

**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)13/10-UTCS(TS-I)/

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 one day training course on "**Basic Functional Efficiency for Personal Secretary/Assistants**" is an important course in the list. The Course shall commence on **6<sup>th</sup> December, 2010 (Monday)**.

**IMPORTANCE OF THE COURSE**

Personal/Private Secretary (PS) or Personal Assistant (PA) works closely with officer and assists him/her almost every hour during the working time. He/she handles numerous secretarial and administrative tasks and also acts as officer's first point of contact with the public. There is a relationship of trust between the PS/PA and his/her officer. Discretion and confidentiality are, therefore, essential attributes for a successful PA.

**TARGET BENEFICIARIES OF THE COURSE**

The Course has been designed to benefit those working in the Government, its local/autonomous bodies, Public sector undertakings as Personal/Private Secretary/Assistant. Training Module/Learning Units are enclosed.

**OBJECTIVES OF THE COURSE**

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

1. Explain duties expected from PS/PA.
2. Describe attributes of efficient PS/PA.
3. Elaborate on relationship of trust and confidentiality.

**CONTENTS OF THE COURSE**

1. Need of Personal/Private Secretary/Assistant in Government Office and his role.
2. Charter of duties of the Personal/Private Secretary/Assistant in Government Office.
3. Attributes of ideal Personal/Private Secretary/Assistant.
4. Career prospects/opportunities for betterment and examples of successful PS/PA.

**METHODOLOGY OF THE COURSE**

The Course would be conducted by experts and experienced in the area. While lecture method would be generally followed, case examples 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 form of the participants in the format prescribed (enclosed) may be sent by 29<sup>th</sup> November, 2010.
4. Nominations received after 29<sup>th</sup> 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](mailto:dutcs@nic.in).

  
(NEEL KAMAL)

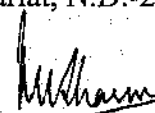
ASSISTANT DIRECTOR (TRAINING)

File No.5(1)1/10-UTCS(TS-1)/ 29278-29445

Date 27/10/2010

Copy forwarded to:

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)

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

Date

**LEARNING UNITS OF TRAINING SESSIONS ON BASIC FUNCTIONAL  
EFFICIENCY FOR PERSONAL SECRETARY/ASSISTANTS**

Name of the Package of Courses		BASIC FUNCTIONAL EFFICIENCY		
Duration of the Course		One day (06.12.2010) Monday		
Number of Sessions		Four (04)		
Training Branch		I		
Name of Course Coordinator		Sh. Neel Kamal		
Enabling Objectives	Contents & Sequence	Method of Training	Training material & Aid	Performance Aid
<b>Session – I (Part –I)</b>	<b>Brief background of working of Government Office</b>			
<b>Background Knowledge</b>	(a) Brief reference to British System of bureaucracy. (b) Usual variety of work for PA/PS in Govt. organization/ Department. (c) Role as support service to the officer. (d) Role as first point of contact of public with the officer. (e) Role as confidential Asstt. for security related and other matters (f) Role as multi functional employee.	Lecture		
<b>Session – I (Part –II)</b>	<b>Need &amp; Role of Personal &amp; Private Secretary</b>			
<b>Knowledge of important basic terms</b>	Designations and offices attached to • Personal Secretary • Private Secretary • Personal Assistant • Special Assistant • Political Secretary.	Lecture		
<b>Session – II (Part – I)</b>	<b>Charter of duties of the Personal/ Private Secy./ Assistant in Government office</b>			
<b>Overview of duties &amp; support functions</b>	(a) Administrative functions : • Handling DAK and keeping track of important references bearing instruction for the	Lecture		

	<p>officer.</p> <ul style="list-style-type: none"> <li>• Handling files and sorting the files in order of priority and urgency</li> <li>• Handling confidential matters entrusted by the officer.</li> </ul> <p>(b) Coordination functions :</p> <ul style="list-style-type: none"> <li>• Coordinating with the sections/branches under control of the officer.</li> <li>• Coordinating with offices/departments as per instructions by the officer.</li> <li>• Coordinating for office equipment, stationery, furniture for the officer.</li> <li>• Coordinating for transport and miscellaneous functions as suggested by the officer.</li> </ul> <p>(c) Support functions :</p> <ul style="list-style-type: none"> <li>• Support in tracking important papers/ reports/letters.</li> <li>• Support in preparing reminders in important matters.</li> <li>• Taking in dictations and drafting letters / notes/ reports.</li> </ul>			
<b>Session –II (Part – II)</b>	<b>Comparison with Private Sector</b>			
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Comparison in respect of status</li> <li>• Comparison in respect of allowances and salary</li> <li>• Comparison in respect of office functions</li> <li>• Comparison in respect of functions other than official</li> </ul>	Lecture	Handout on thing comparison	
<b>Session – III (Part – I)</b>	<b>Attributes of ideal Personal/Private Secretary/ Assistant</b>			
<b>Knowledge of basic expected abilities and skills</b>	<ul style="list-style-type: none"> <li>• Ability to type speedily and correctly.</li> <li>• Ability to carry out instructions.</li> <li>• Ability to communicate politely, effectively and firmly.</li> <li>• Ability to organize and coordinate work.</li> <li>• Ability to handle confidential/secret matters.</li> <li>• Ability to organize various information.</li> </ul>	Lecture	Handout on basic expected attributes	

	<ul style="list-style-type: none"> <li>• Ability to handle office automation machines, specially computer operation.</li> <li>• Ability to assist and support.</li> <li>• Ability to observe punctuality and regularity.</li> <li>• Ability to live up to the trust.</li> <li>• Ability to act honestly and as per rules.</li> <li>• Ability to project good image of the office/ department/section.</li> <li>• Ability to act in emergency/ urgency.</li> <li>• Ability to acquire knowledge.</li> </ul>			
<b>Session – III (Part –II)</b>	<b>Use of new office automation devices, their handling and maintenance</b>			
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• General devices – <ul style="list-style-type: none"> <li>- Photocopier</li> <li>- Paper shredder</li> <li>- Fax machine</li> <li>- Computer</li> <li>- Printer</li> <li>- Telephone</li> <li>- T.V.</li> </ul> </li> <li>• Special devices – <ul style="list-style-type: none"> <li>- Dictaphones</li> <li>- Special softwares</li> <li>- Security systems</li> </ul> </li> </ul>	Lecture	PPP	
<b>Session – IV (Part – I)</b>	<b>Challenges in the job of PS/PAs</b>			
<b>Overview</b>	<ul style="list-style-type: none"> <li>- Challenges relating to routine work</li> <li>- Challenges relating to temperamental/behavioral/ gender issues</li> <li>- Challenges relating to adjustment in the office</li> </ul>			
<b>Session – IV (Part – II)</b>	<b>Career Prospects / opportunities for betterment and examples of successful PS/PA</b>			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>(a) Promotion Avenues.</li> <li>(b) Learning of Foreign Languages.</li> <li>(c) Learning computer operation</li> <li>(d) Examples of successful P.S.</li> </ul>	Lecture		Faculty also suggest some books on this subject.

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**TRAINING MODULE ON BASIC FUNCTIONAL EFFICIENCY FOR  
PERSONAL SECRETARY/ASSISTANTS**

Name of the Package of Courses		BASIC FUNCTIONAL EFFICIENCY	
Duration of the Course		One day (06.12.2010) Monday	
Number of Sessions		Four (04)	
Training Branch		I	
Name of Course Coordinator		Sh. Neel Kamal, Asstt. Director	
Sessions	Duration	Topics	Proposed Speaker
Session – I 10.00 am- 11.15am	75 Min.	<ul style="list-style-type: none"> <li>Brief background of working of Government office.</li> <li>Need &amp; Role of Personal &amp; Private Secretary</li> </ul>	
Tea			
Session – II 11.30 am- 12.45pm	75 Min.	<ul style="list-style-type: none"> <li>Charter of duties of the Personal/ Private Secy./ Assistant in Government office.</li> <li>Comparison with Private Sector</li> </ul>	
Lunch			
Session – III 01.45 pm- 03.00pm	75 Min.	<ul style="list-style-type: none"> <li>Attributes of Ideal Personal/ Private Secy./ Assistant</li> <li>Use of new office automation devices</li> </ul>	
Tea			
Session – IV 03.15 pm- 04.30pm	75 Min.	<ul style="list-style-type: none"> <li>Challenges in the job of PS &amp; PAs in the Government</li> <li>Career Prospects / opportunities for betterment and examples of successful PS/PA</li> </ul>	

**DIRECTORATE OF TRAINING: UNION TERRITORY 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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	First	
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Middle
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Last
02.	Designation														
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														
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)														
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"/>							PI. Specify	<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														
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														
14.	Details of trainings attended in the past in the Directorate of Training, UTCS/Other Institutes														
15.	Contact Number	Office							Personal						

Signature \_\_\_\_\_

Date: \_\_\_\_\_