11. Strategic issues relating to Lockdown

The preparation included Mapping of stranded Indians ,Creation of MEA ‘Repat Portal’ on 1st May, creating categories of stranded Indians, compilation of domicile wise data by Indian Missions, appointing State Coordinators for coordinating flights, quarantine and logistics. The key Ministries involved have been Ministry of External Affairs, Ministry of Health & Family Welfare, Ministry of Home Affairs, Ministry of Civil Aviation, Department of Military Affairs, Ministry of Human Resource Development, Ministry of Shipping, Ministry of Skill Development & Entrepreneurship, State Governments (28) and Union Territories (9).

The compelling reasons were cases of deportation, migrant workers laid off, short term visa expiration, medical emergency, death of family member, tourists and students stranded. The measures undertaken were arranging cases domicile wise, uploading data on Repat Portal, Screening at departure, Companies to charter flights and states to confirm testing on arrival. Given such preparations and measures taken, Vande Bharat mission successfully exceeded its initial targets taking advantage of the digital infrastructure and ease of travel facilitated by the countries in the name of COVID diplomacy.

VALEDICTORY SESSION

Dr. Kshatrapati Shivaji, Secretary, Department of Administrative Reforms & Public Grievances (DAR&PG) and Department of Pensions and Pensioners' Welfare (DPPW), Government of India



He said that this multi country workshop was a unique melting pot where the participants discussed, deliberated and elicited insights on this unprecedented pandemic ravaging all parts of the world. This unique virtual platform would further cement and strengthen ties that would only help all countries to navigate better through this pandemic. Quoting “Uncertainty is uncertain”, he said countries are coming up with new strategies every moment which necessitates joint endeavour as the pandemic hits all global growth engines. COVID has presented opportunities for IT and digital space which should be explored for the new world to reset as rebalancing is inevitable while agility becomes the new normal .we need to reengineer our systems by reforming our governance with “twinkle in our eyes” rather than “wrinkle on our face”.

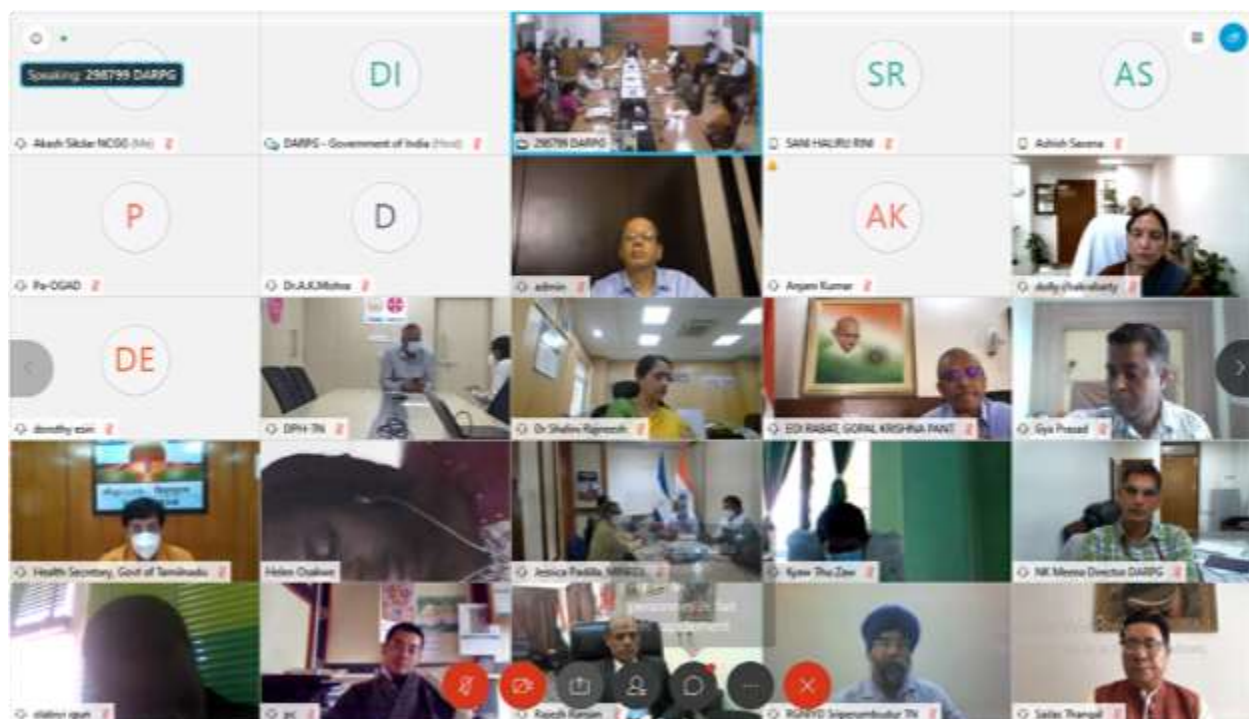
The Guest of Honour Shri Akhilesh Mishra, Additional Secretary (Economic Relations), Ministry of External Affairs, Government of India lauded the decisive leadership of our Honourable Prime Minister in this critical time and how he addressed the decreasing purchasing power of the people by releasing economic stimulus. He also threw light on the diversity of India and how every state has been trying to devise their own strategies that suit their requirements.



He also appreciated the efforts of the entire government machinery at dealing a mammoth crisis like this. At the end, he congratulated NCGG at successfully executing such a workshop that would contribute a great deal towards sharing democratic experience and knowledge among its various stakeholders.



Prof. Poonam Singh, National Centre for Good Governance expressed her gratitude for all the guests and participants to have contributed their time and efforts for this workshop. She said it was an enriching experience and the meaningful insights illuminated all the stakeholders.



The Two-Day Conference was attended by 250+ participants comprising Diplomats, Civil Servants and Health Experts from 26 Countries spread over South Asia, South East Asia, Latin America, Africa, Chairman, Speakers, Professors of Public Administration, Senior Officials of DAR&PG, MEA and NCGG.

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