

**INSTITUTE OF SECRETARIAT TRAINING
AND MANAGEMENT
(ISTM)**

RIGHT TO INFORMATION ACT – 2005

INFORMATION HANDBOOK

YEAR:2005

CHAPTER 1

INTRODUCTION

The Institute of Secretariat Training and Management (ISTM) is an attached office of the Department of Personnel and Training, Ministry of Personnel, Public Grievances and Pensions.

This handbook has been prepared for information of the general public, as required under the Right to Information Act, 2005 passed in the Parliament of India, which provides for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities.

The main objective of this handbook is to provide information as desired in Section 4 of the Right to Information Act, 2005.

As required under the Act, Shri Apendu Ganguly, Deputy Director has been designated as the ' Central Public Information Officer' of the Institute, who can be contacted for information to be provided under the Act. The particulars of the CPIO is given in Chapter-17.

CHAPTER 2

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES

1.1 INTRODUCTION: The Institute of Secretariat Training & Management (ISTM) was established in the year 1948 as “Secretariat Training School”, primarily for imparting training to the directly recruited Assistants in Central Secretariat. ISTM is an attached office under the Department of Personnel and Training, Government of India and is headed by a Director, who is an officer of the level of Joint Secretary to the Government of India. The Institute is located at JNU (Old) Campus, Olof Palme Marg, New Delhi-110067 and its office timings are from 9.00 AM to 05.30 PM.

1.2 VISION:

- ◆ To be a centre of excellence in secretariat learning and management by encouraging learning and creativity leading to efficiency and the public good.

1.3 MISSION:

- ◆ To inculcate in the trainees the commitment to service and professional competence.
- ◆ To provide leadership in the frontier and potential areas in the field of training.
- ◆ To undertake research, consultancy and system analysis for capacity building.
- ◆ To collaborate with client organizations with continued interface for enhancing the quality of training.
- ◆ To be a centre of excellence by providing opportunity to the faculty and the staff to grow, develop and promote best training practices.

1.4 AIMS AND OBJECTIVES: The broad aims and objectives of the Institute are summarized below:

- ◆ to plan, design and conduct post-entry foundational, refresher and specialized training programmes for different grades of officers upto the middle management level, so as to enable them to perform their duties more effectively and shoulder greater responsibilities in the future, by increasing their professional competence;

- ◆ to assess the training needs at various levels in the Secretariat as well as the related field organizations and organize training programmes to meet these needs;
- ◆ to create and foster among the participants a positive and innovative outlook to work, and a sense of fraternity and team-spirit;
- ◆ to provide faculty support to State Governments and Union Territory Administrations by way of conducting peripatetic training programmes, assist them in designing their training courses and help them in preparing their training materials; and
- ◆ to produce monographs and other training literature/ material, (including audio-visual aids) relevant to the training courses designed and conducted by the Institute.

1.5 ACTIVITIES: ISTM is a multi-disciplinary organization specializing in capacity building, consultancy and research support particularly for the Central Secretariat. ISTM's main concern is to help develop the professional competence of individual officers of not only the Central Government but also of the State Governments, public sector undertakings and autonomous bodies. ISTM has the responsibility of conducting foundational and refresher courses every year besides sending its peripatetic teams to the States/Uts to fulfil its mandate. Training by ISTM covers the areas of personnel services and office management, financial management, management services & computer application, behavioural and secretariat skills and training of trainers. In the area of training of trainers, the Institute conducts a course for senior training professionals from Afro-Asian countries. Besides providing faculty assistance to various organizations and training institutions, ISTM also conducts organization specific courses for a nominal course fee.

CHAPTER 3

POWERS AND DUTIES OF OFFICERS AND EMPLOYEES

Sl.No.	Post	Powers and Duties
01	Director	Being Head of the organisation, he is the overall incharge of both the training and administrative functions of the Institute. He has all the administrative and financial powers as delegated to Head of Department in terms of Delegation of Financial Power Rules, 1978. He/she is also the controlling officer in respect of Gazetted officers of the Institute
02	Joint Directors	Being a faculty position, he/she is required to: 1) schedule, organise and direct training programmes for supervisory and operating level officers of the Central/State Government /Autonomous bodies etc.; 2) produce training materials, case studies, practical exercises etc; and 3) assist the Director of the Institute in administrative and training matters
03	Deputy Directors	-do-
04	Assistant Directors	-do-
05	Training Associate	Assist faculty in training related works such as preparation of annual training calendar, weekly training schedules, liaison with all departments in matters related to training etc.
06	Deputy Director (Admn.)	Functions as Head of Office and exercise all administrative and financial powers as delegated to head of office in terms of Delegation of Financial Power Rules, 1978. Deputy Director (Admn.) is also the controlling officer in respect of Non-Gazatted staff of the Institute.
07	Drawing and Disbursing Officer	Main functions are to look after the regulation of receipt of Government money and incurring expenditure and also keeping the accounts of the office on behalf of the Head of the Office.
08	Section Officers	Assist the Director and the Deputy Director (Admn.) in discharging administrative functions
09	Assistants	Assist Section Officers in administrative matters
10	UDCs	-do-
11	LDCs	-do-
12	Hoster Warden	To supervise the work of Caretaker, hostel block and also all the Group 'D' staff working in the hostel of the Institute.

13	Caretaker	Assists Hostel Warden in the day to day functions of the hostel such as allotment of hostel rooms to outstation participants, to ensure recovery of licence fee on regular intervals and depositing the same with the Cashier, upkeep and maintenance of hostel rooms, liaison work with concerned officers in the CPWD authority in regard to maintenance of hostel of the Institute, to ensure cleanliness in the hostel premises as well as lecture halls and to ensure arrangement of lecture halls.
14	Private Secretaries	Secretarial assistance to faculty/officers
15	Personal Assistants	-do-
16	Assistant Director (OL)	Heads the Hindi Unit. Supervises the work of the Institute in implementation of the Official Language Policy of the Government
17	Senior Hindi Translator	Assists AD(OL) in discharging his/her duties
18	Junior Hindi Translator	-do-
19	Assistant Library & Information Officer	Supervises the work relating to running of Library and dissemination of information relating to the training programmes conducted by the Institute
20	Library Attendant	Assists ALIO in discharging his/her duties
21	Draftman	Assists in design of handouts, preparation of certificates to be presented to trainee participants etc.
22	Training Equipment Operator	Operates training related equipments such as OHP, Video Camera, LCD Projectors etc.
23	Junior Gestetner Operator	Duties as assigned to them in their respective areas
24	Daftry	
24	Peons	
23	Farashs	
24	Chowkidars	
25	Safaikarmacharis	

CHAPTER 4

PROCEDURE FOLLOWED IN DECISION MAKING PROCESS

4.1. Training Activities: Areas on which decisions are required, the concerned faculty formulates proposals, which are put up to the Director through the Joint Director concerned for approval. The Director's decision on these issues is final.

4.2. Administrative Activities:

- a) Director, ISTM has been declared as Head of the Department under the Delegation of Financial Power Rules, 1978 and Deputy Director (Administration) has been declared as the Head of office. All administrative and financial matters are processed in accordance with the relevant Government of India rules and regulations and approved by the Director.

- b) As regards Plan expenditure, the cases are sent to the Integrated Finance Division (IFD) of Department of Personnel and Training(DOPT) through Training Division of DOPT for approval.

CHAPTER 5

NORMS FOR DISCHARGE OF FUNCTIONS OF ISTM

The basic function of the Institute is to impart training. The Institute sets a schedule for its training on an annual basis and a training calendar is issued every financial year:

- Course circulars inviting nominations are issued 12 weeks in advance of the date of commencement of each course. Nominations may also be made suo moto on the basis of the calendar
- Nominations in the prescribed form (which may also be downloaded from ISTM's website) duly completed and signed by the sponsoring authority, should reach the concerned course coordinator at least 6 weeks before the commencement of the course. Provision for online registration is likely to be launched shortly.
- Acceptance of nominations is generally issued four weeks in advance of the commencement of the course. The nominee must not be relieved before receipt of intimation regarding acceptance of nomination.

CHAPTER 6

RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS FOR DISCHARGING FUNCTIONS

The following is a list of the Rules, Regulations etc., which are used for discharging functions by the Institute:

Sl.No.	Details of Rules, Regulations etc.
01	Manual of Office Procedure
02	General Financial Rules
03	CCA (Pension) Rules
04	An introduction to the Government Accounts and Audit
05	FRs & SRs Part I
06	FRs & SRs Part II
07	FRs & SRs Part III
08	General Provident Fund Rules
09	Delegation to Financial Powers Rules
10	Receipt and Payment Rules
11	LTC Rules
12	Major and Minor Heads of Accounts Vol-1
13	Major and Minor Heads of Accounts Vol-2
14	Staff Car Rules
15	CS(MA) Rules
16	Training Monographs prepared by the Institute
17	Other training materials such as handouts, exercises etc.

CHAPTER 7

A STATEMENT OF THE CATEGORIES OF THE DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL

The following is the list of the category of the documents which are held by the Institute:

Sl.No.	Description of record
01	Section Diary
02	Issue Diary
03	Despatch Register
04	A register of daily abstract of stamps used
05	Messenger book
06	Stamps account register
07	File Register
08	File Movement Register
09	Attendance Register
10	Casual Leave Register
11	Store Index Register
12	Dead Stock Register (separately for perishable consumer articles and non-perishable articles)
13	Telephone Register
14	Log Book of Government Vehicles
15	Register of Advances
16	Register of books received in library
17	Register of books issued
18	Check card of News Papers, magazines, periodicals etc.
19	Pay Bill Register
20	TA Register
21	LTC Register
22	Contingent Register
23	Acquittance Rolls
24	Bill Register
25	Cash Book
26	Expenditure Control Register
27	CGEGIS Register
28	Register of valuables
29	Undisbursement Register
30	Cheque Register

CHAPTER 8

PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION

As the main function of ISTM being to train officers of the Central/State Government, autonomous bodies, PSUs, there is no occasion for consultation with or representation by the members of the public in relation to the affairs of the Institute. Further, policies formulated by the Department of Personnel and Training (DOPT) with regard to training is followed/implemented by this Institute. Whenever there is any need, necessary consultation with the Training Division of Department of Personnel and Training is resorted to. Further, as and when a need is felt by different client organizations for specific training programme, consultation is made with the client organisation for designing the programme.

CHAPTER 9

A STATEMENT OF BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSTITUTED AS ITS PART

ISTM does not have any permanent Council, Committees or other Bodies. As and when the need arises, particularly for matters relating to purchase, inventory verification, DPC etc., a Committee is constituted by the Director, ISTM for such specific purposes.

CHAPTER 10

DIRECTORY OF OFFICERS AND EMPLOYEES

Name of the Office: Institute of Secretariat Training and Management (ISTM)

JNU (OLD) Campus

Olof Palme Marg

New Delhi-110067

Fax: 011-26104183 & 26102597

Sl.No.	Name & Designation	Phone No.		Email
		Office	Home	
01	R.K. Saini, Director	26164182	24358201	Rksaini@nic.in
02	M.N. Kundu, Joint Director	26161375	23221518	Mnkundu@nic.in
03	S.C. Sen, Joint Director	26164285	26170940	scsen@nic.in
04	A.N.Chakravarty, Joint Director	26108946	22714720	Anc@nic.in
05	M.S. Kasana, Joint Director	26180589	25835731	Ms.kasana@nic.in
06	S.S. Yadav, Deputy Director	26102597	25084046	Ssyadav@nic.in
07	P.K. Sachdev, Deputy Director	26104038	22716286	Pksachdev@nic.in
08	Meera Narayanan, Deputy Dir.	26175590	22723381	Nmeera@nic.in
09	Hari Om Singh, Deputy Director	26177058	23384677	Hariomsingh@nic.in
10	T.P.Narayan Moorthy, Deputy Dir.	26105592		Tpmurthy@nic.in
11	P.S. Sareen, Deputy Director	26175590	24671818	Pssareen@nic.in
12	Rajesh Saxena, Deputy Director	26102597	26266579	Rajeshsaxena@nic.in
13	Mukesh Chaturvedi, Deputy Dir.	26102597	0120-3945623	Vigadvice@yahoo.co.in
14	Poonam Goila, Deputy Director	26105592		
15	Apendu Ganguly, Deputy Director	26102597	22243575	
16	Nafe Singh, Deputy Director	26175590	9891963832	
17	Gurvinder Kaur, Assistant Director	26177058	25131469	
18	Sandeep Mukherjee, Assistant Dir	26175590	26272060	Sandeepm@nic.in
19	Naresh Bhardwaj, Assistant Dir	26172571	25035022	Nbhardwaj@nic.in
20	Jayanthi Sriram, Assistant Dir.	26175590	0124-2065103	Jayanthi@nic.in
21	G.D. Chawla, Assistant Director	26165593	25144283	Gdchawla@nic.in
22	Sowmendra Chanda, Asstt. Dir.	26102597	26274888	Sowmendra@nic.in
23	Moloy Sanyal, Assistant Director	26175590	9312238246	Moloysanyal@nic.in
24	H. Govind, Assistant Director	26165593	26174171	Govindharkal@nic.in
25	B.S. Bangari, Section Officer	26104038		
26	Rakesh Kumar, Section Officer	26104038		
27	Pumzalal Pulamte, Section Officer	26104038		
28	M.Lata, Private Secretary	26164182		
29	Srividya Ramesh, Pvt. Secretary	26108946		
30	Pushpa Saroha, Pvt. Secretary	26175590		
31	O.P. Malik, ALIO	26103394	25083616	
32	Sankha Roy, Assistant	26104038		
33	P.P.Rama Rao, Assistant	26104038		
34	K.L. Sachdev, PA	26172571		
35	S.Kanakam, PA	26180589		
36	Radha Sikri, PA	26161375		
37	N.A. Mangai, PA	26102597		
38	S.L. Sharma, PA			
39	Veena Monga, PA	26102597		

40	Gurjeet Singh Chatha, PA	26165593		
41	R.Mahalakshmi, PA	26164285		
42	Uma Ramachandran, PA	26104038		
43	Binita Pandey, PA	26177058		
44	Smitha Viju, PA	26175590		
45	Rakesh Kumar Singh, PA	26165593		
46	Jitendra Kumar Bharti, PA	26177058		
47	T.G. Venkatesh, UDC	26165593		
48	Remy Jose, UDC	26104038		
49	M.P.Harinarayanan, UDC	26165593		
50	Madhvi Sharma, UDC	26104038		
51	Niti Menghani, UDC	26104038		
52	Roma Sharma, LDC	26104038		
53	Rakesh Kumar Tokas, LDC	26105592		
54	R.S. Yadav, LDC	26165593		
55	Anita Sachdev, Artist	26165593		
56	Anju Bala Verma, LA	26103394		
57	Lichchoo Singh, TEO	26165593		
58	H.K. Sehgal, SCD	26104038		
59	Dilbagh Singh, SCD	26104038		
60	Sukhbir Singh, SCD	26104038		
61	Ravinder Kumar, Trng.Associate	26165593		
62	Pavitra Yadav, Trng. Associate	26165593		
63	Shashi Mehra, Sr.Hindi Translator	26177058		
64	Manoj Kumar Thakur, JHT	26172571		
65	Arjun Singh, Daftry	26104038		
66	Saleti Singh, Peon	26165593		
67	Raghubir Singh, Peon	26102597		
68	Gorakh Nath, Peon	26104038		
69	Sant Ram, Peon	26165593		
70	Neeraj Singh, Peon	26104038		
71	Jai Prakash, Peon	26164182		
72	Narender Singh, Peon	26105592		
73	Raje Singh, Peon	26177058		
74	Binay Kumar Singh, Peon	26105592		
75	Krishna Devi, Peon	26175590		
76	Dinesh Singh, Peon	26103394		
77	Vijay Singh, Farash	26104038		
78	Manmohan Singh, Farash	26105592		
79	K.N. Joshi, Farash	26172571		
80	Nathu Ram, Chowkidar	26172571		
81	Devi Singh, Chowkidar	26172571		
82	Narain Poddar, Chowkidar	26103394		
83	Sudarshan Prasad, Chowkidar	26172571		
84	Avtar Singh, Chowkidar	26172571		
85	Gajendra Singh, Safaiwala	26104038		
86	K.Pollaiyah, Safaiwala	26104038		
87	Rajendra Singh, Safaiwala	26104038		
88	Bhanu Ram, Safaiwala	26104038		
89	Vijay Singh, Safaiwala	26172571		

CHAPTER 11

THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN REGULATIONS

Sl.No	Name & Designation	Scale of Pay	Monthly Remuneration (in Rupees)
01	R.K. Saini, Director	18400-500-22400	45643.00
02	M.N. Kundu, Joint Director	12000-375-16500	33771.00
03	S.C. Sen, Joint Director	-do-	33028.00
04	A.N.Chakravarty, Joint Director	-do-	38462.00
05	M.S. Kasana, Joint Director	10000-325-15200	33298.00
06	S.S. Yadav, Deputy Director	-do-	32083.00
07	P.K. Sachdev, Deputy Director	8000-275-13500	33237.00
08	Meera Narayanan, Deputy Dir.	10000-325-15200	30139.00
09	Hari Om Singh, Deputy Director	-do-	26692.00
10	T.P.Narayan Moorthy, Deputy Dir.	-do-	23518.00
11	P.S. Sareen, Deputy Director	-do-	25605.00
12	Rajesh Saxena, Deputy Director	-do-	27660.00
13	Mukesh Chaturvedi, Deputy Dir.	-do-	30339.00
14	Poonam Goila, Deputy Director	-do-	34088.00
15	Apendu Ganguly, Deputy Director	-do-	31718.00
16	Nafe Singh, Deputy Director	7450-225-11500	19907.00
17	Gurvinder Kaur, Assistant Director	7500-250-12000	21648.00
18	Sandeep Mukherjee, Assistant Dir	8000-275-13500	22545.00
19	Naresh Bhardwaj, Assistant Dir	-do-	21384.00
20	Jayanthi Sriram, Assistant Dir.	-do-	21384.00
21	G.D. Chawla, Assistant Director	-do-	21209.00
22	Sowmendra Chanda, Asstt. Dir.	-do-	22545.00
23	Moloy Sanyal, Assistant Director	-do-	21209.00
24	H. Govind, Assistant Director	-do-	17485.00
25	B.S. Bangari, Section Officer	6500-200-10500	14916.00
26	Rakesh Kumar, Section Officer	-do-	14214.00
27	Pumzalal Pulamte, Section Officer	-do-	16797.00
28	M.Lata, Private Secretary	8000-275-13500	16954.00
29	Srividya Ramesh, Pvt. Secretary	-do-	15988.00
30	Pushpa Saroha, Pvt. Secretary	-do-	20559.00
31	O.P. Malik, ALIO	10000-325-15200	23150.00
32	Sankha Roy, Assistant	5500-175-9000	10260.00
33	P.P.Rama Rao, Assistant	-do-	9714.00
34	K.L. Sachdev, PA	6500-200-10500	18561.00
35	S.Kanakam, PA	5500-175-9000	13024.00
36	Radha Sikri, PA	-do-	16387.00
37	N.A. Mangai, PA	6500-200-10500	13112.00
38	S.L. Sharma, PA	-do-	16671.00
39	Veena Monga, PA	5500-175-9000	16387.00
40	Gurjeet Singh Chatha, PA	-do-	11795.00
41	R.Mahalakshmi, PA	-do-	10974.00
42	Uma Ramachandran, PA	-do-	10974.00
43	Binita Pandey, PA	4000-100-6000	10764.00
44	Smitha Viju, PA	-do-	11525.00

45	Rakesh Kumar Singh, PA	-do-	8022.00
46	Jitendra Kumar Bharti, PA	-do-	7496.00
47	T.G. Venkatesh, UDC	-do-	9501.00
48	Remy Jose, UDC	-do-	9351.00
49	M.P.Harinarayanan, UDC	-do-	8373.00
50	Madhvi Sharma, UDC	-do-	10102.00
51	Niti Menghani, UDC	-do-	9882.00
52	Roma Sharma, LDC	3050-75-3950-80-4590	6738.00
53	Rakesh Kumar Tokas, LDC	-do-	7026.00
54	R.S. Yadav, LDC	-do-	5748.00
55	Anita Sachdev, Artist	5500-175-9000	18316.00
56	Anju Bala Verma, LA	4000-100-6000	10764.00
57	Lichchoo Singh, TEO	5000-150-8000	14843.00
58	H.K. Sehgal, SCD	4500-125-7000	10860.00
59	Dilbagh Singh, SCD	4000-100-6000	8829.00
60	Sukhbir Singh, SCD	3050-75-3950-80-4590	7031.00
61	Ravinder Kumar, Trng.Associate	5500-175-9000	14936.00
62	Pavitra Yadav, Trng. Associate	-do-	12914.00
63	Shashi Mehra, Sr.Hindi Translator	6500-200-10500	15969.00
64	Manoj Kumar Thakur, JHT	5500-175-9000	11181.00
65	Arjun Singh, Daftry	2750-70-3800-75-4400	7494.00
66	Saleti Singh, Peon	-do-	7424.00
67	Raghubir Singh, Peon	-do-	7494.00
68	Gorakh Nath, Peon	-do-	7494.00
69	Sant Ram, Peon	2650-65-3300-70-4000	6999.00
70	Neeraj Singh, Peon	-do-	6673.00
71	Jai Prakash, Peon	-do-	6613.00
72	Narender Singh, Peon	-do-	6267.00
73	Raje Singh, Peon	-do-	6267.00
74	Binay Kumar Singh, Peon	-do-	7970.00
75	Krishna Devi, Peon	-do-	7915.00
76	Dinesh Singh, Peon	-do-	5801.00
77	Vijay Singh, Farash	-do-	6513.00
78	Manmohan Singh, Farash	-do-	5946.00
79	K.N. Joshi, Farash	-do-	6144.00
80	Nathu Ram, Chowkidar	2750-70-3800-75-4400	7394.00
81	Devi Singh, Chowkidar	-do-	7554.00
82	Narain Poddar, Chowkidar	-do-	7494.00
83	Sudarshan Prasad, Chowkidar	2650-65-3300-70-4000	6513.00
84	Avtar Singh, Chowkidar	-do-	5801.00
85	Gajendra Singh, Safaiwala	-do-	6999.00
86	K.Pollaiyah, Safaiwala	2750-70-3800-75-4400	7494.00
87	Rajendra Singh, Safaiwala	-do-	7494.00
88	Bhanu Ram, Safaiwala	2650-65-3300-70-4000	6736.00
89	Vijay Singh, Safaiwala	-do-	6322.00

Note: Compensation allowance is not applicable to employees of the Institute

CHAPTER 12

THE BUDGET ALLOCATED TO EACH AGENCY

(Particulars of all plans, proposed expenditures and reports on disbursement made)

For other public authorities

SL. NO.	HEAD	PARTICULARS	BUDGET ESTIMATES 2005-06	EXPENDITURE UPTO 31.08.2005
1	2	3	4	5
1	04.00.01	SALARY	16,050,000.00	79,92,250.00
2	04.00.02	WAGES	1,100,000.00	4,77,551.00
3	04.00.03	OTA	80,000.00	54,531.00
4	04.00.06	MEDICAL TREATMENT	700,000.00	44,413.00
5	04.00.11	D.T.E.	260,000.00	65,574.00
6	04.00.13	O.E.	4,000,000.00	15,45,272.00
7	04.00.28	PROFF. SERVICES	130,000.00	37,500.00
8	04.00.16	PUBLICATION	30,000.00	11,079.00
		TOTAL(NON-PLAN)	22,350,000.00	1,02,28,170.00
9	04.00.50	OTHER CHARGES (PLAN)	8,000,000.00	33,02,078.00
		GRAND TOTAL	30,350,000.00	1,35,30,248.00

CHAPTER 13 & 14

MANNER OF EXECUTION OF SUBSIDY PROGRAMMES ETC.

ISTM does not have any subsidy programme nor does it grant any permissions, authorizations, concessions etc.

CHAPTER 15

DETAILS OF INFORMATION AVAILABLE IN ELECTRONIC FORM

The annual training calendar giving details of training courses to be conducted during the current financial year.

CHAPTER 16

PARTICULARS OF FACILITIES AVAILABLE FOR OBTAINING INFORMATION

ISTM has its own library for use by faculty members, staff and trainees of the various training programmes. The Library is open from 9.00 AM to 5.30 PM.

The information about the Institute is also available at the website : www.istm.gov.in

CHAPTER 17

THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS

Central Public Information Officer:

Sr No	Name and Designation	Phone No.		Fax	Email	Address
		Office	Home			
01	Apendu Ganguly, Deputy Director	011-26102597	011-22243575	26104183/ 26102597		Room No.111 Admn. Block ISTM JNU (Old) Campus Olof Palme Marg New Delhi-67

A copy of the Officer Order No.A-45015/1/2005-ISTM dated 05.09.2005 regarding appointment of Shri Apendu Ganguly, Deputy Director as CPIO is enclosed in the Annexure.

2. INSTITUTIONAL RESOURCES

2.1.1 HUMAN RESOURCES: The Institute has a sanctioned Staff strength of 10. Human resources of the Institute can be broadly divided into two categories, on the basis of the work they are engaged in, viz.,

- Work relating to imparting of training
- Work relating to administration

2.1.2 THE STAFF ENGAGED IN TRAINING RELATED ACTIVITIES: The Institute has sanctioned faculty strength of 31 including the Director, which are divided into four Faculty Wings, each headed by a Joint Director:

Management Services
Financial Management
Peripatetic Training
Behavioural Techniques

2.1.3 The Faculty of the Institute is mainly drawn from the experienced officers belonging to various Central Services. Besides, it draws upon the expertise of experienced/practicing administrators, University Professors and trainers of eminence in other training Institutions. Besides, the faculty, the Institute has got three Training Associates, who are associated with training related work.

2.1.4 THE COORDINATION OF THE TRAINING ACTIVITIES: The training activities of the Institute are coordinated by the Director through a faculty who is further assisted by Training Associate (Coordination). The Coordination Unit is responsible for preparation of the Annual Training Calendar, allocation of venue for the training programmes, issuance of the Weekly Consolidated Schedule, faculty deployment in various courses, preparation of quarterly programmes schedules, and extending Training Assistance by way of Faculty Support, conduct of organisation specific programmes, peripatetic programmes, preparation of various reports of training related activities, organizing prize distribution ceremonies of the Institute and compilation of annual report of the Institute. The activities under the Trainers Development Project (TDP) of the Department of Personnel and Training are also looked after by coordination assisted by a Training Associate.

2.1.5 LIBRARY : One of the faculty of the institute is responsible for the administration and the maintenance of the Institute's Library . He is assisted by one Librarian and the staff.

2.1.6 THE STAFF ENGAGED IN ADMINISTRATIVE WORK: Other than the faculty Members, the Institute has sanctioned staff strength of 75. This non-training staff includes Section Officers, one Assistant Director (Official Language), Private Secretaries, Training Associates, Librarian, Personal Assistants & Stenographers, Sr. Hindi Translator, Training Equipment Operator, Assistants, UDCs, LDCs, Artist, Drivers and Group D Staff. The Administration of the Institute is run by the Director through a Deputy Director

(Administration) who is one of the faculty. The Deputy Director (Administration) is further assisted by Section Officer in the discharge of his duties.

2.1.7 The faculty incharge of Administration, Coordination and Library look after the work allotted to them in addition to imparting of training in their respective field of specialization and coordinating the training programmes earmarked to them for the year.

2.2.1 CAMPUS: The Institute is located in the erstwhile JNU (Old) Campus, opposite Sector-3, R.K. Puram, on the outer Ring Road adjoining Munirka. The Institute is housed in four different blocks, viz.

- I) Administrative Block,
- II) Hexagon Complex,
- iii) Library Building, and
- iv) Hostel Block No. 1

2.2.2 OFFICES: The Administrative office of the Institute and the Offices of the Director and other Faculty Members of the Institute are located in the Administrative Block.

2.2.3 LECTURE HALLS: There are, at present 12 Class-rooms fitted with accessories like chalk boards, white boards, overhead projectors, air conditioners etc. Eight lecture halls are located in the Hexagon Complex, (popularly called as Seminar halls 1 to 8); Four Lecture halls are located in the Library Building. The Institute has two auditorium and one conference hall with public address system located in Hexagon Complex. A Committee Room with public address system is also located in the Administrative Block. The Auditorium is generally used for holding seminars and institutional functions, and the committee room for conducting faculty and staff meetings, but at times the Auditorium and Committee room are also utilized for imparting training.

2.2.4 COMPUTERS & COMPUTER LABORATORY: ISTM has set up Local Area Network (LAN) in the Institute which is fully functional. All the Faculty members are provided with computer system for preparation of training material. Administration, Cash, Official Language Unit and Co-ordination Unit are also computerised and working on LAN. 22 Computer systems are provided to the Faculty and staff at ISTM. A Cyber Facility Room (CFR) has also been set up in the 2nd Floor of the Administrative Block with 4 Computer Systems at present. The CFR has been set up with a view to giving the participants of various courses facility of checking their e-mails and doing some other assignments during the course. Besides, ISTM has developed two fully independent Computer Laboratories for the purpose of training. The Computer Lab-1 has 16 P-II computer systems, which is mainly used for training on office suite packages like MS Word/MS Excel etc. The Computer Lab-2 is set up with 15 advanced multimedia featured PCs for training on specialised courses like Presentation Skills through MS Power Point etc.

2.2.5 LIBRARY: The Institute's Library is located in Library Building. The Library has about 19081 general books and 22754 instructional books. The Reading Room is housed within the Library. Apart from leading Indian Newspapers and periodicals a large number of reputed national and international journals like Wasteland Development, Business India, Management Services, Management Today, Personnel Journal, Harvard Business Review, Sawy, Health & Nutrition, Computer Today, Byte, Time, etc. are available in the library. In order to facilitate the trainees and faculty members to make the best advantage of the available study/reference material, the library timing has been changed and is now kept open from 0900 hrs to 1730 hrs. Facility for providing books etc., to participants of short-term courses has also been provided.

2.2.6 LODGING/BOARDING FACILITIES: The Institute has a hostel with 48 double-bedded rooms for the benefit of the out-station participants.

2.3.1 TRAINING AIDS: The Institute has been regularly acquiring and utilizing various training aids as a part of its endeavor to enhance the effectiveness of training. Special care is taken to provide high quality training materials to the course participants. To achieve this, the Institute is equipped with the following training aids and equipment which is being extensively used:

2.3.2 AUDIO-VISUAL

- ◆ Video Projection System
- ◆ Slide Projector
- ◆ Video Camera
- ◆ VCR/TV Monitor
- ◆ Over Head Projectors
- ◆ Instructional Films
- ◆ Talking Books
- ◆ CBT packages
- ◆ Public Address System

2.3.3 REPROGRAPHIC AIDS

- ◆ Photo-copiers;
- ◆ Reiso-graphic machine

2.3.4 INSTRUCTIONAL FILMS: The Institute has a library of instructional films and constant efforts are made to add to the collection. These films are quite popular with the participants and it is extensively used in various training programmes.

2.3.5 CBT PACKAGES: CBT packages on various topics are available in the Institute. These are extensively used in different computers and in other programmes conducted for participants.

3. TRAINING METHODOLOGY

3.1 In order to facilitate effective transfer of acquired knowledge and skills, the Institute employs a wide range of training techniques, varying from the age-old lecture method to participative and experiential learning methods like syndicate, group discussions, role-play, in-basket exercises and case study. By adopting learner centred training methodology, the Institute endeavours to create a learning environment in which the active participation and involvement of the learners is maximized. Keeping in view the entry behaviour of the participants, the objectives of the courses and the contents, the following techniques are used, in addition to the lecture method.

3.2 PRACTICAL EXERCISES: In order to provide the desired expertise to the participants for the kind of work they have to perform in their work places, practical exercises are given, after the theoretical exposure to various rules/ regulations followed in Government. This method is predominantly used in the areas like Noting & Drafting, office procedure, disciplinary procedures, parliamentary procedures, service rules, Cash & Accounts, Work Study, etc.

3.3 SYNDICATE DISCUSSIONS: This method is being employed by the Institute primarily with a view to exposing the participants to the dynamics of working in group. The entire batch is divided into viable syndicates as soon as the course is launched, and they choose a subject of specific or contemporary interest, which is discussed and presented.

3.4 CASE STUDIES: This method is used in training programmes where the focus is on problem solving methodology and decision making process. The method is extensively used in courses with middle management level participants, such as Organizational Behaviour & Leadership, Training Techniques, Management of Training, etc.

3.5 WORKSHOPS AND PROJECT WORK: These are being increasingly used in specialized courses like Training Techniques, Design of Training, Management of Training, Advanced Management Services, Basic Management Services and Refresher Programmes for Section Officers and Under Secretaries.

3.6 ROLE-PLAY: This technique is being effectively utilized in the behavioural skill programmes as well as in administrative vigilance. In the area of behavioural skills, the participants are required to play roles, normally that of an official and a member of the public in a given situation. Later on, the behavioural aspects

of the role play are brought out, not only through an analysis from the role players themselves but also from the participants who are observers. This exercise has been of considerable use in bringing out finer elements of human behaviour and attitudes in interpersonal interaction. In the case of the programmes on administrative vigilance, this technique is applied in the form of a mock enquiry. The participants play different roles such as the Charged Officer, Inquiry Officer, Presenting Officer and Defence Assistants etc. This method gives a practical orientation to the participants who are able to get a fair idea of the procedure followed in the actual conduct of an inquiry. The methodology for planning, preparation and using Role-Play, as a training method is also covered in the training techniques-course.

3.7 Book Review With the multiple objectives of inculcating/reviving habit of reading, assimilating what has been read and presenting it before a forum, the participants in foundational programmes are asked to review books of an academic and contemporary interest. This has also helped in enhancing the public speaking and debating abilities of the participants, and ensuring their greater involvement in the programme.

3.8 Management Games/Exercises: A variety of management games are used in a number of courses for learning by substitute tasks and reflection. Out Door Management Exercises and a number of other management games such as PRINCIPALS GAME, BROKEN SQUARES; RUMOR CLINIC etc., are used very effectively in the Training Techniques, Professional Development Programmes and some of the foundational courses. The participants get subjected to a degree of physical and mental stress, thereby enabling them to draw lessons for application in their real work situations. This also helps indirectly and in a very subtle way in influencing the attitudes.

3.9 Exaction Game: The Exaction game, which has been developed by Prof. Graham Chapman to sensitize the decision making levels in the government to the realities of a developing economy, was gifted to the Institute by the British Council. At present this game is run in the Professional Development Programme for Under Secretaries and in the foundational programme for Section Officer (Probationers). The game simulates condition in a country, which has recently got its independence from colonial rule and provides for interaction between a Govt., Urban Sector, Rural Sector and forces of nature. The Game is run for a complete day followed by debriefing, where in learning outcomes in respect of information-management, decision-making, synthesis of macro and micro level parameters and behavioural aspects are brought out. The game has proved to be very effective in sensitizing the participants about the role of the Govt., in a developing economy.

3.10 Discovery Learning: With the learning process shifting more and more towards trainee participation, it is imperative that the responsibility of learning should shift to the trainees. Thus, the Discovery Learning method is now being used to provide opportunity for the trainees to learn for themselves. This method is predominantly used for developing Presentation Skills.

4. TRAINING ACTIVITIES

4.1 The Central Training activity of the Institute is that of organizing/ conducting training courses and workshops, mostly in accordance with the training calendar framed for every calendar year (April to March). Each Course is coordinated by a faculty designated Course-Coordinator, under the overall supervision of wing-head i.e., concerned Joint Director. The broad classification of the courses and their wing is indicated below :

<u>COURSE CLASSIFICATION</u>	<u>WING HEADED BY</u>
◆ Foundational courses	JD(FM)
◆ Management Services	JD(MS)
◆ Computer Courses	JD(MS)
◆ Orientation & Refresher Courses	JD(PT)
◆ Financial Management	JD(FM)
◆ Personnel Administration	JD(PT)
◆ Training Methodology	JD(PT)
◆ Behavioural Techniques	JD(BT)

- ◆ Secretarial Courses
- ◆ Workshops & Seminars

JD(BT)
Respective Wing

The **SALIENT FEATURES** of the aforesaid programmes are highlighted in the succeeding paragraphs:

4.1.1 FOUNDATIONAL PROGRAMMES (DIRECT RECRUITS): The basic objective of the foundational training programmes being conducted by the Institute is to provide the new entrants to the government service with the requisite professional knowledge and skills with regard to the principles, processes, methods, procedures, rules and instructions followed in the Central Secretariat and its Attached/Subordinate Offices.

4.1.2 Assistants (10 weeks): This Programme is designed for Direct-recruit Assistants of the Central Secretariat Service (CSS), Railway Board Secretariat Service and AFHQ Civil Service, recruited through competitive examinations conducted by the S.S.C. The course is designed to give the trainees an exposure to the major principles of Socio-economic development, Public administration, Management and Constitution of India. The subjects of Indian Culture and National Integration are also covered. The participants are expected to develop knowledge in interpretation and application of the various Financial and Service Rules and Procedures of the Government of India. Inputs in Behavioural Sciences are also provided to enable them to develop skills in human relations. The Course is covered in four modules:

- Module – I covers General Administration
- Module – II covers Personal Administration
- Module – III covers Financial Administration
- Followed by a one week study tour
- Module – IV covers Computers and IT

4.1.3 Personal Assistants (2 weeks): This Programme is designed to impart instruction to the newly recruited Personal Assistants of the Central Secretariat Stenographers Service (CSSS) in the areas of Office Procedure, Financial and Service Rules, Machinery of the Government. This is followed by extensive hands on session/practice on the computers in word processing software.

4.2 MANAGEMENT SERVICES

4.2.1 Advanced Course on Management Services (AMS) : With the setting up of Internal Work Study Units in the Ministries/ Departments and the increasing emphasis being laid on management studies as a tool of administrative reforms, the need for having trained and qualified personnel to man higher positions of management is well recognized. In response to this need, the Institute has been organizing, since 1965, training programmes on Management Services with the main thrust on Work-Study. The advanced course on Management Services is designed for the officers in the Central and State Governments and other organizations, who are working as or are eligible for appointment to the posts of Senior/ Junior Analysts in the Internal Work Study Units. An important aspect of this programme is the Project Study conducted by the participants under the guidance of the faculty of the Institute. Under revised integrated scheme, the total duration of BMS and AMS courses is 10 weeks (8 weeks for BMS followed by 2 weeks for AMS).

4.2.2 Basic Course on Management Services:The 8-week course is designed for the officers of the level of Assistants in the Central Government and their equivalent level in State Governments and other Government Organizations. The objective of the programme is to develop expertise among the participants for manning positions as Research Assistants, Investigators etc., in the Internal Work Study Units in the Central Government and similar functional positions in State Governments etc.

4.2.3 Management of Field Offices: This is one-week course designed to meet the needs of the officers' in-charge of field offices for inputs on personnel, financial and general administrative aspects of management.

4.2.4 Management of Change in Organisation : In its continuous quest for new frontiers in the area of training and development, the Institute has developed and conducted courses in various emerging areas. One of such course is "Managing Change in Organisation". Managing Change in Organisation has been designed with the objective to help the officers to develop strategies for managing change at organisational level. The Workshop intends to expose the middle level officers to various aspects of Managing Change, to enable them to examine practical ways to lead change and to manage and support human resources in changing organisations. Workshop will increase their knowledge of and develop skills in managing change in the organisation context.

4.2.5 Workshop on Presentation Skills : Objectives of the workshop is to identify factors that enhance presentation skills; to identify the effect of 'nerves' while presenting; to state techniques; to increase effectiveness of vocal delivery; to design and use visual aids using Power Point Software; to demonstrate receiving and giving feedback in a given situation; to make presentations using & applying identified factors and visual aids. The workshop focuses on clarifying the purpose, target, visual aids and structure of the presentation required to be taken into consideration in the planning stage. Delivery techniques including verbal, on-verbal and content is introduced for clear understanding of the delivery stage. Participants are given opportunities to practise eye contact, facial expressions, body postures and gestures during the workshop. Opportunities to modulate the pitch , intensity, volume and pace of the voice are provided.

4.3 REFRESHER PROGRAMMES: The Institute conducts various refresher courses that are explained in the succeeding paragraph:-

4.3.1 Professional Development Programme: The 5-week Professional Development Programme is organized for the newly promoted Under Secretaries. The course is run on the lines of a Management Development Programme with special emphasis on Decision Making, Organizational Behaviour, Problem solving, Finance Management and other management functions in Govt.

4.3.2. Executive Development Programme : A 3-week refresher training programmes is conducted for promotee Section Officers . The course aims to update the knowledge and skills of the participants and thus help them to discharge their current functions and responsibilities effectively.

4.3.3. Assistants Refresher Course : A 4 week Refresher training programmes is conducted for promotee Assistants . The course aims to update the knowledge and skills of the participants and thus help them to discharge their current functions and responsibilities effectively.

4.3.4 Personal Assistants: A 2-week Refresher Course is conducted for promotee Personal Assistants. Although, the contents are similar to that of Personal Assistants (Direct Recruits), the depth/coverage is more intensive, emphasizing the need for helping the officers with whom they are attached, by way of requisite data/rules on the subjects.

4.4 FINANCIAL ADMINISTRATION

4.4.1 Financial Management in Government: The 2-week Course for Group A & B Officers aims at providing the participants with the sound knowledge of the rules, regulations, procedures and systems concerning financial administration in Government and assisting them in acquiring necessary skills for applying modern concepts and techniques of financial administration in the Government.

4.4.2 Financial Rules: The 2-week programme is designed to meet the training needs of officers working as the Heads of Offices and Drawing and Disbursing Officers in the Government Departments. Through this programme the participants acquire professional knowledge for discharging their duties and responsibilities with special reference to Financial Rules. They also develop the necessary skills in the application of relevant rules and regulations in different situations.

4.4.3 Cash and Accounts: The 9-week Course is meant for the Officials of the level of Assistants and Upper Division Clerks. The objective being to meet the continuous demand of various Central and State Govt. Departments for equipping their Staff with thorough knowledge of the basic principles of financial procedures, rules and regulations required for proper accounting in Government expenditure.

5.4.4 Pension & Retirement Benefits(PRB): The Institute conducts two types of special programmes on Pension and Other Retirement Benefits. The difference is in the Participation level. The Course titled Pension & Retirement Benefits-1 (PRB-1) is meant for the Under Secretaries ,Section Officers and the equivalent ranks in the Government. And, the Course titled Pension & Retirement Benefits-II (PRB-II) is meant for the Dealing Assistants who may either be Assistants or UDC's. The objective of the programme is to provide the participants with a sound knowledge of the rules and regulations pertaining to pension and other retirement benefits and their applications.

4.5 PERSONNEL MANAGEMENT AND ADMINISTRATION

4.5.1. Personnel Management (1 week): This programme is designed for the benefit of Group A & B officers of Ministries/ Departments, Attached and Subordinate offices of Central and State Governments, Autonomous bodies and Public Sector Undertakings and other organizations primarily concerned with the Human Resource Development.

4.5.2 Programme on Establishment Rules for Under Secretaries/Section Officers/Administrative Officers: The 1-week programme has been designed for the Middle Management Level Officers to improve their knowledge of the important provisions of the Establishment Rules and their applications.

4.5.3 Programmes on Reservation in Services: This programme was initiated in pursuance of the recommendation made by the High Powered Committee constituted under the Chairmanship of the Prime Minister to review, inter-alia, performance in the matter of recruitment of members of the SC and ST communities in the services under the Government of India. The Institute conducts two types of training programmes on Reservation in Services. The 3-day Appreciation Programme on Reservation in Service is designed for the benefit of the officers of the level of Directors, Deputy Secretaries and Under Secretaries, who are in-charge of administration in Ministries/ Departments, and equivalent levels in Attached/Subordinate offices/Autonomous bodies. And, the 3-day Orientation Programme on Reservation in Service is designed for the officers of the level of Section Officers and Assistants in similar Offices. During the year 1997-98 there has been a major shift in the reservation policy. Accordingly the design, content, course material exercises for the courses on reservation have been prepared afresh, so that the course is in consonance with latest government policy

4.5.4 Administrative Vigilance Programme: In the context of the increased emphasis on providing a transparent and corruption free administration, the importance of Administrative Vigilance can hardly be over-emphasized. Under this category, the Institute conducts four types of courses.

- a) The one-week programme on Administrative Vigilance meant for the Section Officers/Dealing Assistants; and
- b) 2-week programme on Administrative Vigilance is conducted for Section Officers and above.
- c) 2-Week programme on Administrative Vigilance is conducted for Assistants and equivalent
- d) 3-day programme on Administrative Vigilance is conducted for Officers of Autonomous bodies Orgns/PSUs.

4.5.5 Handling of Central Administrative Tribunal (CAT) Cases: The three day programme on Handling of CAT Cases has been introduced during the year to improve the skills of the Officers of the level of Section Officers and Assistants, engaged in defending the interests of the Government of India in the Central Administrative Tribunal.

4.5.6 Conduct Rules (3 days): This programme has been designed to improve the knowledge about the important provisions of the Conduct Rules and their application. Earlier there was only one Programme, which was meant for the Middle Management Level Officers. From this year the Institute has started

conducting two separate programmes under this Category. One for the Officials of the level of Section Officers and Under Secretaries and the other for the Officials dealing with such cases. These are respectively named as Conduct Rules–1 and Conduct Rules–2 Courses.

4.5.7 Records Management: This programme is designed to meet the needs of the officers primarily concerned with the management of records. The participant level is Section Officer, Record Keeper and Record Room In-charge.

4.5.8 Gender Sensitization : A new course on Gender Sensitization has been introduced from the year 2002-03. Officers of several Government organizations are being given input on gender related issues in the light of latest government orders and court directives in this area. The objective of the course is to strengthen the skills and knowledge on gender issues.

4.6 TRAINING TECHNIQUES: The Institute has been conducting a number of Training of Trainers Programmes as part of the National Calendar, on behalf of the Training Division, Department of Personnel & Training. During the years under review the Institute conducted courses on Master Training Development Programmes, Direct Trainer Skills, Design of Training, Systematic Approach to Training, Evaluation of Training, Training Techniques and Workshop on National Training Policy. These courses were sponsored by the Department of Personnel and Training.

4.6.1 Direct Trainers Skill : The 1-week Course is meant for the officers who are involved in imparting of training. It enhances the skill of the Trainer to make the process of training more effective.

4.6.2 Design of Training: The 1-week course is organized for experienced trainers who have done DTS Course. The unique feature of this programme is that the participants are required to undertake a design project relevant to the organization's needs, which is evaluated by the Course Tutor/ Recognized Users. The quality of the design proposals submitted by the participants has been of very high order.

4.6.3 Systematic Approach to Training : In order to facilitate implementation of National Training Policy and spreading awareness about the concept of Systematic Approach to Training (SAT), as a tool in solving performance problems, as also for performance enhancement, a five day (1-week) course on SAT has been developed. The participants in the course are Senior Faculty Members and Training Managers/ Organizers. The course stresses on integrated approach to training, with organizations taking active role in pre-training and post training tasks, so that training becomes an effective tool in organization development. A workshop on "Imperatives, Implications and Implementation of National Training Policy" is also incorporated in the course. The course design and training material including exercises have been validated by the participants as of very high quality.

4.6.4 ACTIVITIES IN THE TRAINING OF TRAINERS AREA:

In order to sustain the outcomes of the Trainer Development Project, the Training Division, Deptt. Of Personnel & Training has initiated a project to develop Master Trainers (MT's) and Recognized Users (RU's). The RU's are the qualified/competent trainers who are certified to run the DTS & DOT Courses. The Master Trainers, as national resource are the trainers specially chosen by the Training Division to develop a cadre of RUs, competent to deliver trainer's training within the country.

4.6.5 International course on Training of Trainers: Course on International Training of Trainers being conducted every year at ISTM. Participants from Developing countries take part in the programme. Training Programme was planned in such a way that all facets of Indian culture were interwoven for exposure to the participants. Four components of Systematic approach to training namely Training Need analysis, Design of Training, Implementation of Training and Evaluation of Training were discussed in the class in practical way. Visit to Parliament House, Song and Drama Division were other high lights of the course.

4.7 COMPUTER

4.7.1 Courses on application of Computers : In order to make the administration responsive and effective, Government of India in IX Five Year Plan has decided to computerise the activities of various Departments, as a matter of policy. The onus is therefore on the ISTM to train a large number of Government officials on computer and make them computer literate. Institute offers Computer Appreciation Courses and courses on Information Technology for the benefit of Government officials towards achieving this objective. These courses are designed to give the participant optimum inputs on knowledge and skill on the use of computer on window platform.

4.8 ORGANISATIONAL BEHAVIOUR

4.8.1 Organizational Behaviour & Leadership: The 1-week Programme on Organizational Behaviour & Leadership for Senior and Middle Management level is designed to provide an awareness about relevant concepts of Behavioural Science and Management. The participants are also given an opportunity to develop the Leadership Skills by way of discussing, learning and evolving through sharing of their experiences.

4.8.2 Organisation and Methods : This one week duration course is conducted for middle level officers. The main aim of this course is to enable the participants to explain the meaning and the scope of Organisation and Methods: to list out the principles of organisation and identify the areas of their applicability in their work situation; to explain the concept of the Method Study and list out the steps involved in conducting study for Improving the methods; to apply the technique of critical examination in a given situation; and to list out the various O&M activities undertaken for the management of the office work.

4.9 SECRETARIAL COURSES

4.9.1 English Stenography: With the twin objectives of meeting the stenographic requirements of the Desk Officer system and facilitating the redeployment of staff, the Institute continued to organize programme for imparting training to LDCs/UDCs and Hindi Stenographers in English Stenography skills. Under this programme, instructions in stenography are imparted to LDCs/UDCs/Hindi Stenographers of the CSCS/CSSS. The trainees, in these programmes, are imparted instructions for two sessions daily, during office hours, for one year. Two, such programmes are concurrently run by the Institute, one in the forenoon and the other in the afternoon, every year.

4.9.2 English Typewriting: This programme is aimed at helping those L.D.Cs, who have been appointed either on compassionate grounds or promoted from Group `D' posts without the requisite speed in typewriting, to acquire such skills and appear at the examination conducted by the Staff Selection Commission. In this programme, instructions are given in English Typewriting for one hour every day, for 40 days.

4.10 WORKSHOPS & SEMINARS: The Institute organizes a number of workshops and seminars. These include:

4.10.1 Workshop on Pay Fixation(2 Days): The workshops enabled the participants to seek solutions to the problems faced by them in dealing the cases relating to fixation of Pay, besides, reviving their knowledge of the relevant rules, regulation and procedures governing Pay-fixation.

4.10.2 Professional Development Workshop for Private Secretaries: The Institute is conducting the 1 week workshops for Private Secretaries and the Principal Private Secretaries regularly. The workshops are aimed at imparting knowledge which concern their professional requirements. They also share their experiences and the difficulties faced by them while working in the capacity of PS/PPS. Besides, update of certain rules and regulations is also provided. The above workshops were planned in the Annual Training Calendar of the Institute.

4.10.3 Record Management Workshop This workshop is designed to meet the needs of the officers primarily concerned with the management of records. The participant level is Section Officer, Record Keeper and Record Room In-charge.

4.10.4 Workshop on Presentation Skills: A new programme by integrating the Video Presentation Skills and Presentation Skills through Power Point .

5. TRAINING SUPPORT TO OTHER ORGANIZATIONS

5.1 Being the premier Institute for training in Secretarial procedures and practices, as also being the lead Institute in the training for-trainers and having emerged as “Center of Excellence” in many other specialized areas, a number of organizations approach ISTM for providing them training support. The Institute provided training support to various organizations by way of:

- Organisation Specific Programmes,
- Peripatetic Programmes,
- Faculty Assistance,
- Faculty Resource for the National Training Calendar Courses, and

5.1.1 PERIPATETIC PROGRAMMES: In pursuance of the recommendations made at the Conference of State Chief Secretaries held in New Delhi during May, 1976, the Institute, has been assisting the State Governments/Union Territories in running model training courses at the State Capitals and by helping them with the course design, training material, and training their trainers. The Institute has been conducting peripatetic programmes, mainly in the following areas:

- a) Training Methodology;
- b) Behavioural Skills;
- c) O&M and Work Study;
- d) Office Management & Office Procedure;
- e) Reservation in Service for Scheduled Castes/ Tribes;
- f) Financial Management; and
- g) Administrative Vigilance

5.1.2 FACULTY ASSISTANCE: The Institute also helped many organizations by extending them faculty support in the Training Programmes Organized by them for their employees.

5.1.3 PROVIDING FACULTY FOR NATIONAL TRAINING CALENDAR PROGRAMMES: The Training Division of the Department of Personnel & Training utilizes the services of the Recognized Users and Master Trainers of the Institute in conducting DTS and DOT Courses and Recognized Users Development Programmes which are conducted at selected Training Institutes in the Country on behalf of Training Division.

6. FACULTY DEVELOPMENT

6.1.1 One of the major strengths of ISTM is its faculty, consisting of Officers drawn from various Central Services on deputation. The officers joining as trainers bring with them varied and rich experience from Government Ministries/ Departments. Thus rotation of faculty from the Government departments being a regular phenomenon, planned faculty development is one of the key top management functions. The faculty members are initially given exposure to training/learning process by way of deputing them for Direct Trainer Skills and Design of Training Courses, so that in addition to being subject experts they take in to account learning/training needs while designing/delivering training. The faculty members are also deputed for professional courses related with their subject areas to other “Centers of Excellence” in the country. The opportunities for observing the training-sessions and processes observed by senior/experienced faculty, by the new faculty is also encouraged. The Institute regularly sponsors its faculty members to undergo various training courses to gain specialization in the fields allotted to them.



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INSTITUTE SECRETARIAT TRAINING & MANAGEMENT
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Dated, the 11th October, 2005.

Subject: Right to Information Act, 2005 – Action Plan – regarding.

Two copies of the Information Handbook, which has been prepared as required under Section (4) of the Right to Information Act, 2005, are enclosed for placing the same in the Institute's Library for the information of the trainee participants and the public in general.

(P.K. Sachdev)
Deputy Director (Admn.)

DD (Library)

Copy alongwith a copy of the Hanbook for information to:

1. Shri Apendu Ganguly, CPIO, ISTM.
2. JD(MS), ISTM
3. PS to Director, ISTM
4. SO (Admn.), ISTM
5. Facilitation Centre (Reception), ISTM

(P.K. Sachdev)
Deputy Director (Admn.)