

भारतीय कृषि अनुसंधान परिषद
कृषि भवन : नई दिल्ली

फ़ा सं प्रशा. 7/7/2018-का.अ.

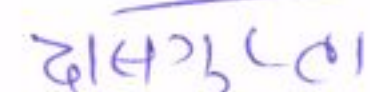
दिनांक ०४ फरवरी, 2018

कार्यालय ज्ञापन

विषय: 4 से 8 अप्रैल, 2018 तक तीन दिवसीय कार्यशाला "नागरिक केन्द्रित सेवा प्रदान करने के लिए दृष्टिकोण" (Citizen Centric Service Delivery Approach) के लिए आई एस टी एम, नई दिल्ली द्वारा नामांकन आमंत्रण के संबंध में | सचिवालय प्रशिक्षण एवं प्रबंधन संस्थान (आईएसटीएम), नई दिल्ली ने दिनांक 04 से 06 अप्रैल 2018 तक तीन दिवसीय कार्यशाला "नागरिक केन्द्रित सेवा प्रदान करने के लिए दृष्टिकोण" (Citizen Centric Service Delivery Approach) पर कार्यशाला का आयोजन करने के लिए नामांकन आमंत्रित किए हैं। कार्यशाला के विवरण के लिए आई.एस.टी.एम सर्कुलर नंबर सं: A-33052/01/2018 आई.एस.टी.एम दिनांक 02 जनवरी, 2018 देखे (प्रति संलग्न है) |

वे अधिकारी जो इस कार्यशाला में सम्मिलित होना चाहते हैं, अपने नामांकन संलग्न नामांकन प्रपत्र में भरकर ब्रांच अधिकारी के माध्यम से परिषद को दिनांक 16.02.2018 तक भेज दे ताकि उसे सचिवालय प्रशिक्षण तथा प्रबंधन संस्थान, नई दिल्ली को अग्रेषित किया जा सके | नामांकन सीधे सचिवालय प्रशिक्षण तथा प्रबंधन संस्थान, नई दिल्ली को न भेजे जाय | आई एस टी एम को सीधे ऑनलाइन भेजे गये नामांकन पर परिषद द्वारा कोई कारवाई नहीं की जायेगी | केवल उन्ही अधिकारियों को ऑनलाइन नामांकन भरने के लिए कहा जायेगा जिनके नामांकन परिषद द्वारा अनुमोदित किये जायेगे | तथापि केवल वही अधिकारी उक्त कार्यशाला में भाग लेने के पात्र होंगे जिनके नामांकन सचिवालय प्रशिक्षण तथा प्रबंधन, नई दिल्ली द्वारा स्वीकार किये जायेगे |

जो अधिकारी इस कार्यशाला में पहले ही भाग ले चुके हैं वे कृपया पुनः आवेदन न करे | आईएसटीएम, नई दिल्ली द्वारा नामांकन स्वीकार कर लिए जाने के पश्चात आवेदकों को अपने नामांकन वापस लेने की अनुमति नहीं दी जाएगी।



(सुपर्णा दासगुप्ता)
अवर सचिव (का .अ.)

वितरण :

1. भा.कृ.अ.प. मुख्यालय, कृषि भवन/कृषि अनुसंधान भवन 1 व 2 तथा एन ए एस सी स्थित समस्त अधिकारी /अनुभाग को वैबसाइट के माध्यम से ।
2. भा.कृ .अ.प. के समस्त संस्थानों /रा.अ.के./प्रा.नि./ ब्यूरो के निदेशक ।
3. आइ।एस.ओ., डीकेएमए, कृ.अ.भ.-1 पूसा, नई दिल्ली को वैबसाइट में अपलोड करने हेतु ।
4. गार्ड फ़ाइल ।

फा.सं / FILE NO: A-33052/01/2018-ISTM
 भारत सरकार / GOVERNMENT OF INDIA
 सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान
 INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT
 (आईएसओ 9001:2008 संस्था / AN ISO 9001:2008 INSTITUTION)
 कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING
 प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),
 ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067/ OLOF PALME MARG, NEW DELHI - 110067
 दूरभाष / TELEPHONE - 011-26185314; टेलीफैक्स / FAX - 011-26104183

दिनांक / Date: 2nd January, 2018

To

1. All Central Ministries/Departments
2. Head of the Departments, All Attached/Subordinate Offices

Subject- Three days "Workshop on Citizen Centric Service Delivery Approach" to be held from 4th April, 2018 to 6th April, 2018.

Madam/Sir,

I am directed to say that this Institute will be conducting a three days "Workshop on Citizen Centric Service Delivery Approach" from 4th April, 2018 to 6th April, 2018 for Group A & B Officers.

2. Details of the Programme and eligibility requirements are given at **Annexure**. All Ministries/ Departments of Government of India are requested to nominate suitable Officers to attend the programme. The nominees must also fill up the nomination forms online at www.istm.gov.in/home/online-nomination form. Nomination forms of eligible officers duly countersigned by the sponsoring authority may please be forwarded to ISTM latest by **28th February, 2018**.
3. Name of selected candidates will be published on the website of ISTM. No individual communication of acceptance will be issued. Therefore, all sponsoring authorities are requested to ensure that only those candidates selected for the Programme are relieved to attend it, whose names are appearing on the ISTM website.
4. Hostel facility is with AC and Non-AC rooms on twin sharing basis are available in ISTM. Participants are advised to contact Hostel Warden (Tel No. 26165593) or Caretaker (Tel No. 26172571) for hostel accommodation (if required).

Yours faithfully,

Sd/-

(Brahmareddy Desireddy)

Deputy Director & Course Director

E-Mail- dbreddy-tfc@nic.in

Mobile No. 9910581367

Tel.: 26185314

ANNEXURE

COURSE INFORMATION SHEET

1. **Course Title: Workshop on Citizen Centric Service Delivery Approach**
2. **Course code: WCCSDA-07**

3. Duration: Three days (from 4th April to 6th April)**4. Aim**

To equip the participants with complete information about citizen centric approach and effective service delivery

5. Course contents

- (i) Concept of Good Governance
- (ii) Process of Administrative Reforms in India
- (iii) Concept and importance of Citizen Charter in Good Governance
- (iv) Importance of Ethics and Values in Public Governance
- (v) Role and functions of regulatory institutions
- (vi) Recent best practices adopted in improved public service delivery
- (vii) Instruments/tools available to citizens against deficiency in service delivery
- (viii) Preparation of Action Plan/ Strategy for ensuring effective service delivery in respective work area

6. Course Methodology

The Workshop is designed based on extensive use of Experiential Learning Methodology (ELM). There will be experience sharing followed by individual and group work, which will thereafter be discussed in the plenary session.

National award winners/champions of best practices will be sharing their experience with the participants. Further, involvement and participation by all the participants in the exercises and experience sharing will facilitate effective conduct of workshop. This is expected to result in commitment of the participants to formulate and implement Action Plans/ Strategy for effective service delivery

7. Eligibility

Group A & B Gazetted Officers up to the Level of Director

8. Course capacity

The maximum number of participants that can be accommodated is 25.

9. Capitation Fee

A capitation fee of Rs.3000/- per participant will be charged in advance in respect of such employees of Public Sector Undertaking/Autonomous Bodies etc. who may be granted admission in the course. Capitation fee is required to be paid through a Crossed Cheque/Bank Draft in favour of PAO(Department of Personnel and Administrative Reforms), New Delhi payable at New Delhi. If the capitation fee is not paid in advance or at the time of admission of the candidate, he/she will not be admitted to the programme. The Travelling Allowance and Daily Allowance if any of the officers nominated to attend the course will be borne by the Sponsoring authorities.

10. Hostel Accommodation [ONLY FOR THE PARTICIPANTS]

ISTM has a modest hostel facility where rooms are available on twin sharing and first-come-first-served basis. For ascertaining details relating to the tariff and availability of accommodation at the ISTM Hostel, the participants may contact the Caretaker or Hostel Warden at Tele No.011-26172571. No person other than the participants will be permitted to stay in the hostel.

NOMINATION FORM

Annexure-II

Course Title: _____

Course Code: _____

Date: From _____ to _____

1.	Name:	First*	Middle	Last*
	Name in Hindi:			
2.	Father's / Husband's Name:			
3.	Designation*:		4.	Date of joining / last promotion:
5.	Pay Band:		6.	Grade Pay / Scale of Pay:
7.	Gender*:		8.	Date of Birth*:
9.	Organisation Name*:		10.	Organisation Type*:
11.	Organisation Street Address*:		12.	Organisation City*:
13.	Organisation State*:		14.	Pin Code*:
15.	Organisation Email*:		16.	Organisation Phone*:
17.	Residence Street Address*:		18.	Residence City*:
19.	Residence State:		20.	Pin Code*:
21.	Residence Email*:		22.	Residence Phone*:
23.	Category*: (SC/ST/OBC/GEN)		24.	Emergency Contact Details*:
25.	Educational Qualification*:			
26.	Service to which belongs*:			

27. Brief Service Particulars:

S.No.	Post Name	From	To	Scale of Pay	Nature of Duty

28.	Whether fulfils eligibility conditions*:	Yes / No
29.	Whether Hostel Accommodation is required*:	Yes / No

30.	How the training is likely to benefit the nominee as well as the organisation (in 2 lines)*:	
31.	Previous courses attended at ISTM (with dates in bracket)*:	

I certify that the above information is correct:

Signature of the Nominee _____

TO BE FILLED IN BY THE SPONSORING AUTHORITY

It is certify that the particulars given above are correct. The officer will be relieved for training, if selected and in no case will be withdrawn in between from the course. The prescribed Capitation Fee and other charges as applicable will be paid to ISTM for this course.

Details of the Sponsoring Authority (All fields are mandatory)*:

Name:	
Designation:	
Complete Postal Address (with Pin code):	
Telephone Number (with code):	
Fax Number (with code):	
Signature with Office seal:	