



**Citizen's / Client's Charter  
for  
Institute of Secretariat Training & Management  
2016-17**

Address: ISTM, DOPT, JNU OLD CAMPUS, NEW DELHI- 110067  
Website ID: [www.istm.gov.in](http://www.istm.gov.in)

**VISION**

To be a Centre of Excellence in Secretariat Learning and Management.

**MISSION**

1. Encourage learning & creativity leading to efficiency and public good
2. Collaborate with client organizations for enhancing the quality of training
3. Capacity building of faculty members and the support staff
4. Undertake research & consultancy for capacity building in governance

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## Main Services / Transactions

S. No.	Services / transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document	Fees		
								Category	mode	Amount
1.	Writing letter to CS division, DoPT & training division for obtaining next year training requirement by 20 <sup>th</sup> Aug.	15%	DD(C)	rajeev.kundi@nic.in	9810864709	Requisitioning training projections	Letter	NA	NA	NA
2	Writing letter to State Govt./UT regarding OSP/CSP/PT Programmes to finalise the institute workload for next year by 20 <sup>th</sup> Aug.	10%	DD(C)	rajeev.kundi@nic.in	9810864709	-do-	Letter -	OSP CSP PT	DD /cheque/ ECS	-
3.	Preparation of Annual Training Calendar 31 <sup>st</sup> Dec.	10%	DD(C)	rajeev.kundi@nic.in	9810864709	Preparation of Training Calendar giving details of all types of courses to be organised	Requests received from the clients and JDs concerned.	NA	NA	NA
4.	Printing and distribution of Annual Calendar	5%	DD(A)	r.gayathri@nic.in	9818394463	Forwarding request for printing to DD(A). Distribution to be done by Coordination	Annual Calendar	NA	NA	NA
5	Preparation of quarterly Training Calendar in advance for the next quarter.	10%	DD(C)	rajeev.kundi@nic.in	9810864709	Preparation of Training Calendar giving details of all types of courses to be organised	Requests received from the clients and JDs concerned.	NA	NA	NA
6.	Issuance of Circulars of courses 90 days before commencement of programmes	10%	Concerned course Director	As per list on ISTM website	As per list on ISTM website	Preparation of course notification	Trg. Calendar	NA	NA	NA

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7	Acceptance/ Non-Acceptance of the nominations before the start of the course	5%	-do-	As per list on ISTM website	As per list on ISTM website	Short listing of eligible nominees and rejecting the ineligible nominees	Nomination form received from the sponsoring Authorities.	NA	NA	NA
8.	Successful completion of training programmes	10%	-do-	As per list on ISTM website	As per list on ISTM website	Organising the different training activities	Training Manual	NA	NA	NA
9	Declaration of results	5%	-do-	As per list on ISTM website	As per list on ISTM website	Evaluating the Answers/papers/ Reports	Answer Sheets/Reports	NA	NA	NA
10	Hostel facilities	5 %	Hostel incharge	pp.ambastha@nic.in	9212501331	Providing lodging facilities to the trainees.	Letters, e-mails, and even phone calls during emergent circumstances	Room rent	Prefer ably in cash	NA
11	Catering Services and Security	5%	DD (A)	r.gayathri@nic.in	9818394463	Providing boarding facilities and security services.	Feedback	Food Charges	Prefer ably in cash	NA
12	Time taken to provide hostel room	5%	Hostel incharge	pp.ambastha@nic.in	9212501331	Allotment of Room	Hostel Record	NA	NA	NA
13	Prompt Grievance Redressal	5%	Public Grievance Officer	kg.rajulu@nic.in	9968248083	Grievance relating to the jurisdiction of the ISTM can be submitted both electronically (via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> ) or in writing via registered post	NA	NA	NA	NA
						Grievance should be as specific as possible and must relates to the ISTM	NA	NA	NA	NA

## Service Standards

S. No	Services/ Transaction	weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Writing letter to CS division, DoPT & training division for obtaining next year training requirement	15%	Time taken to complete the process	By 20 <sup>th</sup> Aug	Date	15%	ISTM record
2.	Writing letter to State Govt./UT regarding OSP/CSP/PT Programmes to finalise the institute workload for next year	10%	Time taken to complete the process	By 20 <sup>th</sup> Aug	Date	10%	ISTM record
3.	Preparation & uploading of Annual Training Calendar	10%	Time taken to complete the process	By 31 <sup>st</sup> Dec	Date	10%	ISTM Record
4.	Printing and distribution of Annual Report	5%	Time taken to complete the process	By 31 <sup>st</sup> March	Date	5%	ISTM Record
5.	Preparation and issuance of quarterly Training Calendar 3 months in advance.	10%	Time taken to complete the process	90 days in advance from the date of issuance of quarterly training calendar	Days	10%	ISTM Record
6.	Issuance of Circulars of courses 90 days before commencement of programmes	10%	Time taken to complete the process of notification	90 days before the start of the training programme	Days	10%	ISTM Record
7.	Acceptance/ Non- Acceptance of the nominations before the start of the course	5%	Timely intimation of acceptance and non-acceptance of the nominations	30 days before the start of the course	Days	5%	Application received/ISTM Record
8.	Successful completion of training programmes	10%	Feedback of the participants in the scale of 1 to 5	75	percent age	10%	Feedback received from participants
9.	Declaration of results	5%	Average Time taken to complete the process	60	days	5%	
10.	Hostel facilities	5 %	Feedback of the participants in the scale of 1 to 5	≥ 3.5 (on the scale of 1 to 5)	percent age	5%	Hostel records

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11.	Catering services & Security	5%	Feedback of the participants in the scale of 1 to 5	≥ 3.5 (on the scale of 1 to 5)	percent age	5%	Feedback records
12.	Time taken to provide hostel room	5%	Time taken to process	20	minutes	5%	Hostel Records/Request from participants
13.	Prompt Grievance Redressal	5%	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working Days	1%	CPGRAMS Report
			Average time taken to acknowledge grievance received through registered post	7	Working Days	1%	CPGRAMS and ISTM records
			Average time taken to send communication for additional information	15	Working Days	1%	CPGRAMS & ISTM Records
			Average time taken for grievance settlement	60	Working Days	2%	CPGRAMS & ISTM Records

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### Grievance Redress

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	K. Govindarajulu, Joint Director , ISTM	011- 26164285	kg.rajulu@nic.in	9968248083

### List of Stakeholders/ Clients

S. No.	Stakeholder/ Clients
1	Central Govt. Ministries /Deptts.
2	State Govts.
3	Union territories
4	PSUs/ Autonomous Bodies
5	International Agencies

### Responsibility Centers and Subordinate organizations

S. No.	Responsibility Centers and Subordinate	Landline Number	Email	Mobile Number	Address
1.	NA	NA	NA	NA	NA

### Indicative expectations from service Recipients

S. No.	
1	Timely Intimation – within 15 days of receipt of request for requirement
2	Timely feedback – From the organization within a month from the date of completion of the training programme
3	High level of involvement in training process.

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4	Timely submission of pre- course assignments (DLM, exercises in puts etc.) & during the course
5	Timely Feedbacks of hostel occupants