

Resume

Kishori Jagdish Gadre

Date of Birth- 30-8-1963

Res. Address – 18 A/ 1A Erandwane,
13, Mrunmayee Hsg Society, Opp. New Karnatak High School,
Mehendale Garrage Rd, Pune 411038.

Educational Qualification - M.A. (English) L.L.B.(Law Graduate) Qualified for Junior Research Fellowship of University Grant Commission in Sociology(NET)

Other achievements- Recipient of **Shiv Chatrapati state award**

- For Volley Ball in the year 1983-84, played 8 national and other prestigious tournaments.
- Was member of State sports council which is an advisory body for state government.
- Got two additional increments for excellent work as a deputy collector by State Government

Other Qualification Recognised by Govt. of India as National Level Trainer for

- Training Needs Analysis,
 - Direct Trainer's skills courses,
 - Lead Auditor of ISO
- was also trained at national level in Design of training, evaluation of training and mentoring and facilitation.

International Exposure

- Undergone a one month training on **Total Quality Management** at Civil Service College, Sunningdale, U.K in the yr 2000
- **Member of Indian Merchant Chamber's Business Delegation to Beijing, Guangzhou, Dalian & Shanghai in 2008**
- **Attended International tourism marts at London and Manila in the year 2012**
- **Attended International Travel Road shows in Sweden, Norway and Finland in 2013**
- **Organized a big cultural show at Times square Newyork and bus publicity activity for promotion of Maharashtra tourism in 2014**

Job profile - Joined as Tahasildar in 1988, Promoted as Dy. Collector in 1996, was Assistant Professor, Yashada, Govt. Training Institute, Government of Maharashtra, Promoted as Additional Collector in 2011

The exposure in Yashada gave a conceptual framework to my passion for Good Governance(management in Government)and Administrative reforms

- **Director, Indira Research and Development Centre** for two and half years.
- **Director, Maratha Chamber of Commerce Industries and Agriculture.** Heading **Janwani** the **City development NGO** wing of MCCIA

Indira research centre and Janwani were two organizations conceptualized, lead and nurtured by me. From single person organization, they were developed to a size of 10 project coordinators and more than 20 consultants working in 2 years time. The financial aspects were also the responsibility of the director, 2 years time annual turnover of these 2 organizations has gone up to 1 crore.

After an extraordinary leave for 5 years joined Government of Maharashtra as General Manager(additional Collector) Maharashtra Tourism Development Corporation, subsequently dy commissioner Pune Municipal corporation (Solid waste management)

Articles/ books- Published in Yashamanthan, Marathi Quarterly journal published by Yashada and circulated among Govt. institutions and officers on the following subjects

1. **Total Quality Management in Govt.**
2. **Road map of TQM**
3. **Process improvement**
4. **Citizens' Charter**
5. **'Is concept of TQM is applicable in Govt.- Opinions of participants'**
6. **'Training- Investment in people'**
7. **'Grievance redressal for Good Governance'**
8. Article in Aswattha an English Quarterly journal of YASHADA on **'Total Quality Management in Government'**
9. **About the website – ' Ideas That Work'**
10. **'Right to Information Act – A step towards Administrative Reforms'**
11. **'Yashada's development – recent initiatives'** – Published in state news letter – Lokrajya
12. Published a small book ' **Manthan' – Think Tank An initiative in enabling the ideas to shape an organizational vision**
13. Written a paper **'Maharashtra Right to Information Act 2002'**
14. **IMPLEMENTATION, CHALLENGES AND OPPORTUNITIES'** which was circulated in the international conference on Right to Information conducted by CHRI New Delhi
15. **Right to Information act – a paradigm shift** was published in many daily newspapers of the state
16. Published a booklet on **Templates under right to information**
17. **Prepared Citizens guide under Right to Information**
18. Book review of **'8th Habit'** by Stephen Covey , published in Yashada English journal Aswattha

19. Prepared the **syllabus of a degree course on 'applied public administration' for Pune University**
20. Developed booklet - **Tips for writing a training module and compiled trainers guide**
21. **Published a book 'Jan Je Vanchhil' on Participatory governance** to propagate Area Sabha Act
22. Article on zero garbage in dainik Sakal
23. **Sustainable tourism in the magazine Brahman Manas**
24. **Clean India Mission a booklet for Local bodies.**

Public Appearances, Presence and Information's.

- **Live interview on All India Radio and television on RTI for about an hour – Jan 2006**
- **Addressed POROS International Seminar on "E – governance"- Topic-"E Governance and right to Information"- Dec 2006**

- **Addressed HR managers of PUNE on the concept of 'Training Needs Analysis' organized by NHRD, Pune**
- **Six, one hour interviews on Doordarshan on tourism development**
- **Addressed as a speaker for International Seminar on SEZ in India – Major Leap Forward on 22nd & 23rd Aug, 2008 at Grand Hyatt, Mumbai, conducted by Maharashtra Economic Development council, on Land acquisition and Rehabilitation – Socio-Economic Dimension**
- **television interview on Mumbai clean India campaign**

Experience as a Revenue officer –

- * Conducted Census operations
- * Worked as Returning officer/Asst. Returning officer for Parliament, Assembly, Z.P. elections
- * Handled Law & Order problems,
- * Natural calamities like draught, floods.
- * Worked as Protocol officer handled some work relating to Literacy campaign & Rehabilitation of Project affected persons.
- * Time bound Land acquisition for Major Projects like Pune Mumbai Express Way, Maharashtra Krishna Valley Development Corporation)

Development in the Field of Tourism

Created systems in such a way that the corporation can work as a facilitator for various stakeholders which includes

- Preparing a detailed document for single window clearance for hoteliers,
- Creating a framework for registration of all the stakeholders in the industry right from photographer to helicopter operator,
- initiating an interactive e-commerce web portal in PPP mode.
- **Did extensive publicity through electronic, OOH, print, radio and some innovative ways nationally and internationally.**
- Worked as chief project officer of Deccan odyssey luxury train, designed a global tender for outsourcing **Created a souvenir wing and got developed 200+ designs.**
- Created a festival calendar to attract tourism in neglected areas and seasons in innovative way (to name a few Chikoo, Maarbat, wine and turtle dolphin and wari festival), Chikoo festival has developed the vicinity of Dahanu with a rising tourist flow
- Initiated bollywood tourism, created a detailed proposal for HOP off HOP on bus service for tourists in Mumbai,
- Created 16 short films on sustainable tourism,
- Created a13 series episode on tourism and employment opportunities to reach out to nooks and corners of Maharashtra,
- Created DPR for Mahableshwar Matheran Solid Waste Management,
- created a extensive proposal on restructuring of organization and creation of directorate of tourism.
- Created a unique detailed proposal for providing 7 modern amenities at destinations through PMA in PPP mode (ATM, WiFi, Hygine certified food joints, International standard toilets, cloack tooms, sinages)
- Spoken English training to taxi drivers in Mumbai and auto rikshaw drivers of Ratnagiri was appreciated in the budget speech of Union railway minister
- Initiated 'social reformer tours' to the projects of living legends like Prakash Amate, Anna Hajare etc
- Guided all district tourism plans by giving insights for circuit development and prioritisation to streamline the funding process
- Home stay scheme was developed to involve SHG groups and tribal people in tourism for remote destinations
- Upgraded and simplified Bed and Breakfast scheme by providing star category norms suitable for the venture
- Initiated world class quarterly magazine "Maharashtra Unlimited" for disseminating tourism potential of Maharashtra which has got 2 national level awards.

Experience as a trainer

- Designed and Conducted 5-week foundation training courses for Tahsildars,
- Courses on **basic legal concepts for Quasi-Judicial officers**,
- Courses on Total Quality Management in Govt., Citizen's Charter,
- **Conducted National level training programmes for trainers in various states**, for Training Needs Analysis, Direct Trainers Skills.
- Trained officers in **30 different departments (technical, non-technical both)** of government in Training needs analysis, designed unique training solutions which were intelligent mix of technical, managerial and attitudinal training.

Conducted 8 vertical integration workshops for creating awareness about **good governance** and have developed insight in the functioning of government departments like Transport, Public Hospital, Police, Land records Registration, Food and civil supplies, water supply and sanitation, Solid Waste Management. Worked in Research and Development cell, YASHADA – mainly responsible for **monitoring Quality of Training**,

- Designed training modules for **peon, driver and Safai Kamgars**
- **Initiated a common foundation training programme for the officers of all departments of Government of Maharashtra**. Started networking and capacity building of all the government training institutes in Maharashtra
- Conducted customized training programmes for **various Government and Corporate bodies and educational institutes, hospitals, banking institutions on management and soft skills, designed technical trainings for metro rail Engineers of Mumbai and bridge engineers of MCGM** and coordination of the same, a programme on cultural sensitization of managers in Belgium for a company was organized.
- Prepared **user's guide under right to information**. Prepared training modules and run training programmes under right to information.
- Initiated and organised a TNA(training needs analysis) campaign in all the government departments.

Experience as a consultant

- Worked on conceptual framework of a project of **functional review of 18 government departments of State of Maharashtra** and totally involved in the review of Finance, Planning and General Administration Department of government of Maharashtra. This is a mission-based study for **rightsizing of the departments, and makes them more citizens friendly**. This work is expected to be done in constant interaction and consultation with the top management. It needs consultancy skills.
- **Being a TNA consultant and a recognized user by Govt. of India, department of Personnel and training, for the packages of training of Trainers, developed consultancy and delivery of training skills.**
- **Conducted Training Needs Analysis of Sales Tax Food and Drug Administration of Maharashtra Government and Devasthanam Department Government of Rajasthan and worked as a mentor for TNA of Sericulture department of Government of Aasam. In training needs analysis we use different tools to decipher the exact training needs, and at the same time point out the non-training needs. This exercise gives considerable insight in to the working of the departments, which are presented, and the consent is solicited from the client department. It is an exciting learning experience**
- **Conducted exhaustive training needs analysis of six Municipal corporations and in MMRDA and MMRDA itself.**
- Undertaken successfully the world bank project on building **transparency in public procurement process** with the use of RTI Monitored all these projects right from Proposal writing to the implementation of the projects till the report writing. **This was appreciated by world bank and replicated in Bangla Desh.**

- **Worked as training methodology consultant under a UNDP project undertaken by YASHADA**, while working with Indira research centre, in which nine modules have been prepared by subject experts.
- Worked as training consultant to MMRDA for establishing a national level Mass Rapid Transport Training Institute

Experience as a researcher – Worked as Director, Research and Development centre at Indira Institute of Management, a well known Management Educational Institute in Pune. Various kinds of Research and Training assignments have successfully completed in two years duration.

The research assignments were for MIDC (Maharashtra Industrial Development Corporation) with the ultimate aim of Rehabilitation of the Farmers affected by mandatory process of land acquisition. The subjects were

- **Comparative study of national and international Rehabilitation policies, ,**
- **Socio Economic Survey** of Kesurdi, Dist Satara,
- **Impact Assessments** of Ranjangao MIDC
- **Manpower Demand assessment study** of the Industries in Gokul Sirgaon MIDC,
- **formation of Farmers' company** in the village Nighoje ..was an experiment of first of its kind in India through social mobilization and
- **Developed a manual for socio economic survey** in Marathi which is a guide for further surveys in Maharashtra.

Experience as an active civil society member –

- **Worked with an NGO named Janwani promoted by Maratta Chamber of Commerce, industries and Agriculture, Pune. This NGO works on city development issues like governance, economy, city structuring, traffic and transport and environment.**
- It takes up various issues relating to city life and enhances civil society participation by networking NGOs, experts and interests groups, Creates data and research based public opinion, The motto is envisioning Pune and making it happen. The NGO is trying to create systems for good governance by PPP for the city of Pune.
- Worked on the model for **Zero garbage ward** to create a solution to Garbage management and disposal at ward level, which is ISO and economically sustainable based on two basic principle of door to door collection and segregation at source, in this ward value is created from all the garbage there and then.
- Worked on **visioning for the City** with **stakeholders consultations**
Created
- Budget analysis format for **Municipal corporation budget.**
- Training senior citizens in RTI area sabha, participatory budgeting and **social networking**
- Presented Government some suggestions for modification of **area sabha** act which are feasible and make the enactment effective

E-governance initiatives - Initiated and formulated four soft wares

- And one interactive website in official capacity in Government of Maharashtra since 1989 to 1999.
- Developed at least five **operational softwares** of G to G nature since 1990 and the **website for dissemination of ideas that work** (yashadacgg.mah.nic.in) as subject expert with the help of technical experts in 2002
- Created map based Accident reporting system for traffic police Pune,
- Bus guide for PMPML which is GIS based and Google has supported it created
- **facebook intervention** for traffic police and PMPML.
- In MTDC worked on operationalization of SAP from initial stage and was instrumental in getting File management module and SAP on mobile version getting developed

- Created a e-commerce PPP web portal which as got two national awards

Trainings undergone - a training of one month, on **Total Quality Management** at Civil Service College, Sunningdale, U.K. TQM and its application in Governance. Customer orientation, process improvement, and 5 S were the major learning points.

Undergone various trainings at National Level

- Training Needs Analysis
- Direct Trainer's Skills
- Design of Training
- Evaluation of Training
- Conducted by Department of personnel and Training, Govt. of India
- Training of Trainer in **Citizen's Charter** by Administrative Reforms and Public Grievance Dept. Government of India.
- Completed a course on facilitation and mentoring Conducted by Department of personnel and Training, Govt. of India
- Training undergone at **IIM Calcutta** on '**Leadership in 21st century**'
- Successfully completed the course assessment and examination for **ISO 9000-2000** series **Lead auditor** training course certified by the **International Register of Certificated Auditors.**