

# ISTM NEWS

April-June, 2017



**INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT**  
(आईएसओ 9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

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## **FROM THE DIRECTOR**

India is in the midst of a paradigm shift where its citizens expect better public service delivery in a transparent manner. This makes it imperative for the public agencies to upgrade their service delivery mechanisms to cater to the rising expectations of their clients, which would necessitate fine-tuning of procedures, policies and systems.

Towards this endeavour, Institute of Secretariat Training and Management, guided by its motto of “Efficiency and the Public Good” is making its sincere efforts for capacity development of public servants. Recognizing the enormity of this challenge, the Institute seeks to update our training modules and techniques to keep pace with the dynamic changes in governance. Theme based training in areas such as Gender Sensitization, Prevention of Sexual Harassment at Work Place, Citizen Centric Service Delivery Approach, Swatchh Bharat, Organ Donation, Right to Information Act, Financial Management etc aim at inculcating in our public servants a sense of accountability and empathy. The Institute is also actively engaged in Citizen centric activities which aims at making the lives of our fellow citizens a bit better. ISTM is encouraged by the appreciation that it gets from its stakeholders.

Encapsulating our performance in numbers, ISTM organized 267 training programmes from 1<sup>st</sup> April, 2016 to 31<sup>st</sup> March, 2017 which were attended by 7336 participants.

Our April-June, 2017 newsletter highlights our major activities in this period. We were honored to host Smt. Maneka Sanjay Gandhi, Union Minister for Women & Child Development at the first ever Workshop on Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 organized by ISTM jointly with Ministry of Women and Child Development.

I am also happy to inform you that we are now an ISO 9001:2015 certified organization

I request all the readers of ISTM News to send their ideas and suggestions to us for further improvement in the content of the newsletter.

(Dr. Sunita H Khurana]  
Director, ISTM

## SINCERELY YOURS

It is our pleasure to present to you the April-June, 2017 issue of ISTM News. For your convenience and easy reading, ISTM News is divided into four parts - **From the Director** wherein Director, ISTM outlines the vision and objectives of the Institute; in **Sincerely Yours** (the section you are currently reading) the Editorial Board introduces the issue; **Happenings** which gives a glimpse of major activities of the Institute during this period; and **Miscellany** which is a forum for our faculty members, staff and trainees to exercise their creative faculties.

The editorial team has tried to encapsulate various activities in the Institute during this period.

Please feel free to call us to provide your candid feedback and suggestions for further improvement and for any specific information you may want.

Please log on to our website [www.istm.gov.in](http://www.istm.gov.in) to know more about our ensuing programmes.

SANJAY KUMAR SHARMA, Additional Director

K. GOVINDARAJULU, Joint Director

AGAM AGGARWAL, Deputy Director

## HAPPENINGS

### Workshop on Citizen Centric and Service Delivery Approach

ISTM held a workshop on Citizen Centric and Service Delivery Approach on 7<sup>th</sup> April, 2017. Senior Officers of various Ministries, Departments and other organisations attended the workshop. Shri Sanjay Kothari, the then Chairman, Public Enterprises Selection Board and Secretary (Retd.) Department of Personnel & Training interacted with the participants.





## **Workshop on Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013**

Smt. Maneka Sanjay Gandhi, Union Minister for Women and Child Development, inaugurated, on 5<sup>th</sup> May, 2017, a workshop on Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. Chairpersons and members of the Internal Complaints Committee (ICC) of PMO, Cabinet Secretariat and all Central Ministries and Departments were the participants in the workshop. The participants were also addressed by Smt. Krishna Raj, Minister of State for Women and Child Development and Dr. Sunita H. Khurana, Director ISTM.

During the workshop, Smt. Mayuri Raghuvanshi, Advocate, Supreme Court of India and Sh. Sanjeev Kumar, Deputy Secretary, Department of Personnel and Training interacted with the participants and clarified many doubts relating to the Act. It concluded by emphasizing upon the chairpersons and participating members of Internal Complaints Committee the need to be extremely serious in addressing the grievances of women on their sexual harassment at workplace.



## **Level E participants training programme at High Commission of India, London**

A vital component of the CSS Level E, comprising Under Secretaries of CSS, is an overseas exposure with Civil Services College (CSC), London. During this quarter, two such groups (42<sup>nd</sup> and 43<sup>rd</sup> Level E training programmes) were in London for overseas exposure.

The 42<sup>nd</sup> programme led by Shri P. P. Ambastha, Deputy Director, ISTM and Shri N. Raja, Director, DoPT had its valedictory session on 21<sup>st</sup> April, 2017 at the Indian Commission in London. Mr. Geoffrey Van Orden, MBE and Member of European Parliament was the chief guest at the ceremony.

Col. Sanjay Sharma (Retd.), Additional Director, ISTM and Shri D.K. Sengupta, Deputy Secretary, DoPT led the participants of the 43<sup>rd</sup> Level E training programme for their overseas exposure visit to London. They too had their valedictory session at the Indian High Commission with Lord Navnit Dholakia, Member of House of Lords being the chief guest.



## Workshop on Good Governance

A workshop on Good Governance held from 24<sup>th</sup> to 28<sup>th</sup> April, 2017 focussed on initiatives taken by various government organisation to facilitate better delivery of services to citizens.

A highlight of this workshop was a presentation given by Shri R. S. Yadav, Joint Commissioner, Delhi Police regarding lodging of complaints on loss of articles and documents through mobile and web based applications.





## **Valedictory function of Stenographer Direct Recruit (Foundation ) Training Programme.**

On completion of their 8 weeks training at ISTM, 124 participants of the 27<sup>th</sup> & 28<sup>th</sup> Stenographer Director Recruit (Foundation) Training Programme under the Cadre Training Plan of Central Secretariat Stenographers Service were given a warm farewell at their valedictory function held on 28<sup>th</sup> April, 2017. The high point was the successful completion of training by five visually impaired participants.





## International Yoga Day

A special yoga session was held at ISTM on 21<sup>st</sup> June, 2017 to mark the 3<sup>rd</sup> International Yoga Day. Director, ISTM led the faculty members, other staff and trainees in doing yoga.

Participants of the 74<sup>th</sup> Level A training programme commemorated the event by holding a special yoga session at Bir, Himachal Pradesh.

The institute has also started daily yoga sessions for the faculty, staff and trainees.



## MISCELLANY

आई.एस.टी.एम. : एक नज़र में

आई एस टी एम है ऐसा संस्थान,  
ट्रेनिंग देना इसका काम।

सभी केन्द्रीय कर्मियों को यहां आना पड़ता,  
रुतबा अपना बढ़ाना पड़ता।

मंत्रालय ने दिया आई एस टी एम को, है यह काम,  
सभी कर्मचारियों को देना, नियमों का ज्ञान।

सूचना के अधिकार का पहला प्रशिक्षण,  
दिया आई एस टी एम ने।

बड़ा महत्व है सूचना के अधिकार का,  
इस जीवन में।

निदेशक की अध्यक्षता में कार्य कर हमने पाया,  
आई.एस.ओ का बड़ा नाम।

लैंगिक मुद्दों जैसे गंभीर विषयों पर प्रशिक्षण देना,  
है आई एस टी एम का मान।

संस्थान की इस ट्रेन की,  
ट्रेनिंग है कमाल।

विभिन्न विषयों पर ट्रेनिंग कर,  
ट्रेनीस करें धमाल।

प्रशिक्षण स्कूल से प्रशिक्षण संस्थान का सफर,  
तय कर, बढ़ी इसकी शान।

एक ही थैले में भरे,  
आंसू और मुस्कान।

अंजु बाला वर्मा,  
पुस्तकालय परिचर,

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