

**DIRECTORATE OF TRAINING : UNION TERRITORIES CIVIL SERVICES
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
Institutional Area, Shahdara, Behind Karkardooma Courts, Shahdara Delhi 32**

File No.5(1)4/10-UTCS(TS-1)/

Date

CIRCULAR

The Directorate of Training is entrusted with the basic responsibility of conducting training programmes for various levels of officials/officers in various areas of administration. The Directorate has identified subjects needing basic knowledge and skill for functional efficiency. A three day training course on "Basic Functional Efficiency in Office Procedures" is an important course in the list. The Course shall commence on 29th November, 2010 to 1st December, 2010 (Monday – Wednesday).

IMPORTANCE OF THE COURSE

Efficiency of any office/organization is measured not by the personnel running the office but the manner it is run. Adherence to office procedures prescribed by the Government ensures efficiency and transparency. Administrative, clerical and supervisory duties demand procedural knowledge and skill.

TARGET BENEFICIARIES OF THE COURSE

The Course has been designed to benefit those working in the Government, its local/autonomous bodies, Public sector undertakings and directly associated with processing files, maintenance of records, diary and dispatch and other related functions. The course would be useful to working at the lower management level. Training Module/Learning Units are enclosed.

OBJECTIVES OF THE COURSE

At the end of the Course the participants will be able to:

1. Frame an overview of the Government machinery.
2. Elaborate the system of DAK, its receipt and distribution.
3. Describe forms and procedures of communication.
4. Explain systems of office automation and its significance.
5. Describe file numbering and file movement tracking system.
6. Explain security classification of Government records.

CONTENTS OF THE COURSE

1. An overview of Government machinery.
2. Receipt, registration and distribution of DAK.
3. Diarization and action on DAK.
4. Communication and correspondence.
5. File numbering, file tracking system and manual of duties.
6. Security of communication and RTI.
7. Systems of check on delays.
8. Office automation.
9. Parliamentary procedures and drafting replies to questions.
10. Importance of department's website its updating.
11. Behavioural aspects.

P.T.O.

METHODOLOGY OF THE COURSE

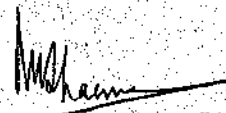
The Course would be conducted by experts and experienced in the area of Office Procedures. While lecture method would be generally followed case studies and practical exercises may also be included in some sessions. The Course would be interactive and participants encouraged to raise questions and get the doubts cleared.

NOMINATIONS FOR THE COURSE

1. The Course envisages class strength of **40** Participants.
2. Nominations shall be accepted on first-come-first-serve basis.
3. Nomination letter along with bio-data of the participants in the format prescribed (enclosed) may be sent by **22nd November, 2010**.
4. Nominations received after **22nd November, 2010** may not be entertained.
5. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS

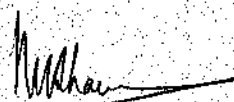
1. Participants are expected to come prepared with basic information on the course subject.
2. Participants may bring copies of the latest departmental/Government circulars/orders/reports etc., relating to the course subject, if any available. This would benefit other participants, the Directorate and also the faculty.
3. Participants are expected to observe punctuality and regularity.
4. Participants are expected to keep their mobile phones on silent mode during the training sessions.
5. Participants are expected to complete exercises/questionnaires, if any, distributed by the faculty during any training session and also fill up the feedback form.
6. Participants are expected to utilize the knowledge gained during the training for efficient discharge of their duties.
7. Participants may contact the undersigned for any information/clarification on training course.
8. Contact/correspondence may be made on phone nos. **22308552**, fax no. **22307822**, **22308556** email address **dutcs@nic.in**.


(NEEL KAMAL)
Assistant Director (Training)

File No.5(1)4/10-UTCS(TS-I)/ 22533 -22700
Copy forwarded to:

Date 11/11/10

1. All HODs/Local/Autonomous Bodies and State Undertakings/Corporations.
2. S.O. to the Chief Secretary, Govt. of NCT of Delhi, Delhi Secretariat, N.D.-2
3. E.O. for updating on the website of the Department.


(NEEL KAMAL)
Assistant Director (Training)

**DIRECTORATE OF TRAINING : UNION TERRITORIES CIVIL SERVICES
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
Institutional Area, Behind Karkardooma Courts, Shahdara Delhi 32**

File No.5(1)4/10-UTCS(TS-I)/

Date

**TRAINING MODULE ON BASIC FUNCTIONAL EFFICIENCY IN
OFFICE PROCEDURE**

Name of the Package of Courses		BASIC FUNCTIONAL EFFICIENCY	
Duration of the Course		Three Days (29.11.2010 to 01.12.2010) Monday – Wednesday	
Number of Sessions		Twelve (12)	
Training Branch		I	
Name of Course Coordinator		Sh. Neel Kamal, Asstt. Director	
Sessions	Duration	Topics	Proposed Speaker
29.11.2010 Session – I 10.00 am- 11.15am Tea	75 Min.	• The Government	
Session – II 11.30 am- 12.45pm Lunch	75 Min.	• Office Procedure and correspondence	
Session – III 01.45 pm- 03.00pm Tea	75 Min.	• Office Procedure and file system	
Session – IV 03.15 pm- 04.30pm	75 Min.	• Office Procedure and file processing/movement	
30.11.2010 Session – V 10.00 am- 11.15am Tea	75 Min.	• Office Procedure and Communication	
Session – VI 11.30 am- 12.45pm Lunch	75 Min.	• Office Procedure – Electronic Communication	
Session – VII 01.45 pm- 03.00pm Tea	75 Min.	• Office Procedure – Automation devices and maintenance	
Session – VIII 03.15 pm- 04.30pm	75 Min.	• Office Procedure – checks on delays	

Sessions	Duration	Topics	Proposed Speaker
01.12.2010 Session – IX 10.00 am- 11.15am	75 Min.	• Office Procedure – security of documents/ communication	
Tea			
Session –X 11.30 am- 12.45pm	75 Min.	• Office Procedure – Miscellaneous	
Lunch			
Session – XI 01.45 pm- 03.00pm	75 Min.	• Office Procedure – Record Management	
Tea			
Session – XII 03.15 pm- 04.30pm	75 Min.	• Office Procedure – Discipline and Decorum and Inspections	

**DIRECTORATE OF TRAINING : UNION TERRITORIES CIVIL SERVICES
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
Institutional Area, Behind Karkardooma Courts, Shahdara Delhi 32**

File No.3(122)Trg./UTCS/2010-11

Date.....

**LEARNING UNITS OF TRAINING SESSIONS ON BASIC FUNCTIONAL
EFFICIENCY IN OFFICE PROCEDURES**

Name of the Package of Courses		BASIC FUNCTIONAL EFFICIENCY		
Duration of the Course		Three Days (29.11.2010 to 01.12.2010) Monday – Wednesday		
Number of Sessions		Twelve (12)		
Training Branch		I		
Name of Course Coordinator		Sh. Neel Kamal, Asstt. Director		
Enabling Objectives	Contents & Sequence	Method of Training	Training material & Aid	Performance Aid
<u>29.11.2010</u> <u>Session – I</u>	The Government			
Perspective	<p>Structure of the Union Government :</p> <ul style="list-style-type: none"> • President • Prime Minister • Council of Ministers <p>Organizations in the Union Government :</p> <ul style="list-style-type: none"> • Ministries • Constitutional bodies • Statutory bodies • Autonomotus bodies • PSUs <p>The Govt. of NCT of Delhi:</p> <ul style="list-style-type: none"> • The Lieutenant Governor • The Chief Minister • The Council of Ministers • The Secretariat • Transaction of business • Hierarchy of officials in office 	Lecture	Power point presentation/ chart	

<u>Session – II</u>	Office Procedure and correspondence			
Overview	<u>DAK (Centralized/ decentralized)</u> <ul style="list-style-type: none"> • Categories of DAK • System of receipt • System of Acknowledgement • System of registration • System of distribution <u>Receipt :</u> <ul style="list-style-type: none"> • Diarizing • Sorting • Marking • Distribution 	Lecture		
<u>Session – III</u>	Office Procedure and file system			
Knowledge of procedure	Processing of receipts and opening of file – <ul style="list-style-type: none"> • General guidelines • Action by the dealing hand <ul style="list-style-type: none"> - Examination of the matter - Linking with earlier matter - Linking with similar matter - Docketing in file - Writing note • Action by the Superintendent: <ul style="list-style-type: none"> - Ensuring basic formalities (docketing, page numbering, flagging and referencing) - Scrutiny/examination of the note - Adding information/analyzing - Marking file to higher officer <u>File Numbering system :</u> <ul style="list-style-type: none"> - Functional file numbering - Subject classification and numbering - Part file -file - Filing under desk officer system 	lecture		
<u>Session – IV</u>	Office Procedure and file processing/movement			
Knowledge	<u>Broad classification of files -</u> <ul style="list-style-type: none"> • Routine files • Important files • Urgent files 	lecture		

	<ul style="list-style-type: none"> • Confidential files <p>Other classification of files-</p> <ul style="list-style-type: none"> • Administrative files • Account files • Misc. files • Subject files • Policy files <p>File Movement –</p> <ul style="list-style-type: none"> • File Register • File Movement Register • File Tracking System • Single File System 			
<u>30.11.2010</u> <u>Session – V</u>	Office Procedure and Communication			
Knowledge Procedure	<p>of Forms of written communication – proprieties :</p> <ul style="list-style-type: none"> • Notes, running summary of facts • Drafts • Messages • Letters • Press releases • Replies to Parliament/ Assembly Questions/ Assurances <p>Level of contain communications –</p> <p>General:</p> <ul style="list-style-type: none"> • Ordinary Communication • D.O. Communication • Oral Communication <p>Special:</p> <ul style="list-style-type: none"> • With MLA • With MP • With Ministries • With Foreign Governments 	Lecture		
<u>Session – VI</u>	Office Procedure – Electronic Communication			
	<ul style="list-style-type: none"> • E-mails and networking • Website • Proactive disclosures • Online applications • Feed back • Forms 	Lecture		

	<ul style="list-style-type: none"> • Digitization of records • Management of Data • Citizen Charter 			
Session – VII	Office Procedure – Automation devices and maintenance			
Knowledge	<ul style="list-style-type: none"> • Attendance recording system • Document shredder • Computers and peripherals • Micro Filming of Record • Video conferencing equipments 	Lecture		
Session – VIII	Office Procedure – checks on delays			
Knowledge Practical aspects	<ul style="list-style-type: none"> • Time bound references • VIP references • Special references • Parliament/Assembly Questions/Assurances • Audit Paras • Monthly/quarterly/weekly statements • Retirement/Pension cases • Vigilance cases • RTI Cases 	Lecture		
01.12.2010 Session – IX	Office Procedure – security of documents/ communication			
Knowledge	<ul style="list-style-type: none"> • Security grading and classification • Confidential character of notes/files • ACRs • Reports/messages/letters bearing security stamp • Communication/contact with Press • RTI matters • Steno diary/dictation book 	Lecture		
Session – X	Office Procedure – Miscellaneous			
Knowledge	<ul style="list-style-type: none"> • Annual Action Plan • Citizen charter • Official language • Departmental instructions • Maintenance/transfer of records 			

	<ul style="list-style-type: none"> • Review of Forms & Procedure • Preparation of Induction Material 			
Session - XI	Office Procedure - Record Management			
knowledge	<ul style="list-style-type: none"> • Types of records and register: • Types of register • Types of diaries • Standing order file • Guard file • Reference file • Precedents file • Record Section 	Lecture		
Session - XII	Office Procedure - Discipline and Decorum and Inspections	Lecture		
Knowledge	<ul style="list-style-type: none"> • Discipline • Punctuality • Important of Attendance Register - Remarks in Attendance Register • Responsibility • Relation with fellow employees - with citizen <p>INSPECTIONS :</p> <ul style="list-style-type: none"> • Purpose Of Inspection of an office • Inspecting Authorities • Inspection report - Action thereof 			

Dto. of Trg. (UTCS)
 Govt. of N.D. of India
 National Area
 Vishwas Nagar
 Ghaziabad, Delhi-20

Estate Officer 28533 - 28722
 Directorate of Training UTCS
 Vishwas Nagar Delhi - 32

DIRECTORATE OF TRAINING: (UNION TERRITORIES CIVIL SERVICES)

BIODATA FORM

(For Employees of GNCTD, Local/Autonomous Bodies/Corporations etc)

Name of the Training Progress:

Course Code:

Date of Training Programme :

[Tick mark (√) the appropriate box]

01.	Name (As per Service Book)	<input type="text"/>													First
		<input type="text"/>													Middle
		<input type="text"/>													Last
02.	Designation	<input type="text"/>													
03.	Service Cadre	IAS <input type="checkbox"/>	DANICS <input type="checkbox"/>	DASS <input type="checkbox"/>	Accounts <input type="checkbox"/>	Medical <input type="checkbox"/>	ENGG. <input type="checkbox"/>	Teaching <input type="checkbox"/>	Others <input type="checkbox"/>						
04.	Name of the Department/Organisation	<input type="text"/>													
05.	Category of Dept./Organisation	Delhi Govt. <input type="checkbox"/>	Local Body <input type="checkbox"/>	Autonomous Body <input type="checkbox"/>	PSU <input type="checkbox"/>	Others <input type="checkbox"/>									
06.	Employee Code (If any)	<input type="text"/>													
07.	Date of Birth	<input type="text"/>	<input type="text"/>	DD	<input type="text"/>	<input type="text"/>	MM	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	YYYY			
08.	Sex	Male <input type="checkbox"/>				Female <input type="checkbox"/>									
09.	Category	UR <input type="checkbox"/>	SC <input type="checkbox"/>	ST <input type="checkbox"/>	OBC <input type="checkbox"/>	Other <input type="checkbox"/>	<input type="text"/>								
10.	Educational Qualification [Highest qualification]	Middle <input type="checkbox"/>	Metric <input type="checkbox"/>	Inter <input type="checkbox"/>	Graduate <input type="checkbox"/>	P.Grad <input type="checkbox"/>	M.Phil <input type="checkbox"/>	Ph.D <input type="checkbox"/>	Others <input type="checkbox"/>						
11.	Professional/Technical qualification	<input type="text"/>													
12.	Date of joining the Service	<input type="text"/>	<input type="text"/>	DD	<input type="text"/>	<input type="text"/>	MM	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	YYYY			
13.	Pay Band & Grade Pay	<input type="text"/>													
14.	Details of trainings attended in the past in the Directorate of Training, UTCS/Other Institutes	<input type="text"/>													
15.	Contact Number	Office						Personal							
		<input type="text"/>													

Signature _____

Date : _____