ISTM NEWS

JANUARY – MARCH 2015

**INSTITUTE OF SECRETARIAT TRAINING &
MANAGEMENT
DEPARTMENT OF PERSONNEL & TRAINING
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES &
PENSION
GOVERNMENT OF INDIA
ADMINISTRATIVE BLOCK, OLD JNU CAMPUS, NEW
DELHI - 110067**

FROM DIRECTOR

The current issue of the newsletter will inform our readers about the activities of the Institute during the period from January, 2015 to March, 2015 and also our upcoming training courses to be held from June – August, 2015 and cover some of the major activities of the Institute.

The Institute is incessantly working towards providing training of the highest order. In keeping with the dynamic changes in governance, it is in the process of constant up-gradation of its training modules and delivery systems. The Institute is also providing training in specific areas such as RTI and Financial Management. Our constant endeavours in providing the latest information relating to the issues in question to our trainees and our hands-on training modules have won acclaim from trainees and experts alike.

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

UMESH KUMAR

Director, ISTM

SINCERELY YOURS

We are happy to be back again with another edition of ISTM News. The editorial board is taking your suggestions and feedback very seriously and making all possible efforts to improve the newsletter further. The present issue of ISTM News follows slightly different format from the earlier issues and consists of usual four parts - From Director which is a message from the Director, ISTM, Sincerely Yours (the section you are currently reading) which is a brief introduction to the Newsletter by the Editorial Board, Happenings which broadly describes various activities of the Institute during the period from January, 2015 to March, 2015; Miscellany which carries interesting pieces of writings of our faculty members, staff and trainees and one new section Upcoming Courses – which you may find handy to locate your desired training course.

The reader could expect to find all essential information relating to the activities of institute during the period January to March, 2015. In case the information you are looking for is not there in this issue, please feel free to call us and we would be more than glad to provide you with the specific piece of information you need.

We hope that you will continue to send your suggestions and feedback.

SATYAJIT MISHRA, Joint Director

K. GOVINDARAJULU, Joint Director

R.K. KUNDI, Deputy Director

MOLOY SANYAL, Deputy Director

HAPPENINGS

The Institute

Ever since the Institute of Secretariat Training and Management (ISTM) was set up in 1948, it has been consistently meeting the training needs of the Central and State Governments including autonomous and other bodies of government. The institute has been constantly delivering new methodologies and mechanisms in the context of training. The list of alumnae and alumni of the institute is virtually endless. ISTM's high standards have led to the Institute's accomplishing the ISO 9001: 2008 status. The Institute provides training in almost every sphere including Vigilance, RTI, Behavioural Skills, Financial Management and Procurement Procedures. A large number of organisations have been beneficiaries to ISTM's training programmes. The Supreme Court of India, Rajya Sabha Secretariat, Bureau of Parliamentary Studies and Training, Union Public Service Commission, Indian Railways, All India Institute of Medical Sciences, Armed Force Headquarter Civil Service, Indian Council of Agricultural Research and Bureau of Indian Standards and a number of other organizations have utilized the vast training resources of ISTM.

Visit of Secretary (P) on 7 January, 2015

CELEBRATION OF REPUBLIC DAY

Republic Day was celebrated with great zeal and much fanfare on 26th January, 2015 at ISTM. National flag was hoisted by the Director, ISTM who also addressed the gathering. The programme included songs and dance performed by the children.

Republic Day Celebration 26th January, 2015

SHRAMDAAN

Under the Swachh Bharat Abhiyaan, the members of faculty and staff participated in the Shramdaan organized on 18th February, 2015. The passage and the area adjoining the State Bank of India, JNU Branch was thoroughly cleaned.

Shramdaan 18 February, 2015

FACULTY DEVELOPMENT

As part of the Faculty Development Programme, ISTM deputes its faculty members with in the country as well as to outside the country. In this connection during the period Jan-March, 2015, Shri Satyajit Mishra, Joint Director and Shri K. Govindarajulu, Joint Director have undergone the training programme on Action Learning and Exposure organized by GIZ as part of the "Strengthening Capacities for International Cooperation and Management (CICM)" under Indo-German Bilateral Development Cooperation Programme at Aurangabad and Kanyakumari, in the month of Feb-March, 2015 (for two days each) respectively.

FACULTY ASSISTANCE TO DOPT STAFF – WEEKLY TRAINING

Faculty Assistance continued to be provided to Department of Personnel & Training in the area of File Management and Noting & Drafting. One of the Deputy Directors of ISTM from amongst Shri. Chandan Mukherjee, Shri Rajeev Kumar Kundi and Shri. Moloy Sanyal, was deputed to DOPT on every Wednesday for an hour for this purpose. The training has been accepted very well by the participants.

CONDUCT OF DOPT SPONSORED PROGRAMMES AT RIPA, UDAIPUR & JAIPUR

ISTM continued to conduct training programmes for the officials of Department of Personnel & Training on Office Management. The training programmes included topics like Parliamentary Procedure, Disciplinary Proceedings, Self Motivation, Developing Leadership qualities etc., and field visits also. The programmes were partly conducted at ISTM and partly at Udaipur/Jaipur. During January to March, 2015 five such training programmes were conducted covering 168 participants.

ISO RELATED ACTIVITIES

The preparation for the first surveillance audit of ISO 9001-2008 after the grant of the ISO certification in 2014 was successfully completed. Successful completion of the surveillance audit which is generally considered more stringent than the initial certification was the result of meticulous internal supervision of the officers responsible for ISO project, by forming an implementation project team of four officers and under the able guidance of the head of the Department whose initiative could get ISTM the ISO certification. The implementation project team mobilized all the wings of ISTM and successfully conducted two internal audits in November, 2014 and February, 2015. Frequent management review meetings facilitated the continuation of ISO certification and promotion of seriousness in the organization all across. As an achievement the annual surveillance audit was completed without any audit observation by the external auditor.

MISCELLANY

<u>Communication and Connectivity</u>

R.K. Kundi, Deputy Director, ISTM

With the advancement of technology, the communication has become faster. The new technologies allow us to connect and communicate faster which was not available to previous generations. New communication gadgets are seen each day. The younger generations are happily mastering the products of communication revolution and are acquiring these gadgets, which they use in their official and personal work. The not so young are being left behind.

I would like to share something which haunts my head each day. One of my acquaintances, a retired engineer, living with his wife in a nearby house, shared this with me. He has a daughter and a son. The daughter, elder to son, is married to a bank officer and is settled in Mumbai and the son works for a software company at Bangalore. The company keeps him too busy, due to which he rarely gets a call from him and he has to call him on mobile to know about his well being. One day he called his son to know about his well being at 11.00 pm. (to ensure that he is not disturbed in the day). His son told him that he was well and he would call back after 5 minutes. He never called back. This happens usually……….

Book Review – An Effective Training Methodology

- **Moloy Sanyal, Deputy Director**

Imparting effective training to general office staff is always very difficult. Because, there is hardly any area of specialization for them. They have to deal with every area of governance with every subject from finance to farm cultivation but specialize in nothing. It's rather easy to train a specialist in higher specialization. But it is truly difficult to train a person in everything that might land on her/his table, when she/he is in a general office environment.

Offices associated with specialized areas like accounts or inventory or medical storage or food processing call for specialized knowledge and skill. Hence, it's again easier to meet their training needs or design and deliver effective training in those offices. However, in case of offices as general and vast as that of a secretariat in an Indian Ministry, it's difficult to spell out what area of specialization the workers should be trained in, to get better output.

When we start digging slightly deeper into any such office in a Central Secretariat, we first encounter a basic question, as to what do we look for as a better output? Or, for that matter, what is the output?

Undoubtedly, decisions are the output. The need is, therefore, of such human brains as are open, capable of grasping any situation in right spirit, understanding the issue in the light of the latest developmental need and trend and yet, most importantly, accommodating the whole need within the legitimate scope of the extant law!

Policy Decisions – large or small are in fact the daily produce of any Secretariat. When it comes to a Government Secretariat, these decisions are Government decisions which actually effect a large number of human lives in many direct and as many indirect ways.

Those decisions are important products. Hundreds of decisions are actually made on every working day through a large system called Government machinery. This machinery comprises of a sizeable human force equipped with standardized and well accepted set of norms - referred to as the Rules & Procedures. The provisions of these Rules & Procedures – however comprehensive, fail to address all concerns of a society which is moving and developing. It is the most interesting part of the whole process of decision making; that, it cannot be accomplished by computers or robots in a flat, routine and repetitive manner.

Hence, we need capable and well informed human mind to be applied afresh, for every new challenge and for a developing society where there is no dearth of challenges. So, to run a secretariat or a decision making machinery successfully we need human resource capable of improvisation according to developmental need to search solutions for problem areas which may touch any and every area of human interest and concern.

Moreover, these human workforce need to complete decision making exercise reasonably quickly. In this era of privatization and corporatization, governments have close competitors who are already many and growing. Political masters lose their hold on a government if they fail to deliver faster decisions. The very general, non-specialized, peace loving, cool headed file managers belonging to the Central Secretariat are key functionaries in this decision making process.

A mid level career secretary in the Central Secretariat is expected to take just a quick glance though any new proposal or old analysis to come to a logical, legally sustainable and factually correct "informed decision" surprisingly quickly. This calls for a much wider perspective of understanding and a very capable analytic mind.

In the Institute of Secretariat Training and Management - a Government of India training school of a reputation over sixty years, we train such minds; we produce such human capital as are capable of delivery under any situation on any issue, primarily in the Central Secretariat.

What there people are capable of? They can read fast and understand faster and express their understandings in any required manner, even faster. To develop this unique competency, they need to hone three basic skill sets among them:-

        a. Comprehension skill,

        b. Analytical skill and

        c. Expression skill.

Most of the training programmes we design for the secretariat people, are around these three skill sets being - nurtured and improved day by day, month by month and year by year.

As a methodology to develop such cerebral excellence, among many which are conventional, we use book review. We let the trainees choose books from an array of good Books. Good books – not good because they have talked good about the Government, good

Because they have been generally accepted as good by the whole world, are actually procured and displayed before them to choose from.   The trainees have to make a short presentation which is to be readied within a prescribed time limit. The presentation is before large audiences which then ask the questions, which often test the comprehension and communication skills of the presenters. The results have been so far quite encouraging and helpful in developing the mental attributes needed for the efficient discharge of duties.

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UPCOMING COURSES IN JUNE - AUGUST, 2015

CSS Level D-55	Section Officer with 6 years experience	26 Days	5th May 15 to 26th June, 15
CSS Level E	Under Secretaries with 4 years experience	19 Days	11th May,15 to 19th June,15
Assistant Direct Recruit (Foundational) course	Newly recruit Assistants (Direct Recruit) of CSS	40 days	18th May,15 to 10th July,15
CSS Level B Course	Assistants with 6 years of service	19 Days	18th May,15 to 19th June,15
Assistant Direct Recruit (Foundational) course	Newly recruit Assistants (Direct Recruit) of CSS	47 Days	25th May,15 to 17th July,15
CSS Level D Course	Section Officers with 6 years experience	54 Days	1st June, 15 to 24th July, 15
CSs Level-III	Private Secretaries of CSS with 4 years' service	19 Days	1st June,15 to 19th June,15
Induction Training Course for Stenographer Grade D	Newly recruit Stenographers (Direct Recruit) of CSS	40 Days	8th June,15 to 17th July,15
CSS Level A	UDC's with 4 years of service	26 Days	8th June,15 to 3 July,15
Level I	Stenographers Gr. D of CSS with 7 years of service	19 Days	15th June,15 to 3 July,15
Level II	Private Assistant of CSS with 3 years of service	12 Days	22nd June,15 to 3 July,15
Workshop on Preparing Cabinet Notes	Deputy Secretaries & Directors	1 Day	26th June,15
Workshop on Pay Fixation	Officers dealing with pay fixation	3 Days	29th June,15 to 1st July,15
Management of Training	Officers imparting direct training/training managers	5 Days	6th July,15 to 10th July,15
Workshop on Noting & Drafting	Dealing Assistants and Section Officers	2 Days	6th July,15 to 7th July,15
Workshop on Income Tax	DDO and Assistants working in cash section	2 Days	6th July,15 to 7th July,15
CSS Level B	Assistants with 6 years of service	33 Days	6th July,15 to 7th Aug,15
CSS Level D	Section Officers with 6 years experience	54 Days	6th July,15 to 28th Aug,15
CSS Level A	UDC's with 4 years of service	26 Days	13th July,15 to 7th Aug,15

Level –II	Private Assistant of CSS with 3 years of service	12 Days	27th July,15 to 7th Aug,15
Induction Training Course for Stenographer Grade D	Newly recruit Stenographers (Direct Recruit) of CSS	36 Days	12th July,15 to 4th Sept,15
CSS Level B	Assistants with 6 years of service	29 Days	3rd Aug,15 to 4th Sept, 15
CSS Level D	Section Officers with 6 years experience	29 Days	3rd Aug,15 to 25th Sept, 15
CSS Level E	Under Secretaries with 4 years experience	22 Days	10th Aug,15 to 18th Sept,15
CSS Level A	UDC's with 4 years of service	15 Days	17th Aug,15 to 11 Sept,15
Level – IV	Sr. Principal Private Secretaries & Principal Private Secretaries	8 Days	24th Aug,15 to 11 Sept,15
CSS Level D	Section Officers with 6 years experience	54 Days	31st Aug,15 to 23rd Oct, 15
Level – III	Private Secretaries of CSS with 4 years' service	19 Days	31st Aug,15 to 18th Sept, 15

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