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GOVERNMENT OF INDIA



सत्यमेव जयते



2019-20
ANNUAL REPORT



सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान
INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

नई दिल्ली / New Delhi

आईएसओ 9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION



सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान
INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT



83rd Level "B" Training Programme of CSS
(13th May to 14th June, 2019)

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3rd Standing Row (Left to Right) : Bijendra Kumar, Surender Kashyap, Nasim Uddin Ansari, Sajjad Hasan Massod, Bhagwan Das, Shashi Kumar, Manish Chhabria, Chander Shekhar Bhola, Vipinder Charider Chamoli, Sanjay Kumar, Om Kumar, Vikram Kamle, Vijay Shankar Upadhyaya, Pankaj Kumar Srivastava, Deepak Shaw, Subhash Chandra Kumar, Ravi Ranjan, Yadendra Kumar Singh, Dinesh Kumar.
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Sitting Row (Left to Right) : Bhagaban Padhy, Vadali Rambabu, Nafa Singh, Dr. Sunita H Khurana (Director), Col Sanjay Kumar Sharma (Addl. Director), K Govindarajulu, Yogesh Dwivedi.

Course Director
Nafa Singh (Faculty Consultant)



INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT, NEW DELHI
56th Level 'E' Training Programme of CSS
(3rd June to 12th July, 2019)

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान



4th Standing Row : Sanjay Kumar Singh, Sushma Batra, Shesh Kumar.
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3rd Standing Row : Manoj Kumar, R S Bisht, Pushpender Kumar, Sunil Kumar Pal, Partha Kansabanik, Sumit Gakhar, Rajender Singh Khichi, Umesh Chandra, U K Agarwal, Raj Kumar K Ganesh, Rahul Mahna, Ajay Kumar V R, Subhash Kumar, Prem Chand, Rama Kant Singh, Sanjay Kumar, Shailendra Kureel.Left to Right

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Course Director
Dr. Sunita H Khurana (Director), Anurag Devgan (Asstt. Director)

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Chapter-1

About the Institute

1.1 About ISTM

The Institute of Secretariat Training & Management (ISTM), established in 1948, strives to fulfil demand driven capacity-building needs of all kinds of Civil Services and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means, with the motto of **“Efficiency and The Public Good”**

ISTM has the mandate to implement and conduct training programmes of Central Secretariat Service (CSS) and Central Secretariat Stenographers Service (CSSS) and other Organized Services of the Central Secretariat. The programmes include foundation and mid-career mandatory training programmes having linkages with career progression of officers of the CSS/CSSS. The Institute is entrusted with the task of providing orientation training to the officers joining the Central Government under the Central Staffing Scheme as Deputy Secretary and Director. The Institute also imparts training to the officers of the Central & State Governments, Public Sector Undertakings, Autonomous Bodies, and the Union Territory Administrations.

1.2 Status

ISTM is an attached office under Department of Personnel & Training, Government of India, headed by a Director who is an officer of the level of Joint Secretary to the Government of India.

1.3 Resources

ISTM has sanctioned faculty strength of twenty-eight (28). Experienced training professionals are drawn from various Central Services to man these posts. It has a Library having more than seventeen thousand books on various subjects. The Institute has built up a rich collection of training material for distribution to participants of various training courses. It also has hostel facilities for outstation participants who are provided twin sharing accommodation on first-come-first serve basis on payment of prescribed charges.

1.4 Vision

Function as an apex level Capacity Building institution to fulfill demand driven human development needs of Civil Services and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means.

1.5 Mission

- (i) Provide training to the civil servants;
- (ii) Undertake research, consultancy and system analysis for capacity building in governance;
- (iii) Collaborate with client organizations for enhancing quality of training; and
- (iv) Provide opportunity to the faculty members and the support staff to grow, develop and promote best training practices.

1.6 Values

- (i) Truth, honesty and integrity;
- (ii) Commitment to service; and
- (iii) Respect for dignity and potential of individuals.

1.7 Aims and Objectives

The broad aims and objectives of the Institute are summarized below:

- (i) To plan, design and conduct foundational, refresher and specialized training programmes for different grades of officers up to the middle management level so as to enable them to perform their duties effectively and shoulder greater responsibilities in future by increasing their professional competence;
- (ii) To assess the training needs at various levels in the Central Government as well as the related field organizations and organize training programmes to meet these needs;
- (iii) To conduct training programmes for CSS and CSSS officers as per their Cadre Training Plan;
- (iv) 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;

- (v) To produce monographs and other training literature/ material (including audio-visual aids) relevant to the training courses designed and conducted by the Institute; and
- (vi) To create and foster among the participants a positive and innovative outlook to work with a sense of fraternity and team spirit.

1.8 ISO 9001:2015 Certification

The Institute of Secretariat Training & Management is an **ISO 9001:2015** certified Organization in respect of “***planning, organizing and conducting Cadre Training Plan for Central Secretariat Service, Central Secretariat Stenographers Service and Calendared Programmes***”. The certification is based on following seven quality management principles:

- (i) Customer focus;
- (ii) Leadership Involvement of People;
- (iii) Process Approach;
- (iv) Systematic Approach to Management;
- (v) Continual Improvement;
- (vi) Fact Based Decision-Making; and
- (vii) Mutually Beneficial Supplier Relationship.

The Institute has achieved the higher standards by identification of risks and opportunities involved in the planning, organizing and conducting training programmes. The risks, which are identified, have been graded in terms of severity and frequency. Mitigation plans for each of these risks have also been prepared. M/s International Certification Services Pvt Ltd. provided the certification of having achieved the higher standard after third party audit in May, 2019.

During the year 2019-20, three meetings of the Management Review Committee were held. Training was conducted for new internal auditors from amongst its faculty and non-faculty staff. During the internal and third party audits, all the parameters and ISO requirements were found to be achieved.

1.9 Structure and Culture of Organization

ISTM nurtures a culture of growth and independent accomplishment. Albeit bureaucratic, high degree of organic relationship is encouraged among its faculty

and non-faculty. The work environment in ISTM is free from any kind of race or sex-based harassment or bias. An Internal Complaint Committee (ICC) as per provision under the Sexual Harassment of Women (Prevention, Prohibition & Redressal) Act, 2013 is put in place.

Chapter-2

The year 2019-20 at a glance

2.1 During 2019-20, the Institute witnessed a number of innovations and new initiatives. While the details of the milestones achieved in various fields are covered in the respective sections of the report, a summary of the notable features of the year is given below: -

2.1.1 Number of Courses and Trainees

In its sustained endeavor to contribute to developing capacity of the personnel working in various Ministries/Departments of the Central Government and other Public Sector organizations, the Institute conducted as many as 272 training courses during 2019-20 covering a trainee population of 7537 in spite of acute shortage of faculty members.

2.1.2 Right to Information Act, 2005

At the behest of DoPT, ISTM has been conducting Capacity Building Programmes, since September, 2005, for equipping CPIOs and other functionaries in Government Departments in respect of various aspects of RTI Act. During the year 2019-20, nine calendared courses, twenty-five Organization Specific Programmes on RTI were conducted.

2.1.3 Disposal of RTI Cases

Like any other public authority, ISTM also receives RTI applications from the public. The applications are replied to within the stipulated time. The status of the applications/appeals received in ISTM under RTI Act during 2019-20 is given below:

Nature of RTI Reference	No. Received	No. Disposed of
Applications	81	81
First Appeals	Nil	Nil

2.1.4 Cadre Training Plan for CSS Officers

During the year 2019-20, a total of thirty-six (36) programmes under CSS-CTP were conducted out of which, six were foundational training programme for Assistant Section Officers (Direct Recruit). Details of courses conducted are given in Annexure 'V'.

2.1.5 Cadre Training Plan for CSSS Officers

During the year 2019-20, a total of 37 programmes under CSSS Cadre Training Plan were conducted. Details of courses conducted are given in Annexure 'VI'

2.1.6 Induction Training of Group 'A' Organized Services

ISTM has been conducting Induction Training for the officers of various Group 'A' services. ISTM conducted one induction-training programme during the year 2019-20, as per the details given below:

S. No.	Name of Service	Duration		Number of Participants
		From	To	
1	Indian Economic Service (IES) Officers	26.06.2019	06.07.2019	24

2.1.7 Induction Training Component of Group 'A' Services

ISTM has been conducting Induction Training component for the officers of various Group 'A' services. The details of such training programmes conducted during the year 2019-20 are given below:

S. No.	Name of Service	Duration		Number of Participants
		From	To	
1	Indian statistical services	23.09.2019	27.09.2019	28
2.	Central Vigilance Commission	14.10.2019	18.10.2019	37
		26.08.2019	06.09.2020	24
		10.02.2019	14.02.2020	35
3.	Indian Economics Services	03.06.2019	08.06.2019	12

2.1.8 Training Assistance to Other Organizations

During the year 2019-20, training assistance to other Organizations was provided on a fairly large scale. Owing to high standards, efficiency and reputation of faculty

members of ISTM, requests from many organizations and training institutes were received from all over the country for faculty assistance. Requests were received from Government Departments, Attached/Subordinate Offices, and Public Sector Undertakings/Autonomous Bodies for conducting Organization/Cadre Specific Programmes. In view of in-house commitments, not all demands for faculty assistance could be met however; eighty seven (87) such training programmes were conducted during the year 2019-20, either at ISTM premises or at client organization's premises. Faculty Assistance was provided on seventy-five instances to a good number of organizations in running their in house training programmes.

2.1.9 Training Programmes for North Eastern States

As part of capacity building exercise initiated by the Training Division, Department of Personnel & Training to train the officers of North-Eastern States, ISTM conducts various training programmes from time to time. The following training courses were conducted for North Eastern States during the year 2019-20:

S. No.	Name of Organisation	Duration	Dates
1	Cadre Specific Programme-NER Mizoram	5 days	03.02.2020 to 07.02.2020
2	Cadre Specific Programme-NER Mizoram-1	5 days	10.02.2020 to 14.02.2020

2.1.10 Introduction of Basic Leadership Skills module at ISTM

At the behest of DoPT, the Basic Leadership Skills (BLS) module was introduced at Institute of Secretariat Training & Management (ISTM) in September 2014. This module is being run in Level D, Level E and Level IV training programmes for developing leadership competencies among Officers.

2.1.11 Horticulture Treats

Best efforts have been made for beautification of surrounding of Institute building and Hostel Unit by plantation of trees, maintenance of lawns by green grass and colorful herbs and shrubs. Decorated landscaping with greenery, flowering plants and foliage plants in front of main building is further increasing the beauty of Institute and giving soothing ambience to trainees and visitors.

2.1.12 Peripatetic Programmes

ISTM has the mandate to assist the States/ UTs who do not have sufficient infrastructural facilities in the area of training. ISTM faculty members were deployed to conduct 18 Peripatetic Training Programmes for UTs of Dadara and Nagar Haveli, Andaman & Nicobar Administration, Arunachal Pradesh, Puducherry and Assam.

2.1.13 Consultancy Projects

ISTM has been providing consultancy services for man-power study, training need analysis, audit of proactive disclosure under RTI Act, cadre restructuring, work study etc. During the year, 2019-20 following consultancy projects have been undertaken:-

- (i) Work measurement of both academic and non-academic personnel of Indian Institute of Food Processing Technology (IIFPT), Thanjavur.
- (ii) Work Study for creation of establishment of Department of Information Technology under Andaman and Nicobar Administration
- (iii) Man-power study of non-teaching staff and drafting of regulations for Indian Institute of Management, Calcutta (IIMC) (ongoing project).
- (iv) Audit of suo-moto proactive disclosure under section 4 of the RTI Act, 2005; made by following Public Authorities:

S.No.	Public Authority
1.	Department of Higher Education, M/o Human Resource Development (HRD), New Delhi.
2.	Indian Institute of Technology, Kharagpur
3.	National Institute of Hydrology, Roorke
4.	Ministry of Culture, New Delhi.
5.	Indian Institute of Technology, New Delhi
6.	Cabinet Secretariat, New Delhi
7.	National Institute of Immunology (NII), New Delhi
8.	Industrial Finance Corporation of India (IFCI) Ltd.
9.	Shri Lal Bahadur Shastri Rashtriya Sankrit Vidyapeetha, New Delhi
10.	Deptt. of Personnel and Training (DoPT), New Delhi
11.	Central Board of Secondary Education (CBSE), New Delhi.

12.	National Council of Education Research and Training (NCERT), New Delhi.
13.	Kendriya Vidyalaya Sangthan (KVS), New Delhi
14.	Navodaya Vidyalaya Sangthan (NVS), New Delhi.
15.	National Council of Technical Education (NCTE), New Delhi
16.	National Institute of Open Schooling, New Delhi.
17.	Central Tibetan Schools Administration (CTSA), Rohini, Delhi.
18.	National Bal Bhawan, New Delhi
19.	Directorate of Adult Education, New Delhi.
20.	Ministry of Ayush, New Delhi
21.	Shipping Corporation of India Ltd., Mumbai
22.	Dayal Bagh Educational Institute, Agra
23.	Indian Institute of Technology (IIT), Jodhpur
24.	Indian Institute of Technology (IIT), Kanpur
25.	Ministry of Youth Affairs & Sports, New Delhi
26.	Indian Institute of Technology (IIT), Ropar
27.	Department of Pension & Pensioners Welfare, M/o Personnel, PG & Pensions, New Delhi.
28.	Department of Empowerment of Persons with Disabilities, New Delhi
29.	National Commission for Safai Karamcharis, New Delhi
30.	Department of Land Resources, New Delhi
31.	Ministry of Parliamentary Affairs, New Delhi
32.	National Power Training Institute, Faridabad
33.	National Backward Classes Finance & Development Corporation, New Delhi
34.	School of Planning & Architecture, Bhopal
35.	National Scheduled Castes Finance & Development Corporation, New Delhi
36.	Department of Administrative Reforms & Public Grievances (DARPG), New Delhi
37.	Department of Justice, M/o Legal Affairs, New Delhi
38.	Central Information Commission (CIC), New Delhi
39.	President Secretariat, New Delhi.
40.	Indian Institute of Public Administration (IIPA), New Delhi.
41.	Malviya National Institute of Technology (MNIT), Jaipur.
42.	National Council for Promotion of Urdu Language (NCPUL), New Delhi.

Chapter-3

Training Management Information System (TMIS)

3.1 TMIS is an online web application developed by NICSI in April, 2014 for ISTM. TMIS converts most of the training related manual work into online paperless mode. Users can access this system through internet from anywhere. TMIS tracks and keeps the record of different activities taking place in ISTM, which includes details of training courses running on weekly, quarterly and annual basis. It also provides the details of training programmes conducted by the Institute and the Course Directors for each training programme and other engagements of the faculty members. ISTM portal is also a part of TMIS, which provides information on annual training calendar, circulars, tenders, news & events, annual reports, photo gallery, video gallery, information about facilities and online nomination and registration for all courses. The latest addition to TMIS is feedback-receiving system from trainees and analysis thereof. TMIS has been developed on PHP (Hypertext Preprocessor) language with MySQL (Structured Query Language) database.

3.2 TMIS has different interrelated modules according to the requirements of ISTM. These modules are meant for following functions:

- (i) Coordination with faculty subject allocation and mapping;
- (ii) Training delivery is hosted on e-LMS;
- (iii) File Tracking System (FTS);
- (iv) Hostel room allocation;
- (v) Inventory Management;
- (vi) Administration of course including nomination acceptance and feedback analysis; and
- (vii) Knowledge Management System.

3.2.1 Coordination

Coordination Section maintains the record of courses, schedule of faculty, faculty vs subject mapping, consolidated weekly schedule and prepares Annual Training Calendar. Using TMIS, Coordination Section is able to generate digital reports related to courses on real time basis. Coordination Section submits the consolidated weekly schedule online, which is accessible by all the staff and faculty members.

This consolidated weekly schedule has all the relevant details needed for information and to organize courses effectively.

3.2.2 Training Courses

Coordination Section has the responsibility to allot training courses to faculty members as Course Directors. When a faculty accesses a course module, all information pertaining to session plan, circular, tender, nomination detail, approval letter etc. become accessible. Faculty can also upload course circular and tenders on TMIS portal. Course Director has all records of participants online. Course Director uploads the approved nominee list on ISTM portal, and is able to send SMS and email through the TMIS. By using session plan, the Course Director prepares weekly plan of the course online and submits it to Coordination Section for final decision.

3.2.3 File Tracking System (FTS)

With the help of File Tracking System of TMIS, the movement and status of a file at a given point of time can be ascertained. This system has been functioning in ISTM very effectively.

3.2.4 User Module

User module of TMIS has information related to staff and faculty. The members of staff and faculty can update their own profiles and change login password. The user module allows a user to apply leave and check status in the module, which keeps tab on leave records of every user.

3.2.5 Inventory

Inventory module keeps record of all perishable and non-perishable items online. Faculty and staff can indent their requisitions in inventory section online for any course related material. Inventory Section can manage inventory just in time by keeping a real time tab on location of non-perishable items user-wise and room-wise.

3.2.6 Hostel

TMIS helps in keeping a track of hostel rooms available for allotment. It also facilitates online booking of hostel rooms by visitors.

3.2.7 Knowledge Management System (KMS) and Document Management System (DMS)

Knowledge Management System (KMS) and Document Management system (DMS) are online applications to create documents and store them. Files can be uploaded and permission to access these files can be given to the user who can also share the documents with specific requirement and further distribution facility. Users can read and create documents in a book format and can bookmark important documents as favorites.

Chapter-4

Augmentation of Training Facilities at ISTM

4.1 ISTM undertook a number of infrastructure development works under the Scheme “**Augmentation of Training Facilities in ISTM**” during 2019-20 to enhance ambience of ISTM campus to facilitate better learning environment for the trainee participants. During the year, various works have been executed through CPWD under this ongoing scheme of the Institute.

4.2 **ISTM has following infrastructural facilities;**

- (i) Administrative Block with Faculty/Staff sitting and meeting facility;
- (ii) Seminar Halls (08) with face to face class facilities;
- (iii) Round Conference Halls (02) with smart board/projection facilities;
- (iv) Auditorium (02) with projection and audio facilities;
- (v) Library Building with separate reading rooms and cyber rooms;
- (vi) Hostel Block with separate dinner room and TV room;
- (vii) Gymnasium with snooker and Table Tennis facilities; and
- (viii) Basket Ball court/Tennis court.

4.3 Additions/Alternations/improvements carried out in the existing infrastructural facilities. Information Technology equipment such as Computer Systems, printers etc were procured in order to upgrade ICT Laboratories in ISTM. During the year 2019-20, 35 old and obsolete Laptops have been replaced with new Laptops.

4.4 **New Infrastructural facilities added during the year:** For better internet connectivity, the work relating to installation of 1Gbps line in ISTM has since been completed and working satisfactorily.

4.5 **Information and Communication Technology (ICT) Facilities**

- (i) ISTM has upgraded the existing 100 desktop computers with All in One Desktop Computers with latest software in the 03 ICT Labs. These labs are being used to conduct the training programmes related to ICT like MS-Office Suite, MS-Power Point, MS-Excel (Basic & Advanced), Big Data Analytics, e-Office, etc.

- (ii) Video Conferencing facility is available for connecting various organizations for conducting training, meetings, etc.
- (iii) To facilitate faculty members and officers, existing computers have been upgraded to “**All in One**” desktop computers with latest software computer systems installed at their respective rooms.
- (iv) To improve the quality of sessions, training equipment like LCD Projectors have been converted to LED Projector in classrooms.
- (v) To facilitate the participants and to display the course schedule and other function/events photographs, one interactive board has been installed at the entrance of Seminar Hall Complex of ISTM.

4.6 Information regarding Software:-

Works completed during April 2019 to March 2020 are as under:-

4.6.1 Work done as per STQC Audit (as given by STQC Auditors)

- i. ISTM website upgraded to HTML 5.
- ii. Self-explanatory metadata (Title, description, keyword, language) throughout the website have been added.
- iii. Website Policies page added.
- iv. Query/suggestion form in ISTM website added.
- v. Web Information Manager Page added.
- vi. File type and file size throughout the website are being mentioned.
- vii. HTML errors have been removed from all pages of ISTM website.

4.6.2 Automated System

- i. Generation of “Course Circular” and “Course Information Sheet” at Course Director's end has been automated.
- ii. Reload option has been put in place for master “Course Circular” and “Course Information Sheet” if any mistakes in previous saved or running circular or course information sheet.
- iii. System for sending six (D-120, D-102, D-99, D-91, D-90, D-89) reminder SMS for uploading of circular before D-90 days, have been put in place.

4.6.3 Cloud Activity

- i. Shifting of “Virtual Machine” from old cloud dashboard portal to new dashboard portal as new portal provided by NIC has been completed.
- ii. Reconfiguring of both production and staging “Virtual Machine” at new dashboard portal has been done.

4.6.4 Online Hostel Booking Module

- i. Online hostel booking facility for course participant with cancel booking facility.
- ii. Interface to manage hostel works like room allocation, check-in check-out management, payment etc. are being provided to Hostel Warden.
- iii. Payment History Management Interface and other report generation facilities are provided to Hostel Warden.

4.6.5 Hostel Inventory Management

System has been put in place to:

- i. Purchase hostel Inventory items, update inventory stock, issue inventory to hostel warden by administration side.
- ii. Request hostel inventory items, received inventory items, view stocks etc.
- iii. Allocation of inventory items room wise.
- iv. Different type of report generation like item wise for a specific period, room wise for a specific period etc.

4.6.6 Establishment Portal

Designing and development of Establishment Portal.

4.6.7 Miscellaneous Work

Digitized system has been put in place to ensure:

- i. Generation of Guest Faculty Receipt at Course Directors’ end and to send receipt to Cash Unit.
- ii. The Cash Unit can update the payment details through TMIS and the system will inform both the Course Director and Guest Faculty via SMS/Email.
- iii. Flow diagram and template designing of “Manpower Portal”
- iv. Sending SMS/Email facility to DoPT Officers designation wise through TMIS.

Chapter-5 Major Events

Introduction

5. The Institute of Secretariat Training and Management (ISTM) is imparting training to the officers of the Central/State Governments, Public Sector Undertakings & Autonomous Bodies. Originally set up with the objective of conducting foundational and in-service training programmes for Assistants and Section Officers of the Central Secretariat, the range of the activities of the Institute has increased exponentially over the last seven decades. In addition to the In-House Training programmes, the Peripatetic Training provided by the Institute to the officials of State Governments and Union Territories in Behavioral Skills, Management Techniques, Financial Management and Office Management is of particular significance. On receiving specific request from Central Government Departments, Autonomous Bodies, Public Sector Organizations, the Institute also organizes customized organization specific and cadre specific programmes.

From the year 2007-08, ISTM is also involved in implementation of the Central Secretariat Service Cadre Training Plan (CSS-CTP) and from 2011 onwards Central Secretariat Stenographer Service Cadre Training Plan (CSSS-CTP) which envisages mandatory training programmes having linkages with career progression up to Director level officers.

5.01 Training Programmes

ISTM conducts following programmes in various categories:

- i. Foundational and in-service Courses conducted as per new CSS and CSSS Cadre Training Plan
- ii. Induction Training for Group 'A' services of ICoAS, Director General Civil Aviation (DGCA) & CVOs of CVC.
- iii. Induction Training Component for various Group 'A' service like IAS, IFS, IRS, ISS, IES, ITS, ICLS, IDES, IIS & IRTS probationers.
- iv. Personnel Administration and Office Management
- v. Financial Management

- vi. Management Services
- vii. Behavioral Training
- viii. Training of Trainers, Master & Recognized Trainers Development Programmes sponsored by DOPT
- ix. Peripatetic Training Programmes
- x. Right to Information
- xi. Prevention of Sexual Harassment of Women at Workplace
- xii. Citizen Centric & Service Delivery Approach
- xiii. Organization Specific Programmes/ Cadre Specific Programmes
- xiv. Capacity Building Programmes for State Civil Services Officers and State Secretariat Service Officers of North Eastern States sponsored by Department of Personnel & Training
- xv. Orientation Training Programmes on Office Procedure for IAS Officers sponsored by DOPT.
- xvi. Newly introduced training programme on Emerging Technologies in e-Governance
- xvii. Three-day State Category Training Programmes (SCTP) sponsored by DoPT for Divyang Employees of Central and State Government on Office Management, Computer Applications, Financial Management and Establishment Rules.

5.02 Number of Training programmes and Training weeks Planned & conducted during the year 2019-20

Table 1

Sr. No.	Programmes	No. of Programmes	Training weeks
1.	Number of programmes planned / scheduled during 2019-20	230	518 Weeks 1 days
2.	Programmes Conducted during 2019-20	272	552 Weeks 3 Days No. of participants 7537

5.03 Calendared & Non-Calendar Training Programmes

Table 1

Sr. No.	Name of the programme	Number of programmes conducted during 2019-20	No. of training weeks and participants
1.	CSS-CTP	36	122 Weeks No of Participants -1715
2.	CSSS-CTP	37	108 Weeks No of Participants-1117
3.	Calendared Courses other than CSS/CSSS-CTP	112	102 Weeks No of Participants- 2519
1.	Organisation Specific Programmes/ Cadre Specific Programmes & Peripatetic Training Programmes	87	120 Weeks 03 Days No of Participants-2186
Total		272	552 Weeks 3 days No of Participants-7537

New Initiatives

5.04 Special Training Programmes/Sessions/Workshops/Seminars

- (i) International Yoga Day was celebrated in ISTM on 21.06.2019;
- (ii) Service Books of all employees of ISTM have been digitized and e-service Book made operational;
- (iii) Faculty seminars on “Meditation- Quality of Work Life” were organized on 08.06.2019, 11.06.2019 and 12.06.2019;
- (iv) A Seminar on “Healthy Life Style- A need of the Hour” was organized on 08.06.2019;
- (v) Recognized Trainer Development Programme (RTDP) on Direct Trainer Skill (DTS) and Design of Training (DoT) have been organized successfully at ISTM for Potential Recognized Trainers from 02.09.2019 to 20.09.2019 and 09.09.2019 to 27.09.2019 respectively.



International Yoga Day Celebration (21.06.2019)



Hindi Maah Celebration (20.09.2019)



70th Independence Day Celebration (15.08.2019)



Constitution Day Celebration (26.11.2019)

5.05 New Initiatives in Training during the year 2019-20

(i) e-modules have been developed on the following subjects:-

1. Administrative Vigilance
2. Preventive Vigilance
3. CGHS/ CSMA Rules
4. Leave Rules
5. LTC Rules

(ii) **Assistant Section Officer (Direct Recruit)-Foundational Training Programme during 2019-20:-** Total 360 ASO(DR) have joined foundation training programme [335 ASOs of CSS-CTP and 25 ASOs of Railway Board Secretariat Service (RBSS)] from 2nd March, 2020 and same has been conducted at four places as follows:-

Sl No.	Name of Institute/ ATIs	No of Participants
1.	Institute of Secretariat Training and Management(ISTM)	173
2.	Haryana Institute of Public Administration (HIPA), Gurgaon	48
3.	Mahatma Gandhi State Institute of Public Administration (MGSIPA),Chandigarh	48
4.	Dr. MCR HRD (MCRHRD) Institute of Telangana, Hyderabad	91

5.06 New Training Programmes Introduced

- (i) Workshop on Public Policy Formulation
- (ii) Training Programme on Managerial / Supervisory Skills
- (iii) Workshop on Policy Formulation and Legislation
- (iv) Emerging Technologies for Governance

5.06.01 New topics Introduced

- i. Handling Medical Emergencies
- ii. Prevention, Protection and Redressal of Sexual Harassment of Women at workplace, Act 2013 (PPR)

5.07 Library Resources

ISTM has Library with all the modern facilities consisting of more than 17,564 books besides modest video collection. ISTM also subscribed to DELNET online services and provided access to faculty and staff members to update themselves. The Institute has built up a rich reservoir of continuously updated training material for distribution to its course participants.

5.08 Infrastructural Development

Following infrastructural development work have been undertaken at ISTM during 2019-20:

- (i) 1 GBPS line for managed network has been installed in ISTM.
- (ii) Upgradation of ICT Laboratories with latest systems including replacement of furniture/minor civil works- The work is in progress.
- (iii) Provision of Lift (to facilitate differently abled people's barrier free access in Administrative Block)- The work is in progress.

5.09 Blood Donation

During 2019-20, one blood donation camp was organized and 24 units of blood were collected. Seven blood donation camps have been organized since 2017-18 at ISTM in which 220 trainees and Officials / faculty members of ISTM donated blood.

5.10 Public Service

The trainees (present and past) and some of the faculty members visit at regular intervals to Rain-Baseras and Dharmshalas of major hospitals of Delhi and arrange for medicines, radiological and pathological tests for the poor patients as prescribed by doctors. In winters, they also distribute woollen blankets/ clothes in the odd hours of the day to the needy people. Through these initiatives, it is expected that these officials/officers would be able to develop a positive attitude, which is expected to be reflected in their people-friendly, responsive and sensible approach at work.

Chapter-6 Institutional Resources

6.1 Human Resources

The Institute has a sanctioned staff strength of 87, of which 58 were in position as on 31 March 2020. Human resources of the Institute can be broadly divided into two categories based on the work they are engaged with:

- (i) Work relating to imparting of training; and
- (ii) Work relating to Administration

6.1.1 Training Related Activities

The Institute has a sanctioned faculty strength of 28 including the Director. There are four Faculty Wings, each headed by a Joint Director:

- (i) Management Services;
- (ii) Financial Management;
- (iii) Peripatetic Training; and
- (iv) Behavioral Techniques.

6.1.2 The Faculty Members

The Institute has faculty members mainly drawn from experienced officers belonging to various Central Services. Besides, it draws upon the expertise of experienced/practicing administrators, University Professors and trainers of eminence from other training Institutions. Total sanctioned strength of faculty members is 28 out of which 14 (including Director) were in place as on 31st March, 2020. The names of faculty members in position during the year 2019-20 and their areas of specialization are given in Annexure-I. The details of faculty members who joined and those who left the Institute during the year is annexed as Annexure-II. Besides the faculty, the Institute has in position one Training Associate to facilitate training.

6.1.3 Coordination of Training Activities

The training activities of the Institute are coordinated by the Director through Joint Director, Deputy Director and Assistant Director, who are further assisted by a

Training Associate. The Coordination Unit is responsible for preparation of the Annual Training Calendar, Allocation of venues for the training programmes, issue of Consolidated weekly schedule, faculty deployment in various courses, preparation of quarterly programme schedules, extending training assistance by way of faculty support, conducting Organization Specific Programmes, Peripatetic Programmes, preparation of various reports of training related activities, preparation and compilation of Annual Report of the Institute. The activities under the Trainers Development Programme (TDP) of the Department of Personnel and Training are also looked after by the Coordination Section.

6.1.4 Additional Responsibilities for Faculty Members

Apart from imparting training in their respective fields of specialization and coordinating the training programmes earmarked for them for during the year, some of the faculty members have been entrusted with additional responsibility of Administration, Coordination, System Administration, Library and DDO etc.

6.1.5 Staff Engaged in Administrative Work

Other than the faculty members, the Institute has sanctioned staff strength of 74 out of which 45 were in place as on 31st March, 2020. Non-teaching staff includes one Deputy Director (Official Language), two Section Officers, one Assistant Director (Official Language), Private Secretaries, Training Associates, Artist, Librarian, Personal Assistants, Stenographers, Sr. Hindi Translator, Training Equipment Operator, Assistant Section Officers, Senior Secretariat Assistants, Junior Secretariat Assistants, Driver and MTS. The Administration of the Institute is run by the Director through the Additional Director and Deputy Director (Administration), who is one of the faculty members and he is further assisted by Section Officers in discharge of his/her duties. Drawing and Disbursing Officer (DDO) of ISTM, who is also one among the faculty members, works under the supervision of Dy. Director (Admin).

6.2 Campus

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

- (i) Administrative Block;
- (ii) Seminar Hall Complex;
- (iii) Library Building; and
- (iv) Hostel Block.

6.2.1 Administrative Block

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.

6.2.2 Seminar Hall Complex

ISTM has at present 18 class rooms/halls with accessories like white boards, overhead projectors, LCDs, PCs, Air Conditioners etc. Out of these, eight lecture halls are located in the Hexagon Complex, (popularly called as Seminar halls 1 to 8); five Lecture halls are located in the Library Building, one class room is located on the 2nd floor of Administrative Block. The Institute has two Auditoria and two Round Conference Halls with public address system located in Hexagon Complex. A Committee Room with public address system is also located in the Administrative Block for conducting faculty and staff meetings. The Auditoria are generally used for holding seminars and institutional functions. The Auditoria and Committee room are also utilized the purpose of imparting training whenever necessary.

6.2.3 Library Building

The ISTM library is for the use of the faculty members, trainees and staff. It has nearly 17,564 books on general and rule based areas. The collection includes books on diverse fields such as Management, Public Administration, Economics, Training Techniques, History, Psychology, Behavioral skills, Law, Computers, Philosophy, Sociology, Literature in English, Hindi and Regional language etc. Apart from these biographies, dictionaries, encyclopedias, travelogues and books on spirituality are also available.

ISTM library subscribes to 19 Newspapers, 52 Magazines, 12 national and international Journals like Indian Journals of Training and Development, Management Review and Psychology Today for its users. One Legal Database (Manupatra software) is also subscribed in reference to RTI portal of ISTM. Library,

ISTM has also taken membership of 'DELNET' on annual basis through which books can be availed on Inter-Library Loan basis. Other types of documents and E-Books can also be availed through it.

In the financial year 2019-20 total 551 Books on General & Rule based areas have been purchased out of which 110 accretions belong to Hindi language.

E-Office is being used by Library, ISTM for its file work. ISTM library has completed the process of Automation and Digitization under the software e-Granthalaya ver.4, which is developed by NIC, New Delhi. As the software is on cloud, it is accessible via internet anywhere and at any time. Issue and Return of books are being done through this software and user can view status of Issued book in his/her e-mail.

Library of ISTM is extensively used by trainee officers for studies and preparation of their papers on public policy analysis, legislative examination, action research project, concept and syndicate paper preparations. Trainees and faculty members refer to books pertaining to different subject, journals and magazines of national and international importance. Reference service is being provided to all categories of trainees, faculty and staff of ISTM from reading material as well as through Computers situated in the Resource Centre of Library, ISTM.

Clippings from subscribed newspapers, magazines and journals pertaining to RTI are circulated to the concerned faculty members and are kept in the Library for reference purposes.

6.2.4 Lodging/Boarding Facilities at ISTM Hostel

The ISTM has well-furnished hostel facilities. All 80 rooms are equipped with AC, TV with cable connection, study table with chair, study lamps and attached bath with geyser. Hostel also have two dining halls with modern kitchen facility. Out-station participants of different courses are provided accommodation on twin sharing on first come first serve basis. Single occupancy is also provided on availability.

6.2.5 Participants stayed: 1486 participants stayed in ISTM Hostel during the period 2019-2020 training courses conducted by the ISTM

6.2.6 Resource Generation: During the period under report, total resource generation from Hostel was Rs. 56,98,070/- (Rupees Fifty Six Lakhs Ninety Eight Thousand Seventy Only).

6.2.7 Up-gradation of ISTM Hostel Building: During the period 2019-2020 repair and renovation work of entire hostel building has been taken up. It includes repairs of rooms, toilets and kitchen. The work could not be completed during 2019-2020 owing to onset of pandemic.

6.2.8 Computers & Computer Laboratory

ISTM is having four ICT Labs with 135 desktop computers. Video conferencing facility is available for connecting various organizations for conducting training, meetings, etc. During the year, installation of one GBPS line from NIC to ISTM was commissioned in the Institute, which is fully functional.

6.2.9 Hostel Cyber Room

ISTM has Hostel Cyber Room facilities of seven-computer set along with printer for the participants with internet and Wi-Fi facility to prepare their reports etc pertaining to the courses. Each room of hostel is also provided with Wi-Fi connectivity for the participants staying in hostel.

6.3 Training Aids

The Institute has been regularly acquiring and utilizing various training aids as a part of its effort 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, which are being extensively used.

6.3.1 Audio-Visual Aids

- (i) Video Conferencing Facility
- (ii) Video Camera
- (iii) Public Address System; and
- (iv) LCD Projectors

6.3.2 Instructional Films

The Institute has a library of instructional films and constant efforts are being made to add to the collection. These films are quite popular with the participants and these are used in various training programmes.

6.4 RTI portal at ISTM's website

Right to Information Portal of ISTM was made operational on 20th December, 2018 and since then it is being updated from time to time. In 2019-20 the portal was visited by a good number of viewers.

Chapter-7

Training Methodology

7.1 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-tray exercises and case studies. By adopting learner centered training methodology, the Institute endeavors 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, techniques, as described below, are used in addition to lecture method.

7.1.1 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 theoretical exposure to various rules/ regulations followed in Government. This method is predominantly used in areas like noting & drafting, office procedure, disciplinary procedures, parliamentary procedures, service rules, cash & accounts, work study, etc.

7.1.2 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.

7.1.3 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.

7.1.4 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 Training Programmes.

7.1.5 Role-Play

This technique is being effectively utilized in the behavioral skill programmes as well as in administrative vigilance. In the area of behavioral 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 behavioral 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 behavior 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.

7.1.6 Book Review

With 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.

7.1.7 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 PESHWA'S TREASURES, PRINCIPLES GAME, BROKEN SQUARES; RUMOUR 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.

7.1.8 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.

Chapter-8 Training Activities

8.1 The major training activity of the Institute is that of organizing/conducting training courses and workshops mostly in accordance with the training calendar prepared for every financial year (April to March). During the year 2019-20, 272 training programmes were organized by the Institute covering a trainee population of 7537 officials from various parts of the country. A list of the courses planned in the Training Calendar and those conducted by the Institute during the year along-with the trainee population is given in the tables at Annexure-III. Each course is coordinated by a faculty designated as Course Director under the overall supervision of wing-head i.e., concerned Joint Director. The broad classification of the courses is indicated below:

Sl No	Programme/Course
1.	Foundational courses
2.	Programmes according to CSS Cadre Training Plan Courses
3.	Induction Training Programmes for Officers of Group 'A' Services
4.	Management Development Programmes
5.	Orientation & Refresher Courses
6.	Training programmes on Financial Management
7.	Training Programmes relating to RTI
8.	Training Programmes on Behavioral Techniques
9.	Programmes of the CSSS Cadre Training Plan
10.	Computer Courses
11.	Training of Trainers
12.	Peripatetic Training Programmes
13.	Organization Specific Programmes/ Cadre Specific Programmes

The salient features of the aforesaid programmes are highlighted in the succeeding paragraphs:

8.1.1 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 requisite professional knowledge and skills with regard to the principles,

processes, methods, procedures of policy formulation and programme implementation, rules and instructions followed in the Central Secretariat and its Attached/Subordinate Offices. This programme is for direct-recruit Assistant Section Officers of the Central Secretariat Service (CSS) recruited through competitive examinations conducted by the Staff Selection Commission. The course is designed to give the trainees an exposure to the major principles of socio-economic development, public administration, management and the 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 behavioral sciences are also provided to enable them to develop skills in human relations. The course is covered in four modules:

- a. Module – I Covers General Administration;
- b. Module – II Covers Personnel Administration;
- c. Module– III Covers Financial Administration; Followed by a one-week Study Tour;
- d. Module – IV Covers Computers and IT.

8.1.2. CSS Cadre Training Plan

The mandatory cadre training plan for CSS officers was introduced during 2008-09. These mandatory cadre training courses were conducted from the level of Senior Secretariat Assistant to Deputy Secretary. During the year 2019-20, following cadre courses were conducted:

Name of Courses	No. of Courses	No of Participants
Assistant Section Officers Direct Recruit	6	360
Level A for SSAs	4	169
Level B for ASOs	15	791
Level D for SOs	08	327
Level E for USs	06	203
Level F for DSs	-	-
TOTAL	39	1850

8.2 Induction Training of Group 'A' Services

ISTM has been conducting Induction Training for the officers of Group 'A' services like Central Vigilance commission. ISTM conducted one Induction-Training programme during the year 2019-20, as per the details given below:

S. No	Name of Service	Duration		Number of Participants
		From	To	
1	Indian Economic Service (IES) Officers	26.06.2019	06.09.2019	24

8.3 Induction Training Component of Group 'A' Services

ISTM has been conducting induction training component for the officers of various Group 'A' services. The details of such training programmes conducted during the year 2019-20 are given below:

S. No	Name of Service	Duration		Number of Participants
		From	To	
1	Indian statistical services	23.09.2019	27.09.2019	28
2.	Central Vigilance Commission	14.10.2019	18.10.2019	37
		26.08.2019	06.09.2020	24
		10.02.2019	14.02.2020	35
3.	Indian Economics Services	03.06.2019	08.06.2019	12

8.4 Management Development Programme

ISTM also conducts Management Development Programmes for officers of various levels up to Deputy Secretary/Director. The courses conducted in this category include Orientation Course for Deputy Secretaries/Directors, Establishment Rules, Reservation in Services, Administrative Vigilance, Workshop on Preparing Cabinet Notes, Orientation Training Programme on Preventive Vigilance, Workshop for liaison officer of SC/ST, handling of CAT Courses, Workshop on Big Data Analytic in Governance, Citizen Centric & Service Delivery Approaches, Noting & Drafting preparation of Expenditure Finance Committee/Standing Finance Committee, Basic Management Course, Advanced Management Course, Knowledge Management, Good Governance, Performance Monitoring & Evaluation System and Human Resource Management etc. Under this category, following courses were conducted during 2019-20.

8.4.1 Orientation Course for Directors/Deputy Secretaries posted under Central Staffing Scheme

ISTM conducts three-day Orientation Course for Directors/Deputy Secretaries posted under Central Staffing Scheme. This course enables the officers to learn the structure and functioning of various levels in Govt., to apply rules, regulations and instructions as per Office Procedure in their working, to develop Noting & Drafting Skills, to describe role and function of disciplinary authority and to understand public procurement policy. Two Orientation Courses for Directors/Dy. Secretaries were conducted during the year 2019-20.

8.4.2 Programme on Establishment Rules for Under Secretaries/Section Officers/ Administrative Officers

The week long 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. Three course were conducted during the year 2019-20.

8.4.3 Programmes on Reservation in Services

The Institute conducts a three-day Orientation Programme on Reservation in Services. This is designed for the officers of the level of Section Officers and Assistant Section Officers in Govt. Offices. Four courses were conducted during the year 2019-20.

8.4.4 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.

- (i) One-week programme on administrative vigilance meant for Section Officers/Dealing Assistants (AV-1);
- (ii) Two-week programme on administrative vigilance for Section Officers and above (AV-2);
- (iii) Two-week programme on administrative vigilance for Assistant Section Officers and equivalent (AV-3); and

- (iv) One-week programme on administrative vigilance for Officers of autonomous bodies /PSUs (AV-4).

During the year, two courses of AV-1 were conducted.

8.4.5. Workshop on Noting and Drafting (WND)

The workshop enables the participants to understand principles of functional approach to Noting, identify the type of note to be recorded in a given situation and develop noting skills through practical exercises. This workshop also enables the trainees to understand the basic principles of drafting and draft an appropriate form of communication in a given situation. Three Workshops were conducted during the year 2019-20.

8.4.6 Workshop on preparing notes for the Cabinet

The workshop aims at equipping the participants with the skills of preparing notes for the Cabinet/ Cabinet Committee in a given situation. During the year 2019-20, Four one-day workshops on preparing cabinet note were conducted for Deputy Secretaries/Directors and above & Under Secretary & Section Officers.

8.4.7 Knowledge Management

A three-day course on “Knowledge Management” has been designed to enable the participants to understand the concept of knowledge management, its importance and how to create the Knowledge Management culture in the organizations. One course was conducted during 2019-20.

8.4.8 Human Resource Management

One course on Human Resource Management was conducted during 2019-20.

8.4.9 Workshop for Liaison Officers (SC/ST)

A workshop for the Liaison Officers for SC/STs and for OBC, which is of two-day duration, is also conducted by this Institute. Two such workshops were conducted during the year 2019-20.

8.4.10 Workshop on E-Office

Two workshops were conducted during the year 2019-20.

8.4.11 Good Governance

A five-day course on 'Good Governance' has been designed to enable Govt. Employees to understand the essence of responsive, citizen-friendly and transparent government. Concept of Good Governance, E-Governance, RTI, Initiatives in Governance, Grievances Redressal Mechanism, Process Re-engineering, Sevottam Project and action plan for reforms. One course was conducted during the year 2019-20.

8.4.12 Big Data Analytics

Two courses (2 basic and 1 advanced) were conducted during the year 2019-20.

8.5 Secretarial (CSSS) Training Programmes

Based on the recommendations of the taskforce, Cadre Training Plan for CSSS officers/officials is being implemented since 2011. The officers are required to undergo mandatory training for promotion to the next higher grade. Under this category, courses such as Induction Course for Stenographers (SDR), CSSS Cadre Level I, Level II, Level III and Level IV are being conducted.

8.5.1 CSSS Cadre Level I Course

The stenographers Grade D with 07 years of approved service in the grade are eligible for Level I training programme. The duration of the training programme is three-week. Successful completion of the Level-I programme is essential for promotion to the grade of Personal Assistant. Six Level-I course were conducted during the year 2019-20.

8.5.2 CSSS Cadre Level II Course

Personal Assistants with 03 years of approved service are eligible for undergoing CSSS Level II programme. Duration of this training programme is two weeks. Nomination of Personal Assistants is made by CS-II Division of the DoPT giving due preference to the senior Personal Assistants who may be included in the zone of

consideration for promotion to the next higher grade. 12 courses were conducted during the year 2019-20.

8.5.3 CSSS Cadre Level III Course

Private Secretaries with 04 years of approved service are eligible for undergoing CSSS Level III training programme. The duration of this training programme is three weeks. Successful completion of Level III programme is essential for promotion to the grade of Principal Private Secretary. The nominations to the course are made by CS II Division of DoPT according to seniority in the grade of Private Secretary. 12 courses were conducted during the year 2019-20.

8.5.4 CSSS Cadre Level IV Course

Principal Private Secretaries with 4 years of approved service are eligible for undergoing CSSS-IV training programme and the training programme is mandatory for promotion to the grade of Sr. Principal Private Secretary. The duration of this programme is three weeks and the nominations to the course are made by CS II Division of DoPT according to seniority in the grade of Principal Private Secretary. 06 courses were conducted during the year 2019-20.

8.6 Financial Management Courses

Good understanding of fiscal matters is an essential component of Governmental functioning. With a view to equipping the officers of various Governmental organizations with the essential knowledge of financial matters, ISTM conducts Capacity Building and developing programmes on Financial Management such as Analysis of Financial Statement, Formulation of Budget, Outcome Budget, Cash and Accounts, Pension and Retirement Benefits, Financial Rules for Heads of Departments, Workshop on Pay Fixation, Purchase Management, Project Management and Evaluation, Income Tax, Goods and services Tax, e-procurements, Financial management in Govt. Public procurements under GFR, OTP-PFMS, OTP-e-bhavishishya during the year 2019-20.

8.6.1 Cash and Accounts

The 9-week course is meant for the officials of the level of Senior Secretariat Assistants and Assistant Section Officers. The objective is 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. Three courses were conducted during the year 2019-20.

8.6.2 Pension & Other 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. The Course titled “Pension & Retirement Benefits-II (PRB-II)” is meant for the Dealing Assistants who may either be Senior Secretariat Assistants or Assistant Section Officers. The objective of the programme is to provide the participants with a sound knowledge of rules and regulations pertaining to pension and other retirement benefits and their applications. One course on PRB 1 and two courses on PRB 2 were conducted during the year 2019-20.

8.6.3 Workshop on Pay Fixation

During the year 2019-20, two workshops on pay fixation were organized for the officers and staff dealing with the subject. The workshop enables the participants to seek solutions to the problems faced by them in dealing with the cases relating to fixation of pay besides reviving their knowledge of the relevant rules, regulations and procedures governing pay-fixation.

8.6.4 Purchase Management in Govt (PMG)

The workshop enables the participants to prepare comparative statement of tenders in a given situation, list out the essentials of contract management, to describe procedure for disposal of stores, to list out essentials of e-Procurement and to describe essential features of global procurement and procedures. No such course was conducted during the year 2019-20.

8.6.5 Workshop on Formulation of Budget

The workshop enables the participants to list and explain the three funds, explain the various terms used in budget, describe the principles of budgeting in India, and

the process of preparation of budget, explain the role of the Ministry of Finance, distinguish between saving and surrender of funds. This also includes sessions on cash management in implementation of budgetary resources allocated. No such workshop was conducted during the year 2019-20.

8.6.6 Workshop on Income Tax

The workshop enables the participants to understand various provisions of income tax act especially relating to salaries, knowledge about various deductions allowed while calculating taxable income and making of various calculations. One workshop was held during the year 2019-20.

8.6.7 Workshop on e-Procurement

Two workshop were conducted during 2019-20.

8.6.8 Workshop on Financial Management in Government.

Two workshops were conducted during 2019-20.

8.6.9 Workshop on Public Procurement Under GFR-2017.

Three workshops were conducted during 2019-20.

8.6.10 Workshop on Goods & Service Tax.

Five workshops were conducted during 2019-20.

8.6.11 Orientation Training Programme for Retiring Government Officials.

Three workshops were conducted during 2019-20.

8.7. Training Techniques

In order to impart quality training, we need good trainers. The Institute of Secretariat Training and Management is committed to developing good trainers. It conducts Capacity Building and Capacity Developing Programmes for augmenting the skills of trainers such as Workshops on National Training Policy, Direct Trainers' Skills (DTS), Design of Training (DoT), Evaluation of Training (EoT), Experiential

Learning Tools (ELT) and Training of Trainers on RTI. 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 year 2019-20, the Institute conducted 7 (Seven) Trainer Development Programmes (TDP) as per following details :-

8.7.1 Direct Trainers Skills (DTS)

One week course of Direct Trainers Skills is meant for the officers who are involved in imparting training. It enhances the skill of the trainer to make the process of training more effective. Two DTS courses were conducted during the year 2019-20.

8.7.2 Design of Training (DoT)

One week course on Design of Training is organized for experienced trainers who have undergone DTS Course. The unique feature of this programme is that the participants are required to undertake to design a project relevant to the organization's needs which is evaluated by the Course Tutor/Recognized Users. The qualities of the design proposals submitted by the participants are of very high order. Two DoT courses were conducted during the year 2019-20.

8.7.3 Workshop on National Training Policy(NTP)

The course aims at familiarizing the participants with the salient features of National Training Policy 2012 and make them understand the role of Ministries/Departments/Organisation and Training Institutions in implementation of NTP. The Course enables them to prepare competency framework and action plan for implementation of National Training Policy. During the year 2019-20, one workshop was conducted.

8.7.4 Recognized Trainers Development Programme- Direct Trainer Skills (RTDP-DTS)

A RTDP-DTS training programmes was conducted from 2nd to 20th September, 2019 at ISTM. During this training programme 6 Recognized Trainers were developed during the year 2019-20.

8.7.5 Recognized Trainers Development Programme- Design of Training (RTDP-DoT)

A RTDP-DoT training programmes was conducted from 9th to 27th September, 2019 at ISTM. During this training programme 6 Recognized Trainers were developed during the year 2019-20.

8.8 Behavioral Training

With a view to building desirable Behavioral skills in Government officers, the Institute designs and conducts Capacity Building and Capacity Developing programmes on Behavioural Skills which include courses on Stress Management, Team Building and Leadership, Values in Administration and Gender issues. Under this category the following courses were conducted during 2019-20:

8.8.1 Stress Management

The course aims at making the participants aware of the ways & means of overcoming stress generated due to variety of reasons including the fast changing work environment. During the year 2019-20, one course was conducted for middle management officers of Central and state Governments, PSUs and autonomous bodies.

8.8.2 Workshop on Communication Skills

The two-day workshop is designed to enable the participants understand the value of communication and negotiation skill in work situation. It enables them to identify factors influencing an effective presentation, various nuances of interpersonal behavior in transactions with colleagues in organizations, describe the importance of counselling in problem solving. One workshop was conducted during the year 2019-20.

8.8.3 Gender Sensitization

A course on Gender Sensitization is being conducted at this Institute since 2002-03. Officers of several Government organizations are sensitized on gender related issues in the light of latest Government orders and Court directives in this area. The objective of the course is to enhance knowledge on gender issues and train them to

give due respect and consideration to all genders while formulating and implementing various policies and programmes. One course was conducted during the year 2019-20.

8.8.4 Ethics & Values in Public Governance

Inculcating human values and adhering to them is an important aspect of good governance. Concept of values based on Indian Ethos is brought home and reinforced through various activities like stories, illustrations from day to day life and organizational instances, case-studies and meditation. One course was conducted in the year 2019-20.

8.8.5 Organizational Behaviour in Government

The one-week programme on “Organizational Behavior in Govt. for Senior and Middle Management level” is designed to provide awareness on Behavioral Techniques. The participants are also given an opportunity to sensitize them to different aspects of Behavior through group activities discussions, role-play and sharing experiences. One course was conducted during the year 2019-20.

8.8.6 Workshop on Prevention Sexual Harassment of Women at Workplace

Three courses were conducted during the year 2019-20.

8.8.7 Swachh Bharat Abhiyan

One course was conducted during the year 2019-20.

8.9 Computer Applications

8.9.1 Course on Application of Computers

In order to make the administration responsive and effective, Government of India has decided to computerize the activities of various Departments as a matter of policy. The onus is, therefore, on ISTM to make a large number of government officials computer literate. Courses have been designed to give the participant optimum inputs on knowledge and skill in the use of computer on window platform. During the year under report, five courses were conducted on Microsoft Word, Excel, MS-Excel Advance and MS-Access and MS- Power Point

8.11 Training Programmes for North Eastern States

As part of capacity building exercises initiated by the Training Division, Department of Personnel & Training to train the Officers of North-Eastern Region (NER) States, ISTM conducts various training programmes from time to time. 02 courses were conducted for the State of Mizoram during the year 2019-20.

Chapter-9

Progressive use of Hindi in Official work

9.1 The Institute is making concerted efforts for progressive use of Hindi in the official work to ensure proper implementation of the Official Language Policy of the Government and the compliance of Official Language Act, 1963 as amended in 1967 & provisions of Official Language (use for official purposes of the Union) Rules, 1976 as amended 1987 and Annual Programme and various orders/instructions issued from time to time by the Department of Official Language.

9.2 Official Language Policy & Annual Programme - Implementation Machinery

At present, there is an Official Language Unit (OL unit) in the Institute, which has one sanctioned post each of Deputy Director (OL), Assistant Director (OL), Senior Translation Officer and Junior Translation Officer. Besides the implementation of the Official Language Policy and the Annual Programme issued by the Department of Official Language, OL Unit translate the documents related to routine works of the Institute which are mainly course related and administrative in nature. It also translates the question papers and training material in respect of various training courses in Hindi. At present, the posts of Deputy Director (OL) and Senior Translation Officer are lying vacant. During the year, the post of Assistant Director (OL) was filled by the Department of the Official Language.

9.3 During the year 2019-20 following steps have been taken to increase the use of Hindi: -

- (I) Quarterly reports regarding the progressive use of Hindi were sent regularly to the Department of Personnel & Training.
- (ii) Two meetings of Official Language Implementation Committee were conducted.
- (iii) Training circular/ nomination acceptance letters & nominations forms were sent in Hindi also.
- (iv) Question papers for the examinations in respect of various training courses were prepared in Hindi along with the English version.
- (v) Certificates given to the course participants are prepared both in Hindi and English.
- (vi) Sessions on Official Language Policy of the Government are kept in courses conducted by the Institute, namely Assistant Section Officer (Direct Recruit),

Stenographer (Direct Recruit) and level programmes of Central Cadre Training Plan.

- (vii) Training material of the Institute is bilingual. Updation of the same is executed continuously.
- (viii) Training is imparted through a mixed medium of both English and Hindi, as participants speaking diverse languages come here for training from the various parts of the country.
- (ix) Training calendar and Annual Report of the Institute are prepared bilingual.
- (x) Incentive Scheme for doing original work in Hindi is being implemented in the Institute.

9.4 Observance of Hindi Maah

During the year, Hindi Maah was observed from 1st September to 15th September, 2019. During this period seven competitions were conducted under the supervision of various faculty members. These included Sulekh competition for Multi Tasking Staff, Hindi Essay Writing, Hindi Slogan Writing, Hindi Noting & Drafting, Translation and Administrative Terminology Competition and Hindi Debate. Prize Competition (only for the participants who came in the Institute for the training). Price Distribution Function was also organised. All the participants, especially the Non-Hindi-speaking participants, participated in this competition with great enthusiasm. On this occasion Additional Director, ISTM made an appeal to the present members to dispose their official work maximum in Hindi. Thereafter, Colonel Sanjay Kumar Sharma, Additional Director, ISTM congratulated the prize winners and emphasised on the use of simple and easy words of Hindi in the official language.

Chapter-10

Training support to other Organizations

10.1 Introduction

Being the premier Institute for training in Government procedures and practices, as also being the lead Institute in the area of training techniques 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:

- (i) Organization Specific, Cadre Specific and Orientation programmes;
- (ii) Peripatetic Training programmes; and
- (iii) Faculty Assistance

10.1.1 Organization Specific Programmes, Cadre Specific Programmes and Orientation Programmes

On the basis of requests received from Government departments, Offices, Public Sector Undertakings/Autonomous bodies, 55 Organization Specific Programmes (OSPs) including 07 Cadre Specific Programmes (CSPs) / Courses were conducted during the year 2019-20, as per details given below:

Organisation Specific Programme (OSP)				
S. No	Name of course	Duration		Number of participants
		From	To	
1	OSP-CGWB-1	01.04.2019	05.04.2019	25
2	OSP-Lok Sabha-1	15.04.2019	31.05.2019	32
3	OSP(O)-Assam University	22.04.2019	24.04.2019	32
4	OSP-CGWB-2	29.04.2019	03.05.2019	22
5	OSP(O)-BMHRC-Bhopal	01.05.2019	11.05.2019	39
6	OSP-President Secretariat	01.05.2019	24.05.2019	27
7	OSP-ORGI	07.05.2019	11.05.2019	31
8	OSP-ICAR	13.05.2019	07.06.2019	25
9	OSP(O)-LBSNAA	16.05.2019	17.05.2019	25
10	OSP(O)-C-DoT	24.06.2019	25.06.2019	25
11	OSP-BSF	24.06.2019	29.06.2019	25

12	OSP-NVS-1	24.06.2019	28.06.2019	26
13	OSP-M/o S&T	01.07.2019	12.07.2019	19
14	OSP(O)CIH, Nagaland	08.07.2019	10.07.2019	25
15	OSP-IRITM	08.07.2019	12.07.2019	57
16	OSP-NVS-2	08.07.2019	12.07.2019	25
17	OSP(O)-OFIL	15.07.2019	17.07.2019	25
18	OSP-Air-HQ-1	15.07.2019	26.07.2019	25
19	OSP(O)-IIM	26.08.2019	28.08.2019	25
20	OSP-Cab. Sec.-1	02.09.2019	01.11.2019	16
21	OSP-DoPT-1	25.09.2019	27.09.2019	23
22	OSP-Air, HQ-2	07.10.2019	18.10.2019	20
23	OSP(O)-Bureau	21.10.2019	22.10.2019	25
24	OSP-ORGI-1	21.10.2019	25.10.2019	27
25	OSP-ORGI-2	28.10.2019	01.11.2019	24
26	OSP-CHTI	28.10.2019	22.11.2019	25
27	OSP(O)-SFAC	18.11.2019	20.11.2019	30
28	OSP (O)-NADT-1	25.11.2019	29.11.2019	25
29	OSP (O)-NADT-2	25.11.2019	29.11.2019	25
30	OSP (O)-NADT-3	25.11.2019	29.11.2019	25
31	OSP (O)-NADT-4	02.12.2019	06.12.2019	25
32	OSP (O)-NADT-5	02.12.2019	06.12.2019	25
33	OSP (O)-NADT-6	02.12.2019	06.12.2019	25
34	OSP-Cab Sec-2	02.12.2019	31.01.2020	14
35	OSP-DPE	09.12.2019	13.12.2019	20
36	OSP(O)-ECIL	11.12.2019	13.12.2019	25
37	OSP-M/o Textile	23.12.2019	03.01.2020	30
38	OSP-Air Force	06.01.2020	07.01.2020	25
39	OSP-Lok Sabha-2	06.01.2020	17.01.2020	24
40	OSP-Navy-1	06.01.2020	10.01.2020	25
41	OSP-SSB	06.01.2020	17.01.2020	25
42	OSP-Navy-2	13.01.2020	17.01.2020	25
43	OSP(O) NVBDCP	20.01.2020	31.01.2020	28
44	OSP(O)-IICA	22.01.2020	24.01.2020	25
46	OSP-Navy -4	03.02.2020	07.02.2020	24
47	OSP-Coast Guard-Hq-1	03.02.2020	07.02.2020	27
48	OSP-Coast Guard-Hq-2	10.02.2020	14.02.2020	25

49	OSP-Navy-5	10.02.2020	14.02.2020	25
50	OSP-NIDEM	10.02.2020	14.02.2020	11
51	OSP-OFIL, Nagpur	17.02.2020	21.02.2020	20
52	OSP-OFIL-2	02.03.2020	06.03.2020	25
53	OSP-Navy-6	02.03.2020	06.03.2020	21
54	OSP-Navy-3	09.03.2020	13.03.2020	22
55	OSP-Navy-7	16.03.2020	20.03.2020	10
	Total			1326

10.1.2 Organization Specific Programme on Right to Information

During the year 2019-20, on the basis of requests received from Government Departments, Attached/Subordinate Offices, Public Sector Undertakings/Autonomous Bodies, seventeen Organization specific programmes on Right to Information Act were conducted.

During the year 2019-20, the Institute has also organized following Workshop and Seminar on Right to Information Act under calendared training programmes for the year 2019-20:

Name of the Training Programme	Duration		No. of Participants
	From	To	
Record Management- Right to Information	20.05.2019	22.05.2019	15
	01.07.2019	03.07.2019	15
Right to Information-Public Information Officers	22.04.2019	23.04.2019	30
Right to Information – Appellate Authority	10.05.2019	10.05.2019	23
Seminar on RTI	03.05.2019	03.05.2019	21
Total			104

10.2 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 capital and helping them with the course design, training material, and training their trainers. The Institute has been conducting peripatetic programmes, mainly in the following areas:

- (i) Right to Information Act;
- (ii) Behavioural skills;
- (iii) O&M and work Study;
- (iv) Office Management & Office Procedure;
- (v) Reservation in Service for Scheduled Castes/Tribes;
- (vi) Financial Management; Administrative Vigilance;
- (vii) Establishment rules; Good Governance; and
- (viii) Workshop on Team Building and Leadership.

During the year 2019-2020, peripatetic training programmes on Right to Information, Contract Management, Office Management, Noting Drafting and Record Management, Reservation in Services, Pension, Communication Skills, Interpersonal Relations, Stress Management, Time Management, e-Office, Pension and Other Retirement Benefits, Reservation in Service for SC, ST & OBC & PWD, Administrative Vigilance, Pay Fixation, Cabinet Notes, Establishment Rules, Disciplinary Proceedings, Organization Behavior, Good Governance were held as per details given below:

Sl. No	Subjects/Topics	Place	Dates	Duration
1	Pension and other Retirement Benefits	Andaman and Nicobar Administration	29 to 31 July 2019	03 days
2	Right to Information (RTI-I)		01 to 02 Aug 2019	02 days
3	Office Management including Office Procedure, Noting & Drafting and Record Management-1		19 to 21 Aug 2019	03 day
4	Pay Fixation-1		22 to 23 Aug 2019	02 days
5	Reservation in Service for SC, ST, OBC & PWD		03 to 05 Sep 2019	02 days
6	Public Procurement Process, GeM, PFMS & GST		06 to 07 Sep 2019	02 days
7.	Pay Fixation-II		04 to 06 Nov 2019	02 days

8	Right to Information		07 to 08 Nov 2019	02 days
9	Establishment Rules including Reservation in Service		25 to 27 Nov 2019	03 days
10	Right to Information		28 to 29 Nov 2019	02 days
11	Office Management including Office Procedure, Noting & Drafting and Record Management-II		16 to 18 Dec 2019	02 days
12	Financial Rules		19 to 20 Dec 2019	02 days
13	Office Management including Office Procedure, Noting & Drafting and Record Management	Government of Arunachal Pradesh	09 to 11 Dec 2019	03 days
14	Financial Rules & Budgeting		06 to 08 Jan 2020	03 days
15	Establishment Rules including Reservation in Service		27 to 29 Jan 2020	03 days
16	Vigilance and Disciplinary Proceedings		10 to 12 Feb 2020	03 days
17	Pension and Other Retirement Benefits		24 to 25 Feb 2020	02 days
18	Workshop of Public Procurement under GFR 2017	Administration of Dadra and Nagar Haveli	16 to 18 Sep 2019	03 days
19	Orientation Training Programme on Drafting Charge Sheet in Disciplinary Matter		26 to 27 Sep 2019	02 days
20	Office Management including Office Procedure, Noting, Drafting and Record Management		09 to 11 Oct 2019	03 days
21	Behavioural Training on topic Communication Skills, Interpersonal Relations, Stress Management, Time Management		21 to 22 Oct 2019	02 days
22	Establishment Rules including Reservation in Services		04 to 6 Nov 2019	03 days
23	Workshop on e-Office		18 to 19 Nov 2019	02 days
24	Vigilance and Disciplinary Proceedings		09 to 10 Jan 2020	02 days

25	Personnel Management	Government of Puducherry	05 to 06 Sep 2019	02 days
26	Office Procedure, Noting & Drafting	Government of Assam	21 to 23 Oct 2019	02 days

10.3 Faculty Assistance

Despite very tight schedule and in house commitments, faculty assistance was also provided to the following organizations in their training courses:

S.No.	Name of the Programme	Duration
1	Faculty Assistance for Central Leprosy Teaching and Research Institute, Chengalpattu on Framing and Amendment of Recruitment Rules, Handling of Court Cases	12 April 2019
2	Faculty Assistance at IIPA on Leadership Skills	23 April 2019
3	Faculty Assistance for Indira Gandhi National Open University, New Delhi on Office Management (e-Office, Office Procedure)	30 April 2019
4	Faculty Assistance for Indira Gandhi National Open University, New Delhi on Noting & Drafting	01 May 2019
5	Faculty Assistance for Indira Gandhi National Open University, New Delhi on Financial Matters (Procurement of goods and services as per GFR Norms, e-Procurement/e-tendering, preparation of tenders documents)	02 May 2019
6	Faculty Assistance for Department of Health & Family Welfare, New Delhi on Right to Information Act 2005	07 May 2019
7	Faculty Assistance to Indian Institute of Public Administration (IIPA), New Delhi on Leadership Workshop	08 May 2019
8	Faculty Assistance to Union Public Service Commission, New Delhi on Computer Training (MS-Word, MS-Excel, PPT & Use of Internet)	10 May 2019
9.	Faculty Assistance for Insolvency and Bankruptcy Board of India, New Delhi on Right to Information Act, 2005	15 May 2019
10.	Faculty Assistance for Direct Taxes Regional Training Institute, New Delhi on Framing of RRs and Common Mistakes committed while framing them	21 May 2019

11	Faculty Assistance for National Technical Research Organization, New Delhi on Retirement & Pension (Old & New)	21 May 2019
12	Faculty Assistance for National Technical Research Organization, New Delhi on CGHS Rules & Procedures	21 May 2019
13	Faculty Assistance for National Technical Research Organization, New Delhi on Basic Concepts of GFR & DFPRs	27 May 2019
14	Faculty Assistance for National Technical Research Organization, New Delhi on Management of Files & Introduction to e-Office	28 May 2019
15	Faculty Assistance for National Technical Research Organization, New Delhi on Public Procurement, GFR-2017 & e-Procurement	29 May 2019
16	Faculty Assistance to Union Public Service Commission, New Delhi on Noting & Drafting	30 May 2019
17	Faculty Assistance for Central Water Commission, National Water Academy, Pune on "Basic Principles of Budgeting, Delegation of Financial Power(DFPR) and General Financial Rules 2017	10 June 2019
18	Faculty Assistance to Janki Devi Memorial College-IQAC, New Delhi on Office Procedures and Writing/ Communication Skills	13 June 2019
19	Faculty Assistance to Union Public Service Commission (UPSC), New Delhi on various Provision relating to Reservation (Including PWDs)	14 June 2019
20	Faculty Assistance to National Security Council Secretariat on File Management and Office Procedure	24 June 2019
21	Faculty Assistance to National Security Council Secretariat on Noting	26 June 2019
22	Faculty Assistance to National Security Council Secretariat on Drafting	28 June 2019
23	Faculty Assistance to Union Public Service Commission, New Delhi on Establishment Rules	28 June 2019
24	Faculty Assistance for Defence Accounts Department, New Delhi on Record Management	17 July 2019
25	Faculty Assistance for AAI on Ethics & Values in Governance	25 July 2019

26.	Faculty Assistance to Union Public Service Commission, New Delhi on Pay Fixation	25 July 2019
27.	Faculty Assistance for Education Consultants India, Ministry of Human Resource Development on Conduct Rules	26 July 2019
28.	Faculty Assistance for Education Consultants India, Ministry of Human Resource Development on General Office Procedure	26 July 2019
29.	Faculty Assistance for Central Hindi Training Institute on Sexual Harassment of Women at Workplace	05 August 2019
30.	Faculty Assistance to National Institute of Financial Management, Faridabad on Establishment Rules	14 August 2019
31.	Faculty Assistance for National Commission for Protection of Child Rights, New Delhi on Office Procedure and Noting	19 August 2019
32.	Faculty Assistance to Indian Institute of Public Administration, New Delhi on General Financial Rules, 2017 including Contract Management, Budgeting Process in Government Appropriation & Re-appropriation of Funds	20 August 2019
33.	Faculty Assistance to National Institute of Financial Management, Faridabad on Leave Rules	20 August 2019
34.	Faculty Assistance for National Commission for Protection of Child Rights, New Delhi on Drafting	20 August 2019
35.	Faculty Assistance to Ministry of Human Resource Development, New Delhi on Officials Noting & Drafting, Office Procedure including File Management and Procedures for Communication	21 August 2019
36.	Faculty Assistance to Ministry of Human Resource Development, New Delhi on CCS Rules, GFR 2017 and DoPT Regulations	21 August 2019
37.	Faculty Assistance to National Institute of Financial Management, Faridabad on Record Management and Service Book	21 August 2019
38.	Faculty Assistance to National CPWD Academy, Ghaziabad on TA Rules	22 August 2019
39.	Faculty Assistance to National CPWD Academy, Ghaziabad on Pay Fixation	23 August 2019
40.	Faculty Assistance to Central Water Commission, National Water Academy, Pune on Financial Management	26 August 2019

41.	Faculty Assistance for National Commission for Protection of Child Rights, New Delhi on Office Procedure and Noting	26 August 2019
42.	Faculty Assistance to Central Water Commission, National Water Academy, Pune on Basic Principles of Budget and Budget Process	27 August 2019
43.	Faculty Assistance for National Commission for Protection of Child Rights, New Delhi on Drafting	27 August 2019
44.	Faculty Assistance for Department of Chemical & Fertilizers, New Delhi on "Sexual Harassment of Women at Workplace Act, 2013".	28 August 2019
45.	Faculty Assistance to Official Language, RTI Department, United India Ins. Co. Ltd. New Delhi on Right to Information	02 September 2019
46.	Faculty Assistance for NIFM, Faridabad on "Role of Drawing and Disbursing Office(DDO)"	13 September 2019
47.	Faculty Assistance to Ministry of Health & Family Welfare, New Delhi on Right to Information	13 September 2019
48.	Faculty Assistance for Ministry of Home Affairs, New Delhi on Official Noting, Letter Writing, Memorandum, Press Note, Office Order, etc.	16 September 2019
49.	Faculty Assistance for National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Faridabad on Noting & Drafting	23 September 2019
50.	Faculty Assistance for National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Faridabad on Delegation of Power Rules, 1978 and GFR, 2017	24 September 2019
51.	Faculty Assistance for UPSC on Stress Management	24 September 2019
52.	Faculty Assistance for Office of the Controller General of Defence Accounts, Centre for Training and Development (CENTRAD), New Delhi on Noting and Drafting	25 September 2019
53.	Faculty Assistance for National Academy of Customs, Indirect Taxes & Narcotics (NACIN) Faridabad on Delegation of Power Rules, 1978 and GFR 2017	27 September 2019
54.	Faculty Assistance to Agricultural and Processed Food Products Export Development Authority, New Delhi on Drafting	11 October 2019
55.	Faculty Assistance to Agricultural and Processed Food Products Export Development Authority, New Delhi on Noting	11 October 2019

56	Faculty Assistance to Union Public Service Commission (UPSC), New Delhi on Communication Skills	30 October 2019
57	Faculty Assistance for Ministry of Textiles(Vigilance Section), New Delhi on Vigilance Sensitization	31 October 2019
58	Faculty Assistance for Government of National Capital Territory of Delhi, Directorate of Vigilance, New Delhi on Vigilance Matters	1 November 2019
59	Faculty Assistance for Ministry of Chemicals & Fertilizers, Department of Pharmaceuticals, Vigilance Section, New Delhi on Vigilance Matters	8 November 2019
60	Faculty Assistance for All India Central Government Deaf Employees Association, New Delhi on Reservation Rules on Persons with Disabilities and Right of Persons with Disabilities Act, at Bhopal	13 November 2019
61	Faculty Assistance for Cabinet Secretariat on Pension Rules	19 November 2019
62	Faculty Assistance to National Institute of Open Schooling (NIOS) Noida on CCS Conduct Rules and Disciplinary Proceedings	25 November 2019
63	Faculty Assistance to National Institute of Open Schooling(NIOS), Noida on Establishment Rules (Pension, APAR & Service Book)	29 November 2019
64	Faculty Assistance to Union Public Service Commission, New Delhi on Reservation in Service	29 November 2019
65	Faculty Assistance for Security Printing & Minting Corporation of India Limited (SPMCIL), Mumbai on Office Procedure, Noting & Drafting	4 December 2019
66	Faculty Assistance for National Institute of Financial Management (NIFM), Faridabad on Cash & Accounts (Various type of Advances and their settlements; Various type of Bills; Processing of salary and various types of Personal claims	5 December 2019
67	Faculty Assistance for National Institute of Financial Management (NIFM), Faridabad on Pay Fixation	5 December 2019
68	Faculty Assistance for Delhi Development, New Delhi on Reservation for Economically Weaker Section (EWSs)	6 December 2019
69	Faculty Assistance for Delhi Development, New Delhi on Reservation for Economically Weaker Section(EWSs)	9 December 2019

70	Faculty Assistance on pension, pay fixation and taxation rules at BPST	20 December 2019
71	Faculty Assistance to Election Commission of India, New Delhi on Noting, Drafting & File Management	10 January 2020
72	Faculty Assistance for Election Commission of India, New Delhi on TA/DA Claim	10 January 2020
73	Faculty Assistance to Union Public Service Commission, New Delhi on CAT/Court Cases	24 January 2020
74	Faculty Assistance to Union Public Service Commission, New Delhi on TA/LTC Rules	21 February 2020
75	Faculty Assistance to Union Public Service Commission New Delhi on Gender Sensitization	27 March 2020

Chapter-11

Faculty Development

11.1 Introduction

One of the major strengths of ISTM is its faculty, consisting of officers drawn from various Central Services on deputation. The proficiency of ISTM lies in providing skill based training. The experienced faculty members share their rich and varied experience (gained in Ministries/ Departments) with the participants. 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 into account learning/training needs while designing/delivering training. The faculty members are also deputed for professional courses related to their subject areas to other “Centre of Excellence” in the country. The opportunities for observing the training-sessions and processes conducted by senior/experienced faculty members are provided to the new faculty members. The Institute regularly sponsors its faculty members to undergo various training courses both within the country and abroad to gain specialization in the fields allotted to them.

A table showing the areas in which the faculty members were trained during the year 2019-20 is given below:

Sl.No.	Name of the Programme	Duration		Faculty
		From	To	
1.	Workshop on Pay Fixation	03.04.2019	05.04.2019	Sh. Jitender Bhatti
2.	RTI-PIO Course.	22.04.2019	23.04.2019	Shri Rajeev Kumar Jha
3.	Consultative workshop focused on “Training and Dialogue for the Implementation of the 2030 Agenda for Sustainable Development at Administrative Staff College of India (ASCI), Hyderabad	24.04.2019	25.04.2019	Smt. Sunita H Khurana Sh. K.Govindarajulu
4.	Masters Trainers in e-office	13.05.2015	15.05.2019	Sh. B Dhanesh

5.	Examination for correspondence course on Probohd 2018-19 to be held at KV Sector-2 R K Puram New Delhi	23.05.2019	23.05.2019	Ms. Parna Sahana
6.	Workshop on handling of CAT & Court Cases	27.05.2019	29.05.2019	Smt. Anurag Devgan
7.	Workshop on prevention of Sexual Harassment of Women at Workplace	29.05.2019	31.05.2019	Sh. Vadali Rambabu
8.	Workshop on Process from Policy to Legislation	17.06.2019	17.06.2019	Smt. R Gayathri
9.	Workshop on process from policy formulation to Legislation	17.06.2019	20.06.2019	Sh. Brahmareddy Desireddy
10.	Workshop on Process from Policy to Legislation	18.06.2019	18.06.2019	Smt. R Gayathri
11.	Workshop on Process from Policy to Legislation	19.06.2019	20.06.2019	Smt. R Gayathri
12.	Level III Training Programme	01.07.2019	19.07.2019	Sh. Jitender Bhatti
13.	PFMS Training on ETA module at FSI DOPT Training Division	02.07.2019	02.07.2019	Sh. Bhagaban Padhy
14.	Establishment Rules course	15.07.2019	17.07.2019	Sh. Yogesh Dwivedi
15.	Faculty Development Programme on "Emerging Technologies in e-Governance" organized by Dr. MCRHRDIT, Hyderabad in collaboration with National e-Governance Division (NeGD) on 26th July, 2019	26.07.2019	26.07.2019	Sh. Vadali Rambabu Smt. Sunita H Khurana
16.	DTS course -participants at ISTM	16.06.2019	20.09.2020	Sh. Vinod Kumar
17.	DoT course -participants at ISTM	23.09.2019	27.09.2020	Sh. Vinod Kumar
18.	Workshop on Communication Skills	03.10.2019	04.10.2019	Sh. Yogesh Dwivedi Sh. Agam Aggarwal Sh. Jitender Bhatti

19.	Advanced Leadership Training Programme at IIM Bangalore for National Trainers	20.01.2020	24.01.2020	Sh. K. Govindarajulu
20.	Nominated as participant in Administrative Vigilance New Delhi	03.02.2020	07.02.2020	Sh. Rajeev Kumar Jha
21.	RTDP-DTS at ATI Bhopal	10.02.2020	28.02.2020	Sh. Bhagwan Padhy
22.	One-day workshop on iGOT 2.0 at LBSNAA Mussoorie.	17.02.2020	17.02.2020	Sh. Moloy Sanyal Sh. Vadali Rambabu Sh. K. Govindarajulu

Our Faculty during 2019-20

Name	Designation
Smt. Rashmi Chowdhary,	Director, ISTM (01.10.2019-31.03.2020)
Smt. Sunita H Khurana	Director, ISTM (01.04.2019-30.09.2019)
Sh. Col. Sanjay Kumar Sharma	Addl. Director

Faculty	Subjects / Topics Alloted
Smt. R Gayathri [Deputy Secretary]	Action Research, Administrative Laws, Administrative Reforms, APAR, Budget, Business Process Re-engineering, Case Review, Case Study, CCS(Leave) Rules, MS-Office Suite, Concept Paper, Contract Management, Course Administration, Delegation of Financial Power Rules (DFPRs), Design of Training, E-office, Establishment Rules, Fundamental Rules/Supplementary Rules (FR/SRs), Gender Sensitization, General Financial Rules, Handling Cat/Court Cases, Handling of Government Litigation, Income Tax, Legislative Initiative, Minority Issues, Modified Assured Career Progression, Motivation, National Training Policy, Noting and Drafting, Office Procedure, Organizational Structure, Parliamentary Procedure, Pay Fixation,
Shri Moloy Sanyal [Deputy Secretary]	File Management, Office Management, Noting and Drafting, Record Management, Office Procedure, Parliamentary Procedure, Gender Sensitization, Organizational Behavior, Organization Structure, Leadership, Motivational Skills, Team Building, Interpersonal Relationship, Stress

	Management, Statistics/Statistical Analysis, Advance Data Analysis, General Management-Terms & Conditions, Financial Management – General Overview, Managerial Economics, Service Marketing, Computer Inputs, RTI, Good Governance, Purchase Management, Material Management, National Training Policy, e-Governance, Performance Appraisal, RFD, Delegation of Financial Power Rules (DFPR), General Financial Rules (GFR), Sevottam Model, Intellectual Property Rights, Public Private Partnership, GPF, Pay Fixation Rules.
Sh. Uday Shankar Chattopadhyay [Deputy Secretary]	CCS(Conduct) Rules, CCS(CCA) Rules, 1965, Office Procedure, Cabinet Note, CGEGIS, Leave Rules, Machinery of Govt, Parliament Procedures, Advances including HBA, Delegation of Financial Rules, FR/SR, GPF Rules, Grievances Handling, Performance Appraisal, TA Rules, Service Book, Establishment Rules, LTC, Record Management, Noting and Drafting, NTP, Citizen Charter, MACP, Pay Fixation, Computer Inputs
Sh. Bhagaban Padhy [Under Secretary]	CCS (Leave) Rules, Communication Skills, Computers Input & Exercise, Interpersonal Skills, MS-OS, MS-PP, MS-W, Noting & Drafting, Office Procedure, Pension Rules, Public Policy Analysis, Role of Assistant/SO/US, Secretarial Skills, Stress Management, Vigilance, W2FW, Space Technology.
Joint Directors on Faculty Duty	
Sh Vadali Rambabu [Joint Director (MS)]	Machinery of Govt, Public Administration, Outcome Budget, Budget, Good Governance,

	World Trade Organization, Public Private Partnership, Procurement/Purchase Procedures, Office Procedure, CCS (Conduct) Rules, CCS(CCA) Rules, Administrative Law, Cabinet Note, Record Management, RTI Act, TA Rules, Communication Skills, Stress Management, Official Language Policy, Computer Inputs, Citizen Charter.
Sh. B Dhanesh [Joint Director (Accounts)]	Budget, CCS(Leave) Rules, Central Government Employee Group Insurance Scheme, Children Education Allowance, Classification of Account, Computer Input & Excise, Delegation of Financial Power Rules, Expenditure Management/Economy Instructions, Fundamental Rules/ Supplementary Rules, General Financial Rules, LTC Rules, MS-Access, MS-Excel, MS-Office Suite, MS-Powerpoint, MS-Word, Pay Fixation, Purchase Management.
Deputy Directors on Faculty Duty	
Sh. K Govindarajulu [Deputy Director (MS)]	All subjects related to Management Services, Management Concepts, Organizational Structure, Job Evaluation, Management of Change, TQM, Project Management, Knowledge Management, Time Management, Performance Appraisal, RFD, e-Governance, Good Governance, RTI, Sevottam, Stress Management, Organizational Development, Conflict Management, Team building & Leadership, Value & Ethics, Emotional Intelligence, DTS, Recognized Trainer-DTS, and National Resource Person on “Leadership Skills”

<p>Sh. Yogesh Dwivedi [Deputy Director (PT)]</p>	<p>Financial Management, FR & SR, Pay Fixation, LTC, Central Government Employess Group Insurance Scheme(CGEGIS), CS(MA) &CGHS Rules, Personnel Administration, Pension Rules, Leave Rules, Office Management, Machinery of Govt of India, Office Procedure, Noting & Drafting, Parliamentary Procedure, Record Management, DOT, MOT.</p>
<p>Sh. Agam Aggarwal [Deputy Director (OM)]</p>	<p>Noting & Drafting, Records Management, Machinery of Government of India, Parliamentary Procedure, MS-PP, MS-W.</p>
<p>Sh. Brahmareddy Desireddy [Deputy Director (Eco)]</p>	<p>Budget, Government Employee Group Insurance Scheme, Computer Input & Excise, Delegation of Financial Power Rules, Economic Development & Planning Process, economic Policy, Economic reforms in India, E-governance, General Financial Rules, Good Governance, Income Tax, Office Procedure, Outcome Budget, Pension Rules, Public Finance, Public Policy Analysis, Public Private Partnership, Purchase Management, Public Procurement Policy,</p>
<p>Sh Rajesh Singh [Deputy Director]</p>	<p>Good Governance, ICT& ICT Policy Analysis, Indian Economy &Globalization, Big Data Analytics, Cyber Security, MS Office Suite (MS-Word/ Power point/ Excel/ Access), Ethics & Values in Public Governance, Public Policy Formulation & Analysis, International Cooperation, Public Private Partnership, Emerging Technology in e- Governance, Public Administration, Communication Skills, Interpersonal Skills, Administrative Reforms, Gem, Management Services topics of BMS/AMS courses, Right to Information</p>

Assistant Directors on Faculty Duty	
Smt. Anurag Devgan [Assistant Director (OM)]	Computer Inputs & Exercise, MS-Asses, MS-EX, MS-OS, MS-PP, MS-W, Pay Fixation, Vigilance, W2FW.
Sh. Rajeev Kumar Jha [Assistant Director (ES&T)]	Computer Inputs & Exercise, MS-Asses, MS-EX, MS-OS, MS-PP, MS-W, Noting & Drafting, Office Procedure, File Management Module, Machinery of Government, Parliamentary Procedure, Reservation in Services, Pay Fixation, Handling of CAT / Court cases, Secretarial Skills, Vigilance, W2FW.
Smt. Subhashree A [Assistant Director (Accounts)]	Budget, CCS (Leave) Rules, Delegation of Financial Power Rules (DFPRs), Noting & Drafting, Office Procedure, Vigilance, W2FW.
Smt. Parna Sahana [Assistant Director]	Computer-MS-PowerPoint, Pay Fixation, Pension Rules, CCS(Leave Rules)
Sh. Jitender Bhatti [Assistant Director]	Computer Inputs & Exercise, MS-Asses, MS-EX, MS-OS, MS-PP, MS-W, Noting & Drafting, Office Procedure, File Management Module, Parliamentary Procedure, Leave Rules, Secretarial Skills, W2FW.
Sh. K K Pant [Faculty Consultant]	Advance & Loans, Bank Reconciliation, Budget (All types), C&AG & CGA, Capital & Revenue Expenditure, Classification of Accounts, CGEGIS, Contingent bills, Court Attachment, Departmentalization of Accounts, Duties and Responsibilities of DDO / HOD, Expenditure Control, GFRs/DPFRs, GPF Rules, HBA(Including Intrest Calculation), Income Tax, LTC Rules, Maintenance of Cash Book, Medical Attendant Rules, Pay and Allowances, Pay Bills, Pension Rules, Personal Claims of Govt. Servants, Purchase Management & Inventory

	Control, Role of Statutory Audits, Service Book, TA Rules, Withdrawal from Govt Account, Central State Financial Relations, Children Education Allowance, Contract and Tendering Procedure & Outsourcing of Service, Leave Rules
Sh. Nafe Singh [Faculty Consultant]	Financial Management Budget, GFP, CGEGIS, TA Rules, Income Tax, Financial Management, Classification of accounts, Loans and Advances & HBA, Expenditure Control, Bank Reconciliation, Capita & Revenue Expenditure, Pension Rules, Maintenance of Cash Book, Role of Statutory Audit

Faculty Members who left and joined the Institute During 2019-20

Following faculty member left the Institute on superannuation/on completion of tenure/on promotion during the year 2019-20:

Sl. No.	Name of Faculty	Date of leaving the Institute	Remarks
1.	Smt. Sunita H Khurana, Director, ISTM	30.09.2019	Retirement
2	Shri Praveen Prakash Ambashta, Deputy Director	26.05.2019	Repatriation after end of deputation
3	Smt. Parna Sahana, Assistant Director	01.07.2019	Transfer on promotion
4	Smt. Anurag Devgan, Assistant Director	01.07.2019	Transfer on promotion
5	Smt. Subhashree A, Assistant Director	31.01.2020	Repatriation after end of deputation
6	Shri Baghban Padhy, Assistant Director	14.05.2019	Transfer on Promotion

The following faculty member joined the Institute during the year 2019-20

Sl. No.	Name of Faculty	Date of Joining the Institute	Remarks
1.	Shri Pramod Kumar Jaiswal, Deputy Director	10.02.2020	Deputation

Courses Planned and Conducted During 2019-20

Course Category	No. of Courses		Name of the Course	Courses		No. of Participant
	Planned	Held		Planned	Held	
CSS Cadre Training Programme	41	39	ASO (Direct Recruits)	6	6	360
			CSS-A	4	4	169
			CSS-B	15	15	791
			CSS-D	9	8	327
			CSS-E	7	6	203
Management Development Programmes	44	44	Orientation course for Directors/ Dy Secy. Of Central Govt. joining Central Secretariat	3	3	47
			Establishment Rules	3	3	126
			Reservation in Services	4	4	138
			Administrative Vigilance-1	2	2	63
			Handling of CAT/Court Cases	2	2	64
			Workshop on Noting and Drafting	3	3	81
			Good Governance	1	1	26
			Workshop on Preparing Cabinet Notes-1	3	3	22
			Workshop on Preparing Cabinet Notes-2	1	1	8
			Basic Management Services	1	1	12
			Knowledge Management	1	1	14
			Human Resource Management	1	1	12
			Workshop for Liaison Officers (SC/ST/OBC/PWD)	2	2	67
			Workshop on E-Office	2	2	69
			Big Data Analytics (Basic)	1	1	24
			Big Data Analytics (Advanced)	1	1	7
			Orientation Training Programme on Preventive Vigilance	1	1	24
			Orientation Training Programme on Drafting in Disciplinary Matters	2	2	36
			Workshop on preparation of EFC/SFC	1	1	21
			Workshop on Public Policy Formulation	1	1	7
			Training Programme on Managerial/ Supervisory Skills	1	1	25
			Training Programme on Emerging Technologies for Governance	3	3	74

			Workshop on Process from Policy to Litigation	1	1	13
			Workshop on Strategic Planning	2	2	39
			Training Programme on Sustainable Development	1	1	14
Financial Management Programme	31	31	Cash & Accounts	3	3	75
			Pension & Retirement Benefits-I	1	1	19
			Pension & Retirement Benefits II	2	2	43
			Workshop on Pay Fixation	2	2	55
			Purchase Management in Govt.	1	1	23
			Workshop on Income Tax	1	1	24
			Workshop on e-procurement	2	2	55
			Workshop on Formulation of Budget	1	1	24
			OTP-e-bhavishya	2	2	42
			Workshop on Financial Management in Government	2	2	36
			Workshop on Public Procurement Under GFR-2017	4	4	123
			Workshop on Goods & Service Tax	5	5	113
			Orientation Training Programme for Retiring Government Officials	3	3	90
			Orientation Training Programme –PFMS	2	2	44
RTI- Capacity Building in Training Programmes	11	11	Record Management- Right to Information	3	3	46
			RTI-Public Information Officers	4	4	121
			RTI-Appellate Authority	1	1	23
			Seminar-RTI	1	1	21
Behavioral Training	9	9	Stress Management	1	1	17
			Workshop on Communication Skill	1	1	21
			Ethics and Values in Public Governance	1	1	10
			Gender Sensitization	1	1	15
			Organizational Behavior in Govt.	1	1	21
			Workshop on Sexual Harassment at Work Place	3	3	96
			Swachh Bharat Abhiyan	1	1	14
CSSS - Cadre Training Programmes	39	39	Stenographer Direct Recruits (Grade D)	1	1	34
			CSSS Level-I	6	6	170
			CSSS Level-II	12	12	359
			CSSS Level -III	12	12	357
			CSSS Level -IV	6	6	189
			CSSS Level -V	1	1	27
Computer Courses	5	5	MS- Power point	1	1	22
			MS- Word	1	1	17
			MS-Excel	1	1	34
			MS-Excel Advance	1	1	27
			MS-Access	1	1	22

Trainers Development Programmes	6	6	Direct Trainer Skills (DTS)	1	1	26
			Design of Training (DoT)	1	1	12
			RT Development- Direct Training Skills-A	1	1	16
			RT Development Direct Training Skills-B	1	1	31
			RT Development Design of Training-A	1	1	10
			RT Development Design of Training-B	1	1	25
State Category Training Programme (SCTP)	5	5	SCTP-Office Procedure	1	1	11
			SCTP- Establishment Rules	1	1	26
			SCTP – Computer Application	1	1	20
			SCTP-Financial Management	1	1	24
			SCTP-MI	1	1	20
Orientation Training Programme	2	2	Orientation Training Programme- Records Management-1&2 Merged	1	1	13
			Orientation Training Programme- Retiring Government Official	1	1	46
Organisation / Cadre Specific Programmes	0	61	OSPs/CSPs for various organizations PTs for various organizations	0	61	1509
Peripatetic Training Programmes	0	18	PT programmes for the official of States/UTs	0	18	677

Details of Calendared Courses conducted during 2019-20

I. CSS Cadre Training Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Assistant Section Officer (Direct Recruits)	02.03.2020	22.05.2020	67
	02.03.2020	22.05.2020	69
	02.03.2020	22.05.2020	37
	02.03.2020	22.05.2020	91
	02.03.2020	22.05.2020	48
	02.03.2020	22.05.2020	48
CSS Level "A" Courses for Senior Secretariat	01.04.2019	26.04.2019	32
Assistants of CSS with 4 years of Service	05.08.2019	30.08.2019	56
	11.11.2019	06.12.2019	39
	30.12.2019	24.02.2020	42
CSS Level "B" Courses for Assistant Section Officers with 6 years of Service Level B (Special)*	25.03.2019	26.04.2019	70
	25.03.2019	26.04.2019	70
	13.05.2019	14.06.2019	71
	13.05.2019	14.06.2019	70
	03.06.2019*	05.07.2019*	13
	17.06.2019	19.07.2019	66
	17.06.2019	19.07.2019	68
	22.07.2019	23.08.2019	39
	22.07.2019	23.08.2019	38
	23.09.2019	24.10.2019	42
	23.09.2019	24.10.2019	41
	28.10.2019	29.11.2019	53
	25.11.2019	27.12.2019	51
	06.01.2020	7.02.2020	44
24.02.2020	27.03.2020	55	
CSS Level "D" Courses for Section Officers with 6 year service	20.05.2019	09.08.2019	39
	17.06.2019	06.09.2019	37
	22.07.2019	11.10.2019	42
	16.09.2019	06.12.2019	41
	2.12.2019	21.02.2020	27
	16.12.2019	06.03.2020	51
	03.02.2020	20.03.2020	31
	09.03.2020	29.05.2020	59

CSS Level "E" Course for Under Secretaries with 4 year service	03.06.2019	12.07.2019	39
	15.07.2019	23.08.2019	43
	26.08.2019	04.10.2019	34
	14.10.2019	22.11.2019	28
	04.11.2019	13.12.2019	28
	06.01.2020	14.02.2020	31

II. Management Development Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Orientation Course for Deputy Secretaries/ Directors joining Central Secretariat	01.07.2019	03.07.2019	18
	14.10.2019	16.10.2019	9
	21.01.2020	22.01.2020	10
Establishment Rules	16.03.2020	20.03.2020	28
	15.07.2019	19.07.2019	58
	26.08.2019	30.08.2019	40
Reservation in Services for SC/ST/OBC	8.04.2019	11.04.2019	31
	26.08.2019	29.08.2019	45
	28.10.2019	31.10.2019	38
	17.02.2020	20.02.2020	24
Administrative Vigilance: Role IO/PO AV1	22.04.2019	26.04.2019	28
	03.02.2020	07.02.2020	35
Handling CAT Cases	27.05.2019	29.05.2019	31
	15.07.2019	17.07.2019	33
Workshop on Noting and Drafting	01.04.2019	03.04.2019	22
	05.08.2019	07.08.2019	30
	02.09.2019	04.09.2019	29
Workshop on preparing Cabinet notes -1	27.09.2019	27.09.2019	9
	01.11.2019	01.11.2019	6
	29.11.2019	29.11.2019	7
Workshop on Preparing Cabinet Notes – 2	08.11.2019	08.11.2019	8
Basic Management Services	03.06.2019	26.07.2019	12
Knowledge Management	11.12.2019	13.12.2019	14
Good Governance	19.08.2019	23.08.2019	26
Human Recourse Management	27.02.2020	28.02.2020	12
Workshop for Liaison Officers (SC/ST)	23.09.2019	24.09.2019	40
	02.01.2020	03.02.2020	27
Workshop on e-Office	04.04.2019	05.04.2019	48
	05.08.2019	06.08.2019	21
Big Data Analytics in Government(Basic)	01.04.2019	03.04.2019	24
Big Data Analytics in Government(Advance)	09.10.2019	11.10.2019	7

Orientation Training Programme on Preventive Vigilance	29.07.2019	29.07.2019	24
Orientation Training Programme on Drafting in Disciplinary Matters	08.07.2019	09.07.2019	23
	06.01.2020	07.01.2020	13
Workshop on Preparation of EFC/SFC	30.10.2019	01.11.2019	21
Workshop on Public Policy Formulation	14.10.2019	18.10.2019	7
Training Programme on Energizing Technologies for Governance	13.08.2019	14.08.2019	27
	19.12.2019	20.12.2019	24
	12.03.2020	13.03.2020	23
Training Programme on Managerial/ Supervisory Skills	04.03.2020	06.03.2020	25
Workshop on Process from Policy to Litigation	17.06.2019	20.06.2019	13
Workshop on Strategic Planning	22.04.2019	25.04.2019	22
	21.08.2019	23.08.2019	17
Training Programme on Sustainable Development Goals	26.06.2019	28.06.2019	14
Orientation Training Programme-Record Management-1&2 Merged	13.12.2019	13.12.2019	13

III. Financial Management Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Cash & Accounts	20.05.2019	19.07.2019	25
	26.08.2019	25.10.2019	27
	27.01.2020	27.03.2020	23
Programme on Pension and Other Retirement Benefits (PRB 1)	8.04.2019	12.04.2019	19
Programme on Pension and Other Retirement Benefits (PRB 2)	02.09.2019	06.09.2019	17
	02.12.2019	07.12.2019	26
Workshop on Pay Fixation	03.04.2019	05.04.2019	27
	21.10.2019	23.10.2019	28
Purchase Management in Government	13.11.2019	15.11.2019	23
Workshop on Income Tax	10.10.2019	11.10.2019	24
Workshop on e-procurement	30.05.2019	31.05.2019	27
	28.10.2019	29.10.2019	28
Workshop on Formulation of Budget	27.06.2019	28.06.2019	24

OTP-e-bhavishya	05.07.2019	05.07.2019	18
	30.08.2019	30.08.2019	24
Workshop on Financial Management in Government	01.07.2019	05.07.2019	21
	28.10.2019	01.11.2019	15
Workshop on Public Procurement under GFR-17	01.05.2019	03.05.2019	33
	04.09.2019	06.09.2019	32
	9.10.2019	11.10.2019	30
	05.02.2020	07.02.2020	
Workshop on Goods & Service Tax	09.05.2019	10.05.2019	13
	24.06.2019	25.06.2019	32
	12.09.2019	13.09.2019	30
	17.10.2019	18.10.2019	25
	16.01.2020	17.01.2020	13
Orientation Training Programme for Retiring Government Officials	24.06.2019	25.06.2019	13
	08.07.2019	09.07.2019	31
	26.12.2019	27.12.2019	46
Orientation Training Programmes-PFMS-1	14.11.2019	15.11.2019	25

IV. RTI-Capacity Building Training Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Record Management- Right to Information	20.05.2019	22.05.2019	15
	01.07.2019	03.07.2019	15
	16.12.2019	18.12.2019	16
Right to Information-Public Information Officers	22.04.2019	23.04.2019	30
	17.10.2019	18.10.2019	23
	27.02.2020	28.02.2020	42
	27.02.2020	28.02.2020	26
Right to Information – Appellate Authority	10.05.2019	10.05.2019	23
Seminar on RTI	03.05.2019	03.05.2019	21

V. Behavioral Training

Name of the Training Programme	Duration		No. of Participants
	From	To	
Organisational Behaviour in Government	29.04.2019	03.05.2019	21
Stress Management	14.05.2019	17.05.2019	17
Workshop on Communication Skills	03.10.2019	04.10.2019	21
Ethics and Values in Public Governance	18.09.2019	20.09.2019	10
Gender Sensitization	20.05.2019	24.05.2019	15
Workshop on prevention of Sexual Harassment at Workplace	29.05.2019	31.05.2019	34
	29.07.2019	31.07.2019	35
	22.01.2020	24.01.2020	27
Swachh Bharat Abhiyan	06.09.2019	06.09.2019	14

VI. Cadre Specific Programme

Name of the Training Programme	Duration		No. of Participants
	From	To	
Cadre Specific Programme -IES	03.06.2019	08.06.2019	12
Cadre Specific Programme-CVC-1	26.08.2019	06.09.2019	24
Cadre Specific Programme of Indian Statistical Services(ISS)	23.09.2019	27.09.2019	28
Cadre Specific Programme-CVC	14.10.2019	18.10.2019	37
Cadre Specific Programme-NER Mizoram	03.02.2020	07.02.2020	22
Cadre Specific Programme-CVC-3	10.02.2020	14.02.2020	35
Cadre Specific Programme-NER Mizoram-1	10.02.2020	14.02.2020	25

VII CSSS – Cadre Training Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Stenographers (Grade 'D') Direct Recruit	02.09.2019	25.10.2019	34
	08.04.2019	26.04.2019	32
CSSS-Level I	08.07.2019	28.07.2019	31
	09.09.2019	27.09.2019	26
	07.10.2019	25.10.2019	26
	16.12.2019	03.01.2020	28
	25.11.2019	13.12.2019	27
	01.04.2019	12.04.2019	34
CSSS-Level II	15.04.2019	26.04.2019	24
	29.04.2019	10.04.2019	29
	13.05.2019	24.05.2019	28
	27.05.2019	07.06.2019	33

	08.07.2019	19.07.2019	31	
	22.07.2019	02.08.2019	36	
	09.09.2019	20.09.2019	29	
	07.10.2019	18.10.2019	31	
	28.10.2019	08.11.2019	25	
	04.11.2019	15.11.2019	33	
	20.01.2020	31.01.2020	26	
	01.04.2019	19.04.2019	26	
CSSS-Level III	22.04.2019	10.05.2019	25	
	13.05.2019	31.05.2019	34	
	10.06.2019	28.06.2019	41	
	01.07.2019	19.07.2019	32	
	05.08.2019	23.08.2019	30	
	26.08.2019	13.09.2019	23	
	07.10.2019	25.10.2019	31	
	28.10.2019	15.11.2019	27	
	18.11.2019	06.12.2019	31	
	13.01.2020	31.01.2020	28	
	13.01.2020	31.01.2020	29	
	01.04.2019	26.04.2019	31	
	CSSS-Level IV	27.05.2019	21.06.2019	38
		05.08.2019	30.08.2019	35
26.08.2019		13.09.2019	23	
23.09.2019		18.10.2019	31	
04.11.2019		29.11.2019	31	
10.02.2020		28.02.2020	27	

VIII. Computer Courses

Name of the Training Programme	Duration		No. of Participants
	From	To	
MS-Excel	22.07.2019	24.07.2019	34
MS-Power Point	05.08.2019	07.08.2019	22
MS-Word	29.05.2019	31.05.2019	17
MS-Access	10.02.2020	12.02.2020	22
MS-Excel Advance	28.10.2019	30.10.2019	27

IX. Trainers Development Programmes

Name of the Training Programme	Duration		No. of Participants
	From	To	
Design of Training (DOT)	20.01.2020	24.01.2020	12
Direct Trainer Skills (DTS)	13.01.2020	17.01.2020	26
RT Development- Direct Training Skills-A	02.09.2019	06.09.2019	16
RT Development- Direct Training Skills-B	16.09.2019	20.09.2019	31
RT Development- Design of Training-A	09.09.2019	14.09.2019	10
RT Development-Design of Training-B	23.09.2019	27.09.2019	25

X. State Category Training Programmes (SCTP)

Name of the Training Programme	Duration		No. of Participants
	From	To	
SCTP-Office Procedure	29.07.2019	31.07.2019	11
SCTP- Establishment Rules	02.12.2019	04.12.2019	26
SCTP-Computer Application	28.08.2019	30.08.2019	20
SCTP- Financial Management	05.08.2019	07.08.2019	24
SCTP-MI	11.12.2019	13.12.2019	20

CSS-CTP Programmes during 2019-20

Assistants Section Officers (Direct Recruit) Foundational

S. No.	Name of the Training Programme	Duration		No. of Participants
		From	To	
1	Assistant Section Officer (Direct Recruits)	02.03.2020	22.05.2020	67
		02.03.2020	22.05.2020	69
		02.03.2020	22.05.2020	37
		02.03.2020	22.05.2020	91
		02.03.2020	22.05.2020	48
		02.03.2020	22.05.2020	48

CSS-A (Senior Secretariat Assistants of CSCS with 4 Years of Service)

S. No.	Name of the Training Programme	Duration		No. of Participants
		From	To	
1	CSS Level "A" Courses for Senior	01.04.2019	26.04.2019	32
2	Secretariat Assistants of CSCS with	05.08.2019	30.08.2019	56
3	4 years of approved Service	11.11.2019	06.12.2019	39
4		30.12.2019	24.01.2020	42

CSS-B (Assistant Section Officers with 6 Years of Service)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1.	CSS Level "B" Courses for Assistant Section Officers with 6 Years of approved service	13.05.2019	14.06.2019	71
2.		13.05.2019	14.06.2019	70
3.		03.06.2019*	05.07.2019*	13
4.		17.06.2019	19.07.2019	66
5.		17.06.2019	19.07.2019	68
6.		22.07.2019	23.08.2019	39
7.		22.07.2019	23.08.2019	38
8.		23.09.2019	24.10.2019	42
9.		23.09.2019	24.10.2019	41
10.		28.10.2019	29.11.2019	53
11.		25.11.2019	27.12.2019	51
12.		06.01.2020	7.02.2020	44
13.		24.02.2020	27.03.2020	55

CSS-D (Section Officers +6 Years)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	CSS Level "D" Courses for Section Officers with 6 years of approved service	20.05.2019	09.08.2019	39
2		17.06.2019	06.09.2019	37
3		22.07.2019	11.10.2019	42
4		16.09.2019	06.12.2019	41
5		2.12.2019	21.02.2020	27
6		16.12.2019	06.03.2020	51
7		03.02.2020	20.03.2020	31

CSS-E (Under Secretary + 4 Years)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1.	CSS Level "E" Course for Under Secretaries with 4 year of approved service	03.06.2019	12.07.2019	39
2.		15.07.2019	23.08.2019	43
3.		26.08.2019	04.10.2019	34
4		14.10.2019	22.11.2019	28
5		04.11.2019	13.12.2019	28
6		06.01.2020	14.02.2020	31

CSSS-CTP Programmes during 2019-20

Stenographers Gr. "D" Direct Recruit

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	Stenographers (Grade 'D') Direct Recruit	02.09.2019	25.10.2019	34

CSSS – Level – I (Stenographers Grade "D" of CSSS with 7 years of regular service)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	CSSS- Level I	08.04.2019	26.06.2019	32
		08.07.2019	28.07.2019	31
		09.09.2019	27.09.2019	26
		07.10.2019	25.10.2019	26
		16.12.2019	03.01.2020	28
		25.11.2019	13.12.2019	27
		08.04.2019	26.04.2019	32

CSSS – Level – II (Personal Assistants of CSSS with 3 years of regular service)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	CSSS- Level II	15.04.2019	26.04.2019	24
		29.04.2019	10.04.2019	29
		13.05.2019	24.05.2019	28
		27.05.2019	07.06.2019	33
		08.07.2019	19.07.2019	31
		22.07.2019	02.08.2019	36
		09.09.2019	20.09.2019	29
		07.10.2019	18.10.2019	31
		28.10.2019	08.11.2019	25
		04.11.2019	15.11.2019	33
		20.01.2020	31.01.2020	26
		01.04.2019	19.04.2019	26

CSSS – Level – III (Private Secretaries of CSSS with 4 years of regular service)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	CSSS-Level III	22.04.2019	10.05.2019	25
		13.05.2019	31.05.2019	34
		10.06.2019	28.06.2019	41
		01.07.2019	19.07.2019	32
		05.08.2019	23.08.2019	30
		26.08.2019	13.09.2019	23
		07.10.2019	25.10.2019	31
		28.10.2019	15.11.2019	27
		18.11.2019	06.12.2019	31
		13.01.2020	31.01.2020	28
		13.01.2020	31.01.2020	29
	01.04.2019	26.04.2019	31	

CSSS – Level – IV (Principal Private Secretary with 4 years of regular service)

Sl. No	Name of the Training Programme	Duration		No. Of Participants
		From	To	
1	CSSS-Level IV	27.05.2019	21.06.2019	38
		05.08.2019	30.08.2019	35
		26.08.2019	13.09.2019	23
		23.09.2019	18.10.2019	31
		04.11.2019	29.11.2019	31
		10.02.2020	28.02.2020	27

Summary of Courses Conducted during 2019-20
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Sl. No.	Course	No. of Courses	No. of Participants
1.	Calendared (Other than CTP)	112	2519
2.	Cadre Training Plan	73	2832
3.	Organization Specific Programmes including Cadre Specific Programme & Peripatetic Programmes	87	2186
Total		272	7537



INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT, NEW DELHI
Foundation Training Programme for Newly Recruited Assistant Executive Officers
of Lok Sabha Secretariat
(15th April to 31st May, 2019)

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान



3rd Standing Row : Tushant Kumar, Prashant Kumar Singh, Sumit Ranjan, Rohit Dahiya, Neeraj Kumar, Rahul L Nair, Pradeep Arisham, Srikanth Singh R, Manjeet Mukal, Mayank Singh, Rajesh Nagar, Praveen Kumar Yadav, Sahil Yadav, Moksh Kher, Sumit Kumar, Manish Yadav.
2nd Standing Row : Vivek Jajor, Aditya Runthala, Vinay Kuimar B A, B Ritesh, Shruti Srivastava, Anjali Singh, Jyotsna Nagvanshi, Anusiah G, Fanny S M, Pragya Nama, Khyati, Tulika Narayan, Manish Kumar, Praween Kumar Prabhakar, Shashank Kumar Singh.
1st Sitting Row : D Brahma Reddy, Swati Parwal, Atul Kaushik, Yogesh Dwivedi, Col Sanjay Kumar Sharma (Addl. Director), Srinivasulu Gunda, K Govindarajulu, Vadali Rambabu, Surender Chaudhary, Madhumita.

Course Director
Yogesh Dwivedi (Deputy Director)



INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT, NEW DELHI
OSP for Under Secretaries/Section Officers/Private Secretaries/Assistant Section Officers/
Personal Assistants of President's Secretariat
(1st to 23rd May, 2019)

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान



2nd Standing Row : Sanjay Sundriyal, Umashanker, Varun Ranjan, Sheikh Mohammad Sami, Sheikh Mohammad Sharif, Abdul Hanif Khan, Ashwani Kumar, Tarun Kumar Thakur, Anurag Sharma, Dhan Shyam Sharma, Suchit Kumar Manjhi, Ramesh Kumar, Amit Kumar, Anil Kumar.
1st Standing Row : Ashok Kumar, Rakesh Kumar, Shailendra Kumar Yadav, Lakshmi Mahara Booshanam, Steffi Austin, Afshan Parveen, Priyamvada Rethesh, Rubina Chauhan, Shaista Parveen, Srividhya Raghavan, Kiran Kumari, Ajit Kumar, Gautam Kumar.
Sitting Row : Bhagaban Padhy, Anurag Devgan, R Gayathri, U S Chattopadhyay, Rajeev Kumar Jha, Dr. Sunita H Khurana (Director), Col Sanjay Kumar Sharma (Addl. Director), K Govindarajulu, Subhashree A, D Brahma Reddy, Yogesh Dwivedi.

Course Director
Rajeev Kumar Jha (Asstt. Director)



सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान
आईएसओ 9001:2015 संस्था

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