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भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2008 संस्था / AN ISO 9001:2008 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067/ OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26105592; टेलीफैक्स / FAX - 011-26104183

Date: 24<sup>th</sup> January 2017

To  
As per list

**Subject: Request For Proposal (RFP) for Conducting one week Overseas Training Programme for officers of CSSS cadre of the Government of India**

Madam/Sir,

The Institute of Secretariat Training & Management (ISTM) is a premier training institute of the Government of India, functioning under the Ministry of Personnel, Public Grievances and Pensions, Department of Personnel & Training. ISTM conducts mid-career training programmes for the civil servants of the Government of India to improve their effectiveness and prepare them for shouldering higher responsibilities. This proposal relates to conduct of one week overseas training programme for a group of senior Central Secretariat Stenographers' (CSSS) Service officers.

2. The CSSS Officers at this level are attached to the Senior Functionaries in the Ministries/Departments in the Government of India and their duties and functions, inter alia, are the following:-

- (i) Expected to be an information bureau & guide
- (ii) Arranging tours
- (iii) Collection of information
- (iv) Arranging meetings
- (v) Setting up & winding up of office
- (vi) Assisting in drafting and issuance of all correspondence as may be directed by Senior functionaries in Government;
- (vii) Managing of appointments/engagements;
- (viii) Attending to the telephone calls and receiving visitors;
- (ix) Maintaining the papers required to be retained by the officer;
- (x) Assisting the officer in such a manner as she/he may direct.

3. The training programme is for four weeks consisting of two modules. The first module for a period of three weeks is at ISTM which covers the topics like communication skills, basic leadership skills, good governance, inter personal skills, self-motivation, negotiation skills, responsive administration, team building & leadership, e-office, ethics & values. The second module is an overseas exposure for a period of one week duration (excluding the journey time). The purpose for the Overseas Training Module is as under:

- i. Know and learn about the emerging trends in providing services at the higher echelons at the international level.
- ii. Experience and study the usage of the latest technologies used in office management.
- iii. Learn the empathetic humane conduct prevailing in the country visited.
- iv. Obtain an insight into best practices involving image building of the Government by identifying the emerging concepts in management and organizational development in alignment with the vision & mission of the organisation.
- v. Have exposure to the reforms/initiatives and best practices to enhance citizen centric service delivery.
- vi. Build a pro-active, imaginative and creative approach towards office environment.
- vii. Understand overall institutional structure, functions and their deliverables of the institutions to be visited.

4. We are thus looking for a suitable Foreign Training Institute which can organize an **'Overseas Training Module'** for **one week duration (from Sunday to Sunday)** for the officers. In a calendar year, 4-5 such overseas training modules are required to be conducted by the training institute/university.

5. If you are interested in conducting this 'Overseas Training Module', a letter of intent may be sent with a comprehensive proposal including the academic inputs, field visits and institutional visits, exposure to various parts of the country and about one to two days exposure tour to one neighbouring country. The proposal may be divided in two parts, in which the first part is about the training design, content, methodologies including exposure visits. The exposure visit may adopt the following methodologies:

- i. Brief presentation by the visited institution on the objectives and purpose of the exposure visit.
- ii. Classrooms presentation by senior management of the visited institutions focusing on their mission, strategies, interventions, focus areas and overall management.
- iii. Briefing at the field level on the usage of latest technology in the office management. Practical learning through observation and interactive discussion during the field visit.

The second part, in a separate sealed cover, may indicate per participant cost for conducting the Overseas Training Module, for a batch size of 25-35. The payment will be made on a pro-rata basis.

6. The proposal should also include all the logistical arrangements for the group from the time the group arrives in the country of the selected institute on Sunday till their departure to India on the following Sunday, as under:

- I. Classroom inputs not more than 25%. The topics on which inputs are proposed to be given are to be finalized in consultation with the ISTM. In case the Guest Speaker for any particular topic so finalized is not available on the appointed day during the actual visit, alternative topic need to be decided in consultation with the Course Director of ISTM.
- II. Training and stay arrangements: Training and stay arrangements of Indian Officers may be arranged within the campus of the University/Institute. In case stay facility is not available within the campus, accommodation may be arranged in a nearby Hotel which may not be less than 3 star rating and nearer to central part of the city/nearer to metro line.
- III. Accommodation (TWIN BEDDED with 2 persons sharing one room basis for participating officers and TWO separate single occupancy rooms, one for Course Director of ISTM and other for Course Observer from Department of Personnel & Training).
- IV. Each room of the Indian Officers, i.e, both participating officers, Course Director and Course Observer are required to be equipped with Tea/Coffee Makers and two (2) litres of Bottled Still Water per person, per-day. Provisions of Tea/Coffee/Milk etc may be replenished every day.
- V. Learning should be through field visits and Institutional visits in small groups.
- VI. Exposure visits to various schemes / projects/ programmes and best practices in governance.
- VII. Exposure to various schemes/projects/programmes and institutions in a neighbouring country.
- VIII. All meals, including Breakfast, evening Tea/Coffee/Snacks [vegetarian & non-vegetarian Indian food and drinking water in the rooms (as mentioned above), classrooms as well as while travelling].
- IX. Internal travel arrangements, including field/institutional visits and local sightseeing in small groups of 8 to 10 participants, covering each of the places/institutions proposed to be visited, by each group.
- X. Comprehensive insurance, including medical insurance, for all participants for the duration of the training.
- XI. The cost of training per participant is to be quoted taking all expenses towards travel, stay, training, visits, etc. into consideration and treating all the expenses towards Course Director and Course Observer as complementary irrespective of the number of participants in the Training Programme.

7. If your Institution is interested in conducting the training programmes for Indian Officers as per the broad outline mentioned above, please send your Tentative Standard Training Plan and Cost of conducting the module also indicating cost per participant, treating the expenses towards Course Director and Course Observer complementary as mentioned in para 6 (XI) above, in a sealed envelope, addressed to "The Director, Institute of Secretariat Training and Management, Administrative Block, , Old JNU Campus, Olof Palme Marg New Delhi – 110067 India before 6<sup>th</sup> February, 2017.

8. Details as per checklist are to be filled up and furnished along with letter of intent/proposal.

9. The electronic copy of the comprehensive proposal including the day to day training schedule and details of visit for organising such modules may also be sent to ISTM ([kg.rajulu@nic.in](mailto:kg.rajulu@nic.in)) by 6<sup>th</sup> February, 2017.

Yours faithfully,



(H Govind)  
Deputy Director  
Institute of Secretariat & Management,  
Room No. 107, Administrative Block,  
Old JNU Campus, Olof Palme Road, New Delhi-110067  
TELEPHONE – 011-26105592; FAX – 011-26104183  
E-mail: govind.h13@nic.in

## CHECKLIST

Sl. No.	Items	Yes	No	Remarks
1.	Classroom inputs not more than 25%.			
2.	One week duration (Sunday to Sunday)			
3.	Stay Arrangements: (i) Within campus of the University/Institute.			
	(ii) Hotel at the centre of the city/near to the metro line and not less than 3 star rating.			
4.	Accommodation : (i) Twin Bedded with 2 persons sharing one room for participants.			
	(ii) Two separate single occupancy rooms (one for Course Director and other for Course Observer)			
5.	(i) Provision of Tea/Coffee Makers and (2) two liters of Bottled Still Water per person for every day in the room and bottled water in bus.			
	(ii) Number of meals (veg. & non-veg.), breakfast, lunch & dinner (veg and non-veg Indian food) in the room. Boarding facilities starting with lunch on Sunday (day of arrival) till lunch on Sunday (day of departure)			
	(iii) Tea/Coffee/Snacks/ drinking water during the exposure visit.			
6.	Visit to neighbouring country including travel arrangements thereto			
7.	Internal travel arrangements, including field/institutional visits and local sightseeing in small groups of 8 to 10 participants			
8.	Comprehensive medical insurance including medical insurance			
9.	Cost per participant			