



Citizen's / Client's Charter
For
Institute of Secretariat Training & Management
2025-26

Address: ISTM, DOPT, JNU OLD CAMPUS, NEW DELHI-110067

Website ID: <https://www.istm.gov.in>

Vision

Function as a capable capacity building institution to fulfil demand driven human development needs of government and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means

Mission

- ✓ Provide training to the civil servants for encouraging learning & creativity leading to efficiency and public good.
- ✓ Undertake research, consultancy and system analysis for capacity building in governance.
- ✓ Collaborate with client organizations with continued interface for enhancing the quality of training.
- ✓ Provide opportunity to the faculty members and the support staff of grow, develop and promote best training practices

Aim and Objectives

- ✓ To design, organize and conduct post-entry foundational, refresher and specialized training programmes for different grades of officers up to the middle management level.
- ✓ To make an assessment of training quality at various levels.
- ✓ To create and foster among the participants a positive and innovative outlook to work, and a sense of fraternity and team-spirit.
- ✓ To provide peripatetic training support to State Governments and Union Territory Administrations.

Main Services/ Transactions

S. No	Services/Transaction	Weight%	Responsible person (Designation)	E Mail	Mobile (Phone no.)	Process	Documents	Fees		
								Category	Mode	Amount
1.	Writing letter to CS division, DoPT & training division for obtaining next year training requirement	15%	DD(Coord)	jbhatti.edu@nic.in	9811129334	Requisitioning training projections	Letter	NA	NA	NA
2.	Writing letter to State Govt./ UT regarding OSP/CSP/PT Programmes to finalize the institute Workload for next year	10%	DD(Coord)	jbhatti.edu@nic.in	9811129334	Do-	Letter	OSP CSP PT	DD/cheque/ ECS	
3.	Preparation of Annual Training Calendar	10%	DD(Coord)	jbhatti.edu@nic.in	9811129334	Preparation of training Calendar giving details of all types of courses to be organized	Request received from the clients and JDs concerned	NA	NA	NA
4.	Printing and distribution of Annual Calendar	5%	DD(Admin.)	pushpendra.k@nic.in	9899197823	Forwarding request for printing to DD(A). Distribution to be done by Coordination	Annual Calendar	NA	NA	NA
5.	Preparation of quarterly Training Calendar in Advance for the next quarter.	10%	DD(Coord)	jbhatti.edu@nic.in	9811129334	Preparation of training Calendar giving details of all types of courses to be organized	Request received from the clients and JDs concerned	NA	NA	NA

6.	Issuance of Circulars Courses	10%	Concerned course Coordinator	As per list on (ISTM website	As per list on ISTM Website	Preparation of course notification	Trg. Calendar	NA	NA	NA
7.	Acceptance/ No-Acceptance of the nominations 15 Days before the start of the course	5%	Do-	As per list on (ISTM website	As per list on ISTM Website	Short listing of eligible nominees and rejecting the ineligible nominees	Nomination form received from the sponsoring Authorities	NA	NA	NA
8.	Successful completion of training programmes	10%	Do	As per list on (ISTM website	As per list on ISTM Website	Organizing the different training activities	Training Manual	NA	NA	NA
9.	Declaration of results wherever applicable	5%	Do-	As per list on (ISTM website	As per list on ISTM Website	Evaluating the Answers/Papers/ Reports	Answer Sheets/ Reports	NA	NA	NA
10.	Hostel Facilities	5%	Hostel incharge	bpadhy@nic.in	9868449436	Providing lodging facilities to the trainees	Letters e-mails in emergent situation	Room rent	Online /Cheque Cash	NA
11.	Catering services and Security	5%	DD(Admin)	pushendra.k@nic.in	9899197823	Providing boarding facilities and security services.	Feedback	Food Charges	Online	NA
12.	Allotment of hostel room	5%	Hostel incharge	bpadhy@nic.in	9868449436	Allotment of Room	Hostel Record	NA	NA	NA
13.	Prompt Grievance Redressal	5%	Public Grievance Officer	namita.malik@gov.in	9717033552	Grievance relating to the jurisdiction of the ISTM can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post Grievance should be as specific as possible and must relates to ISTM.	NA	NA	NA	NA

Citizens' Client's Charter for institute of Secretariat Training & Management

Service Standards

S.No	Services/Transaction	Weight	Success Indicators	Service standard	Unit	Weight	Data Source
1.	Writing letter to CS division, DoPT & training division for obtaining next year training requirement	15%	Time taken to complete the process	By 20 th Aug	Date	15%	ISTM record
2.	Writing letter to State Govt/UT regarding OSP/CSP/PT Programmes to finalise the institute workload for next year	10%	Time taken to complete the process	By 20 th Aug	Date	10%	ISTM record
3.	Preparation & uploading of Annual Training Calendar	10%	Time taken to complete the process	By 31 st Dec	Date	10%	ISTM record
4.	Printing and distribution of Annual Report	5%	Time taken to complete the process	By 15 th March	Date	5%	ISTM record
5.	Preparation and issuance of quarterly Training Calendar	10%	Time taken to complete the process	90 days in advance from the date of issuance of quarterly training calendar	Date	10%	ISTM record
6.	Issuance of Circulars of Courses	10%	Time taken to complete the process of notification	90 days before the commencement of the training programme	Days	10%	ISTM Record

7.	Acceptance/ No-Acceptance of the nominations before the start of the course	5%	Timely intimation of acceptance and no-acceptance of the nominations	30 days before the start of the course	Days	5%	Application received / ISTM Record
8.	Successful completion of training programmes	10%	Feedback of the participants in the scale of 1 to 5	>4.3	Percent age	10%	Feedback received from participants
9.	Declaration of results	5%	Average Time taken to complete the process after completion of training programme	45	Days	5%	
10.	Hostel facilities	5%	Feedback of the participants in the scale of 1 to 5	>3.5	Percent age	5%	Hostel records
11.	Catering services & Security	5%	Feedback of the participants in the scale of 1 to 5	>4	Percent age	5%	Feedback records
12.	Allotments of hostel room	5%	Time taken to process	20	Minutes	5%	Hostel Records/Request from participants
13.	Grievance Redressal	5%	Average time taken for grievance settlement	30	Working days	5%	CPGRAMS & ISTM Records

Grievance Redress

S no	Name of the public Grievance Officers	Helpline	Email	Moblie
1.	Namita Malik (Joint Director Estt.)	011-26164285	namita.malik@gov.in	9717033552

CPIO

S no	Name of the public Grievance Officers	Helpline	Email	Moblie
1.	Vipin Kumar Bhargava (Deputy Director)	01126105592	vkbhargava.84@gov.in	9891127300

Internal Finance Officer

S no	Name of the public Grievance Officers	Helpline	Email	Moblie
1.	Gaurav Sharma IFA, ISTM	011-26185314		9891918316

List of Stakeholders/Clients

S.No	Stakeholder/Clients
1	Central Govt. Ministries/Deptts.
2	State Governments
3	Union Territories
4	PSUs/Autonomous Bodies
5	Central Paramilitary Forces
6	International Agencies

Responsibility Centres and Subordinate Organizations

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

Indicative expectations from Service Recipients

S.No	Service Deliverables
1	Timely Intimation-Within 15 days of request for requirement
2	Timely feedback- From the organization within a month from the date of completion of the training programme
3	High level of involvement in training process.
4	Timely submission of pre-course assignments (DKN, exercises in puts etc.) & during the course
5	Timely Feedbacks of hostel occupants

Date of Next Review of the Citizen Charge: March 2026
