

2014-15

TRAINING MODULE

On

OFFICE MANAGEMENT

UNDER COMPREHENSIVE CAPACITY BUILDING
PROGRAMME (CCBP) FOR 15 ULB's



State Institute for Urban Development

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Office Management Training

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Outline of the Module

COMPONENT	Office Management Training
BACKGROUND (DESCRIPTION)	<p>Training Programme on Office Management is exclusively designed to equip the office staff of ULB (Urban Local Bodies) and allied urban related offices with the knowledge and skill of office procedure, record maintenance, file maintenance, letter writing and related Acts to operate in office. Also aspects related to change in attitude like Coordination, team work, housekeeping and communication are some of the important areas that are highlighted in this programme. It is planned to run 8 to 9 course under the CCBP project.</p> <p>Office management training is designed to address the gaps identified during the Training Needs Assessment (TNA). Some of the performance problem mentioned by the participants of TNA (Officers and Officials working in the ULB) are:</p> <ul style="list-style-type: none"> • Poor record room management • Improper maintenance of files and records • Lack of file writing skills • Poor knowledge of Acts related to running the office • Lack of computer skills • Communication with the public not impressive • Lack of team spirit • Coordination among the staff is poor <p>It was later decided to identify the gap which leads to the performance and it was found that:</p> <ul style="list-style-type: none"> • Office is not kept properly as a result finding the documents / records are delayed • Planning and coordination among the staff is missing as a result the staff work in isolation and doesn't produce the desired result as anticipated • Lack of knowledge on various act thus delay in speeding up the day to day chores to be performed at office level • Poor computer knowledge & skills thus, the office managers and FDA's have to rely on other staff to help them in completing the task • Less knowledge on various Urban Schemes and programme thus, keep questioning the implementers time and again which stops from moving forward in a fast pace • Require more inputs on the mandatory reforms due to which the managers are not able to guide the other staff

	<p>in updating as required by the ULB / DUDC / DMA Thus it was decided to address the same by giving the knowledge and skill component on the following points:</p> <ul style="list-style-type: none"> • Knowledge on KCSR, RTI, SAKALA, KTPP and allied Acts • Knowledge of Office procedure and office supervision. • Skill and knowledge of record management. • Knowledge of Para-wise reply of court cases, importance of responding to LA / LC Questions and preparation for electoral role. • Preparation of budget and audit compliance • Attitudinal change towards public grievance • Knowledge and skill of mandatory reforms brought in by the Government of Karnataka <p>The training design was tested and found useful for the Office staff working in the Urban sector.</p>
<p>INTENDED TARGET GROUPOUP</p>	<p>All the following staff of ULB's, Urban Development Authorities, DUDC's, Stake holder Department coming under 15 cities under CCBP in Karnataka Office managers, FDA's, SDA's, RI's Bill Collectors</p>
<p>LEARNING OBJECTIVES</p>	<p>Aim of the training is to equip the Office Managers, FDA's, SDA's, RI's and Bill Collectors with the knowledge and skill of managing the office effectively. As part of learning objectives, the participants at the end of the training, will be able to;</p> <ul style="list-style-type: none"> • List out the Duties and responsibilities of Office Manager, FDA's, SDA's, RI's and Bill Collectors • Explain steps in managing the file, registers, periodicals, records and store • Describe the procedure in conducting supervision • List the benefits under various urban schemes • Sensitize on various Acts – KMA, KMABR, KCSR, Lokayukta, KMAS, KTPP, RTI, Sakala, C&R, CCA & Conduct Rules • Develop personality using time management and communication skill • Managing stress at work • Imbibe work culture among Office Managers • Calculate pension, Leave & TA • Describe the stages in Election, conduct of meeting and answer LA / LC questions • Identify various software package on HRMS, SLA, FMS, LMS

MODULE OVERVIEW	<p>Module is designed keeping in view the following topics</p> <ul style="list-style-type: none"> ➤ KM Act & Rules 1964 ➤ Office Management ➤ Service Matters ➤ Finance, Reforms & Court Matters ➤ KTPP, Sakala and Urban Schemes ➤ SC / ST (Prevention of Atrocities) Act-1989 ➤ Personality Development ➤ Computer Skills on Reforms
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MODULE DEIVERY	Module	Contents
	I. KM Act & Rules 1964	KMA 1964 & Bye Laws
	II. Office Management	Office Management
		Section supervision
		File maintenance, movement register and monitoring
		Store & Record Room Management
	III. Service Matters	KCSR & allied rules
		Service Rules
	IV. Finance, Reforms & Court Matters	Court cases
		Maintenance of Accounts, Preparation of Budget, Audit & Audit Compliance
		LA/ LC Questions
		Elections
		Mandatory reforms in ULB's
	V. KTPP, Sakala and Urban Schemes	KTPP
		RTI Act 2005& SAKALA-2012
		Schemes & Programmes
		Prevention of Corruption Act
	VI. SC / ST (Prevention of Atrocities) Act-1989	The SC / ST (Prevention of Atrocities) Amendment Ordinance 2014
		National Advisory Council Recommendations
	VII. Personality Development	Skills of Communication, Presentation & Managing Press
Coordination & team building, Conflict Management		
Time & Stress Management		
Personality Development		
VIII. Computer Skills on Reforms	Computer Training	

<p>OUTLINE</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> ➤ KCSR, RTI, SAKALA, KTPP and allied Acts ➤ Office procedure and office supervision ➤ Para-wise reply of court cases, importance of responding to LA / LC Questions and preparation for electoral role <p>Skills:</p> <ul style="list-style-type: none"> ➤ Record management ➤ Mandatory reforms brought in by the Government of Karnataka <p>Awareness:</p> <ul style="list-style-type: none"> ➤ Field visit to see an office where PGR Cell is functioning and Record room is well maintained
<p>MODULE ACTIVITIES</p>	<ul style="list-style-type: none"> ❖ Lesson with power point presentation ❖ Discussion ❖ Group Exercise and presentation ❖ Experience sharing ❖ Brain Storming ❖ Small Group Discussion ❖ Question and Answer ❖ Case Study Discussion ❖ Role Play Method ❖ Demonstration ❖ Short Film Screening ❖ Field visit ❖ Best Practice Documentation ❖ E-learning
<p>SUPPORTING MATERIALS</p>	<p>Karnataka Municipality Act -1964</p> <p>Karnataka Municipal Corporation Act-1974</p> <p>Karnataka Civil Service Rules - 1957</p> <p>Karnataka Transparency in Public Procurement Act - 1999</p> <p>New Pension Rules - 2005</p> <p>Manual of Office Procedure - 2005</p> <p>Karnataka Lokayukta Act – 1984</p>

	Karnataka Public Record Management (KPRM) Act - 2010
MODULE FEEDBACK	<p>Expert's feedback received on the module by circulating the same. Improvement was made.</p> <p>Feedback mechanism for each session is inbuilt in the training module where the participant's level of understanding on particular topic can be assessed in the class room by the respective resource person before completion of the class.</p> <ul style="list-style-type: none"> ✓ Example: Resource Person will ask question in the class, ✓ Prepare quiz and get answers after the class, ✓ Group work followed by presentation during the class.
MODULE DEVELOPER	The State Institute for Urban Development, ATI Campus, Mysore

Table of Contents

Module for Introduction

Content: Introduction- Setting tone to the training course

Sub Content: Introducing the training course and its objectives, getting to know the participants, listing expectations from the training course

Module 1: Office Procedure

Content-1: Office Procedure

Sub Content: Management of Periodicals, Tappal classification, Movement register and Duties and Responsibilities of Office managers, FDA's, SDA's, RI's and Bill Collectors Expectation from Government Officials

Content-2: Office Supervision

Sub Content: Table inspection, distribute Work and delegate responsibilities, Review of diaries of the staff.

Content- 3: File maintenance, movement register and monitoring

Sub Content: Letter monitoring system, File management system, File movement registers, Guard file, Monthly Reports, HRMS Annual Administrative Reports, MIB, Statistics, MPIC

Content- 4: Store & Record Room Management

Sub Content: Classification, Indexing of records, Record room maintenance, Disposal & destruction, Computerization of all records, Karnataka Public Record Management (KPRM) Act - 2010

Content- 5: Public Service Delivery and Public Grievance Redressal Mechanism

Sub Content: Service Delivery, Public Grievance Redressal

Module -II: Service Matters

Content-1: KCSR & allied rules

Sub Content: General Conditions of service, Leave rules, Pay fixation, Pension & New Pension Rules, Allowance and increments, Travelling Allowance (TA) rules, Updating (leave, increment, promotion, etc), Verification, Service register, movement, nomination, list of family members

Content-2: Service Rules

Sub Content: KMAS rules, Cadre & Recruitment Rules (C&R), Classification, Conduct and Appeal (CCA) & Conduct Medical Attendance, Appointment (General and CG) Probation & Seniority, Reservation & Roster, APR 2002, Municipal Employees Service Conditions Rules 1987

Module -III: Finance, Reforms & Court Matters

Content-1: Court cases

Sub Content: Awareness of judicial procedures, Para-wise Reply, Civil practice rules, KM Appeal rules, Case registers updation and follow up, compliance, Preparation of Para-wise replies.

Content-2: LA / LC Questions

Sub Content: Compilation and Submission of replies, Types of question- stated & un-stated, Legislative committees – (petition, assurance, estimate, public accounts, SCs and STs and subject committees)

Content-3: Maintenance of Accounts, Preparation of Budget, Audit & Audit Compliance

Sub Content: Maintenance of Accounts –Karnataka Municipal Accounting & Budgeting Rules (KMABR)-2006, Audit Paras, Furnishing Information to Audit Monitoring of Audit Compliance, Sections and rules related to Audit, Compliance, disposal & recoveries, Audit follow up register, Karnataka Financial Code-1958

Content-4: Elections

Sub Content: Electoral Roll Preparation & Updating, Procedures of elections

Content-5: Mandatory reforms in ULB's

Sub Content: Global Information System (GIS), Management Information System (MIS), Fund Based Accounting System (FBAS), Birth & Death Registration, Public Grievance Redressal, Best practices documentation, Service Level Bench Marking

Module -IV: KTPP, Sakala & Urban Schemes

Content-1: Karnataka Transparency Public Procurement (KTPP)-1999

Sub Content: Calling of tender, Tender process, Tender evaluation, e- procurement, 3rd Party Inspection, Social Audit

Content-2: Right to Information (RTI) Act 2005 & SAKALA-2012

Sub Content: Salient features, Public Disclosure Law, Sakala Act and Rules

Content-3: Schemes & Programmes

Sub Content: Preparation of Action Plans, Implementation, Progress reports

Content-4: Corruption Prevention

Sub Content: Lokayukta Act and Rules -1984, Prevention of Corruption Act-1988

Module -V: SC / ST (Prevention of Atrocities) Act-1989

Content-1: SC / ST (Prevention of Atrocities) Act-1989

Sub Content: The SC / ST (Prevention of Atrocities) Amendment Ordinance 2014, National Advisory Council Recommendations

Module -VI: Human Resource Development

Content-1: Skills of Communication, Presentation & Managing Press

Sub Content: Communication with Elected representatives, public & Colleagues, Managing Press

Content-2: Time & Stress Management

Sub Content: Planning, Effective utilization of time, Stress Management

Content-3: Conflict Management

Sub Content: Identify the situations that can give rise to conflict, Interpersonal skills, List out steps to manage conflict

Module -VII: Computer Training

Content: Computer Training

Sub Content: SLB, HRMS, FMS, LMS, Website updation, Basics- Software orientation

Module -VIII: Field Visit

Content: Field Visit

Sub Content: Record room management, PGR Cell and its functioning

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Introductory Module

Module: Introductory session

Sessions Duration: one hour

Content: Introduction- Setting tone to the training course

Sub Content: Introducing the training course and its objectives, getting to know the participants, listing expectations from the training course

Learning Objectives:

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

- ❖ Familiarize with the course coordinator, assistant and fellow participants
- ❖ Explain the training overview

Process:




The Course Coordinator shall welcome the trainees, introduced himself / herself. Ask the participants to introduce themselves by introducing an activity. Divide the participants into small groups with two participants in a group. Give them five minutes time to know each other, later ask them to introduce their partner by name, their employment, education, work experience and hobbies.

Later, list out the expectations from this training course. Finally the coordinator makes a power point presentation to introduce the course, screen the schedule and explain the objectives of the training course.

Methods:

- ❖ Brain Storming
- ❖ Lesson
- ❖ Power Point Presentation
- ❖ Small Group Discussion
- ❖ Discussion by questioning the participants

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Course Coordinator

Training Materials: Training Schedule

Activity: Keep ready some chits with two similar names to give away to group the participants for the group activity.

Module I

Office Procedure

Module -I: Office Procedure

Sessions Duration: One Hour

Content-1: Office Procedure

Sub Content: Management of Periodicals, Tappal classification, Movement register and Duties and Responsibilities of Office managers, FDA's, SDA's, RI's and Bill Collectors Expectation from Government Officials

Learning Objectives:

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

- ❖ Explain the Duties and responsibilities of the managers, FDA's, SDA's, RI's and Bill Collectors
- ❖ Describe the expectation from Government Officials as part of performance objective.
- ❖ List the procedure in managing the Files and Periodicals

Process:

- The Resource Person would bring in a power point presentation on the file management, maintaining the documents and registers
- Explain the duties and responsibilities of the managers, FDA's, SDA's, RI's and Bill Collectors
- Discuss the pros and cons of not having a proper record maintenance
- At the end of the session, the Resource Person should raise questions on the contents covered to gauge their understanding of the issues and to see if the learning objectives have been met.

Methods:

- ❖ Lesson
- ❖ Discussion
- ❖ Power Point Presentation
- ❖ Questioning the participants

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer

Resource Person: Knowledge of Office Procedure

Training Materials: Reading Material cum Workbook

Activity: Nil

Module -I: Office Procedure

Sessions Duration: One hour

Content-2 : Office Supervision

Sub Content: The participants would learn to do the Table inspection, distribute Work and delegate responsibilities, Review of diaries of the staff.

Learning Objectives:

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

- ❖ State the steps in table inspection, work distribution and review diaries





Process:

- The Resource Person would arrange for a Role play to show the table inspection
- Some clippings to show the table inspection can be screen in the class
- Show a power point on which the work can be distributed also points to be covered while reviewing a diary
- Analyze the pros and cons of reviewing diary asking questions to the participants
- At the end of the session, the RP should attend to the questions and doubts of the participants.

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Role Play
- ❖ Discussion
- ❖ Film Clipping
- ❖ Questioning the participants

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Clippings

Resource Person: Knowledge of Office Procedure

Training Materials: Reading Material cum workbook and CD

Activity: Keep the Role Play Script ready

Module -I: Office Procedure

Sessions Duration: One hour

Content- 3: File maintenance, movement register and monitoring

Sub Content.

<ul style="list-style-type: none">➤ Letter monitoring system➤ File management system➤ File movement registers➤ Guard file➤ Monthly Reports, HRMS	<ul style="list-style-type: none">➤ Annual Administrative Reports➤ MIB➤ Statistics➤ MPIC
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Learning Objectives:

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

- ❖ Explain the methods involved in Managing files, Reports and data
- ❖ State the steps in operating HRMS package
- ❖ Describe the procedure of preparing annual reports

Process:

- RP would bring in a PPT to explain more on the management of data, files and reports
- Theoretical input on HRMS package would be explained giving emphasis on the importance of the package
- Annual Report of a ULB would be brought to explain how it should be prepared

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case Study
- ❖ Questioning the participants

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Film

Resource Person: Knowledge of Office Procedure

Training Materials: Reading Material cum work book and CD

Activity: Bring in some cases to explain the preparation of annual report

Module -I: Office Procedure

Sessions Duration: One hour

Content- 4: Store & Record Room Management

Sub Content:

<ul style="list-style-type: none">➤ Classification➤ Indexing of records	<ul style="list-style-type: none">➤ Record room maintenance, Disposal & destruction, Computerization of all records, Karnataka Public Record Management (KPRM) Act - 2010
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Learning Objectives:

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

- ❖ Explain KPRM Act 2010 and its use
- ❖ List out the steps in classification and indexing of records



Process:

- PPT presentation on how to index, classify the records and maintain the record room
- Store room maintenance and records to be maintained shall be dealt with.
- Participants should be given the knowledge of KPRM Act 2010

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Photo clippings
- ❖ Film of Channarayapatna Tq office and Hassan DC office record management.
- ❖ Questioning the participants

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Film

Resource Person: Knowledge of Record Management

Training Materials: Reading Material cum workbook and CD

Activity: Photo clippings of indexing and classification of records

Module -I: Office Procedure

Sessions Duration: One hour

Content- 5: Public Service Delivery and Public Grievance Redressal Mechanism

Sub Content:

- Service Delivery
- Public Grievance Redressal

Learning Objectives:

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

- ❖ Describe the steps in service delivery.
- ❖ State the need for redressing public grievance.





Process:

- PPT presentation on the procedure of delivering service at ULB
- Photo / Slide presentation on public grievance Redressal cell as case.

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Photo clippings
- ❖ Questioning the participants

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Photo clippings

Resource Person: Knowledge of Public Grievance Redressal Cell (PGRC) and Service Delivery

Training Materials: Reading Material cum workbook

Activity: Photo Clippings and case discussion

Module II

Service Matters

Module -II: Service Matters

Sessions Duration: Two hours

Content-1: KCSR & allied rules

Sub Content:

<ul style="list-style-type: none">➤ General Conditions of service➤ Leave rules➤ Pay fixation➤ Pension & New Pension Rules	<ul style="list-style-type: none">❖ Allowance and increments, Travelling Allowance (TA) rules➤ Updating (leave, increment, promotion, etc)➤ Verification, Service register movement, nomination, list of family members
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Learning Objectives:

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

- ❖ Describe the importance Rules under KCSR
- ❖ State the steps in calculating Leave, pension and TA
- ❖ Explain the procedure in Pay fixation
- ❖ Identify various stages of service register verification and its movement

Process:

- A Power point Presentation giving minimum information on Leave, TA and pension
- Give a broad outline of the Leave, TA and pension calculation giving a problem each
- Explain the need for pay fixation and fix one person's pay taking participants help
- Ask the participants the need of verifying and maintaining service register and list them out
- Ensure all the session objective is cleared before ending the session

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Calculation of problem using formulas
- ❖ Question the participants and get response

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer

Resource Person: Knowledge and skill of KCSR and Allied Rules

Training Materials: Reading Material cum workbook

Activity: Pre calculated problems on Leave, TA and pension to be brought

Module -II: Service Matters

Sessions Duration: Two hours

Content-2: Service Rules

Sub Content:

<ul style="list-style-type: none">➤ KMAS rules➤ Cadre & Recruitment Rules (C&R)➤ Classification, Conduct and Appeal (CCA) & Conduct	<ul style="list-style-type: none">➤ Medical Attendance, Appointment (General and CG) Probation & Seniority, Reservation & Roster, APR 2002➤ Municipal Employees Service Conditions Rules 1987
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Learning Objectives:

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

- ❖ State the KMAS Rules
- ❖ List the important rules in C&R and CCA
- ❖ Identify the procedure to prepare medical attendance & appointment

Process:

- Prepare a PPT with various Sections and rules pertaining to C&R and CCA
- Demonstrate the steps on medical attendance and appointment
- Ask questions to verify the understanding of the participants

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Demonstration of a case
- ❖ Calculation of problem using formulas
- ❖ Question the participants and get response

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer

Resource Person: Knowledge of Service Rules

Training Materials: Reading Material cum workbook

Activity: Prepare material on calculations of medical attendance and steps in appointment

Module III

Finance, Reforms & Court Matters

Module -III: Finance, Reforms & Court Matters

Sessions Duration: One hour

Content-1: Court cases

Sub Content:

<ul style="list-style-type: none">➤ Awareness of judicial procedures,➤ Para-wise Reply➤ Civil practice rules,	<ul style="list-style-type: none">➤ KM Appeal rules,➤ Case registers updation and follow up, compliance, Preparation of Para-wise replies.
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Learning Objectives:

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

- ❖ Explain the importance of Judicial procedures
- ❖ State the steps in replying to court cases knowing the civil practice rules and KM appeal rules




Process:

- Prepare PPT and make presentation on how to give reply para-wise
- Divide the class into few groups and give a case each for them to solve
- Explain the judicial procedure and rules pertaining to court cases

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Group work on Court case and presentation
- ❖ Question the participants and get response

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of Court cases

Training Materials: Reading Material cum workbook

Activity: Prepare some probable court cases and ask the participants to work out

Module -III: Finance, Reforms & Court Matters

Sessions Duration: One hour

Content-2: LA / LC Questions

Sub Content:

<ul style="list-style-type: none">➤ Compilation and Submission of replies.➤ Types of question- stared & un-stared	<ul style="list-style-type: none">➤ Legislative committees – (petition, assurance, estimate, public accounts, SCs and STs and subject committees)
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Learning Objectives:

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

- ❖ Identify the type of question posed as LA / LC Question
- ❖ Describe the steps in sending compliance





Process:

- Give a brief of the Legislative Assembly and Legislative Council and how it functions using PPT
- Tell what are the types of questions that can be asked and how each should be replied or complied with
- Ask participants to do a role play asking star questions as in the Legislative Assembly and discuss how to comply
- Brief the importance of the time that can be taken to reply

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Role play
- ❖ Question the participants and get response

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Role play script / Brief

Resource Person: Knowledge of working of the Legislative Assembly and Council

Training Materials: Reading Material cum workbook

Activity: Role play script to be prepared on asking star questions

Module -III: Finance, Reforms & Court Matters

Sessions Duration: One hour

Content-3: Maintenance of Accounts, Preparation of Budget, Audit & Audit Compliance

Sub Content:

<ul style="list-style-type: none">➤ Maintenance of Accounts – Karnataka Municipal Accounting & Budgeting Rules (KMABR)-2006➤ Audit Paras➤ Furnishing Information to Audit	<ul style="list-style-type: none">➤ Monitoring of Audit Compliance➤ Sections and rules related to Audit➤ Compliance, disposal & recoveries➤ Audit follow up register➤ Karnataka Financial Code-1958
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Learning Objectives:

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

- ❖ List steps to maintain accounts in formats provided and know more about KMABR-2006
- ❖ Explain the steps in attending to audit paras and monitoring the compliance
- ❖ Identify the procedure to follow up with the audit compliance




Process:

- Discuss on KMABR, the forms and its importance
- Bring in some cases on the Audit and its compliance
- Give task to participants to prepare audit compliance giving some examples

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Individual work on writing audit compliance
- ❖ Question the participants and get response

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of maintaining accounts, Budget and audit

Training Materials: Reading Material cum work book

Activity: Audit sheet to be given to the participants giving necessary background for why the auditor has given that sheet. Ask the participants to work out.

Module -III: Finance, Reforms & Court Matters

Sessions Duration: One hour

Content-4: Elections

Sub Content:

- Electoral Roll Preparation & Updating
- Procedures of elections

Learning Objectives:

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

- ❖ Explain the steps in preparing Electoral roll
- ❖ List the steps in election

Process:

- Bring in a PPT with pictures of Election with sequence
- Display a dummy electoral roll and work out how to update the same when an application comes in
- Show necessary form in which the electoral updating is to be taken up

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Question the participants and get response

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Forms for Electoral updating
- 📌 Computer
- 📌 Dummy Application for Electoral Roll

Resource Person: Knowledge of both ULB and General Election

Training Materials: Reading Material cum Workbook

Activity: Prepare Dummy Electoral Roll and ask participants to update looking into the form filled by other group participants.

Module -III: Finance, Reforms & Court Matters

Sessions Duration: Two hours

Content-5: Mandatory reforms in ULB's

Sub Content:

<ul style="list-style-type: none">➤ Global Information System (GIS)➤ Management Information System (MIS)➤ Fund Based Accounting System (FBAS)➤ Birth & Death Registration	<ul style="list-style-type: none">➤ Public Grievance Redressal➤ Best practices documentation➤ Service Level Bench Marking
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Learning Objectives:

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

- ❖ Describe the importance of Mandatory reforms
- ❖ Explain the difference between various software package
- ❖ List the procedure involved in service level bench marking

Process:

- Discuss some best practices and how the mandatory reforms works- quoting ULB's
- Explain various software package and its use

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case studies
- ❖ Quiz to find if the participants are alert

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer
- 📌 Case study
- 📌 Quiz

Resource Person: Knowledge of Reforms carried out under Karnataka Municipal Reforms Project (KMRP)

Training Materials: Reading Material cum Workbook

Activity: Cases of ULB which is implementing the reforms

Module IV

KTPP, Sakala & Urban Schemes

Module -IV: KTPP, Sakala & Urban Schemes

Sessions Duration: Two hours

Content-1: Karnataka Transparency Public Procurement (KTPP)-1999

Sub Content:

➤ Calling of tender	➤ e- procurement
➤ Tender process	➤ 3rd Party Inspection
➤ Tender evaluation	➤ Social Audit

Learning Objectives:

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

- ❖ Describe the need of having KTPP Act
- ❖ Explain the steps in E-procurement, 3rd party inspection and tender procedure
- ❖ Explain Social audit




Process:

- Bring in a PPT to explain the KTPP Act and its use
- Some of the cases that forced to bring in KTPP Act and cases that quote the improvement
- Clarify the doubts before completing the session

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case studies
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of KTPP Act and its implementation

Training Materials: Reading Material cum Workbook

Activity: Collect cases of situation - Pre and Post KTPP Act

Module -IV: KTPP, Sakala & Urban Schemes

Sessions Duration: Two hour

Content-2: Right to Information (RTI) Act 2005 & SAKALA-2012

Sub Content:

- Salient features
- Public Disclosure Law
- Sakala Act and Rules

Learning Objectives:

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

- ❖ Explain RTI Act and its importance
- ❖ Describe the steps in preparation of disclosure of information
- ❖ State the important sections in Sakala Act

Process:

- Through PPT explain RTI Act 2005 and Sakala Act 2012
- Bring in cases under RTI and SAKALA
- Clarify the doubts of the participants before completion of the session

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Film on Regional Commissioners Office, Mysore Record management
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Films
-  Computer

Resource Person: Knowledge of RTI and SAKALA

Training Materials: Reading Material cum Workbook

Activity: Screen a film on Record management of RC office Mysore

Module -IV: KTPP, Sakala & Urban Schemes

Sessions Duration: Two hour

Content-3: Schemes & Programmes

Sub Content:

- Preparation of Action Plans
- Implementation
- Progress reports

Learning Objectives:

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

- ❖ Identify the difference between various schemes
- ❖ Describe the steps in implementation of various projects
- ❖ Explain the progress report preparation




Process:

- Prepare PPT to explain various schemes and highlight its guidelines
- Bring in some cases to differentiate the schemes
- Clarify the questions of participants and check the understanding to achieve the objectives

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case studies
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of different urban schemes and programmes

Training Materials: Reading Material cum Workbook

Activity: Collect cases of different schemes

Module -IV: KTPP, Sakala & Urban Schemes

Sessions Duration: One hour

Content-4: Corruption Prevention

Sub Content:

- Lokayukta Act and Rules -1984
- Prevention of Corruption Act-1988

Learning Objectives:

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

- ❖ Explain the importance of the Lokayukta Act






Process:

- Make presentation using PPT of the Lokayukta Act
- Bring in some case of raid by Lokayukta
- Speak on the importance to abstain from corruption
- Role play on being caught while taking bribe
- Clarify the doubts

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case studies
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer
-  Case study
-  Role play

Resource Person: Knowledge of Lokayukta Act

Training Materials: Reading Material cum Work Book

Activity: Collect cases on Lokayukta Act and Write role play script

Module V

SC / ST (Prevention of Atrocities) Act-1989

Module -V: SC / ST (Prevention of Atrocities) Act-1989

Sessions Duration: Two hour

Content-1: SC / ST (Prevention of Atrocities) Act-1989

Sub Content.

- ❖ The SC / ST (Prevention of Atrocities) Amendment Ordinance 2014
- ❖ National Advisory Council Recommendations

Learning Objectives:

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

- ❖ State the Important section in SC / ST (Prevention of Atrocities) Act-1989
- ❖ List out the Action to be taken as per recommendation of National Advisory Council
- ❖ Prepare Action plan to safeguard the interest of SC / ST in the ULB




Process:

- Prepare PPT on the Important section of the Act
- Discuss some cases pertaining to SC / ST Atrocities

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Discussion
- ❖ Case Studies
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of SC / ST (Prevention of Atrocities) Act-1989

Training Materials: Reading Material cum Workbook

Activity: NIL

Module VI

Human Resource Development

Module -VI: Human Resource Development

Sessions Duration: Two hour

Content-1: Skills of Communication, Presentation & Managing Press

Sub Content:

- Communication with Elected representatives, public & Colleagues
- Managing Press

Learning Objectives:

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

- ❖ Identify various types of communication and methods of effective communication
- ❖ List the procedure to address the Press / Media




Process:

- Bring in some activity to explain effective communication skills
- Substantiate with pictorial PPT to explain how important communication is
- Allow the participants to list out the steps in addressing the press

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Activity
- ❖ Discussion
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of Communication skills

Training Materials: Reading Material cum Workbook

Activity: Rumor clinic

Module -VI: Human Resource Development

Sessions Duration: Two hours

Content-2: Time & Stress Management

Sub Content:

- Planning,
- Effective utilization of time
- Stress Management

Learning Objectives:

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

- ❖ State the importance of time and Stress management
- ❖ Imbibe & practice stress management exercise for daily use




Process:

- PPT showing the need for time and stress management
- Conduct some stress management exercise and yoga
- Give some instances on time management and consequences of not practicing the same
- Activity on Stress management

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Activity
- ❖ Discussion
- ❖ Ask questions to check understanding

Training aids used in the session:

-  White Board
-  Flip Chart
-  Computer

Resource Person: Knowledge of Time and Stress management

Training Materials: Reading Material cum Workbook

Activity: Yoga exercise and some other activity

Module -VI: Human Resource Development

Sessions Duration: Two hours

Content-3: Conflict Management

Sub Content:

- Identify the situations that can give rise to conflict,
- Interpersonal skills
- List out steps to manage conflict

Learning Objectives:

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

- ❖ Describe the importance of managing conflict and team spirit
- ❖ List the steps in managing interpersonal relationship

Process:

- Activity on team building
- List out reasons for conflict after giving an instance
- State qualities of a good leader
- List out points on interpersonal relation
- Introduce role play to show conflict resolution

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Activity
- ❖ Role play
- ❖ Discussion
- ❖ Film Clippings
- ❖ Ask questions to check understanding

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer
- 📌 Clippings
- 📌 Activity
- 📌 Role play script

Resource Person: Knowledge of Soft skills and personality development

Training Materials: Reading Material cum Work Book

Activity: Activity on Team Building and role play on Conflict management

Module VII

Computer Skills on Reforms

Module -VII: Computer Training

Sessions Duration: Six hours

Content: Computer Training

Sub Content:

- SLB, HRMS
- FMS
- LMS
- Website updation
- Basics- Software orientation

Learning Objectives:

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

- ❖ Explain the steps in preparing HRMS, LMS FMS and SLB
- ❖ List out the steps in website updation
- ❖ Distinguish between different software

Process:

- Hands on practice on how to use different package and help to work on each package to get the basic knowledge of the same

Methods:

- ❖ Lesson with Power Point Presentation
- ❖ Demonstrate
- ❖ Coaching
- ❖ Ask questions to check understanding

Training aids used in the session:

- 📌 White Board
- 📌 Flip Chart
- 📌 Computer for all participants

Resource Person: Knowledge of Various software and computer

Training Materials: Reading Material cum Workbook

Activity: Nil.

Module VIII

Field Visit

Module -VIII: Field Visit

Sessions Duration: Four hours

Content: Field Visit

Sub Content:

- Record room management
- PGR Cell and its functioning

Learning Objectives:

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

- ❖ Steps in record management
- ❖ List out the procedure in Public Grievance Redressal





Process:

- Visit to an office where record management is done as per the procedure laid down.
- Visit an office where Public Grievance Redressal cell is functioning in a good way
- Presentation by the participants on the learning during filed visit.

Methods:

- ❖ Field visit
- ❖ Demonstration
- ❖ Presentation of field visit

Training aids used in the session:

-  Flip Chart
-  Computer
-  Field visit plan
-  Vehicle for field visit

Resource Person: Knowledge of the Office where record management and PGR Cell is functioning well

Training Materials: Filed visit plan

Activity: Nil.

3. Schedule On Office Management

Day/Date	Session	Topic
Day-1	09.30 am to 10.00 am	Registration
	10.00 am to 10.30 am	Inauguration Key note Address
	10.30 am to 11.30am	<ul style="list-style-type: none"> • Over View of the Course • Introduction • Ice Breaking • Do's and Don'ts • Expectation
	11.45 am to 01.45 pm	<p><u>Content:</u> Office Procedure</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Periodicals, Tappal classification ➤ Movement register ➤ Duties and Responsibilities
		<p><u>Content:</u> Office Supervision</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Table inspection, Work distribution ➤ Review of diaries ➤ Annual Administrative Reports ➤ Municipal Information Booklet (MIB) Statistics, Monthly Programme Information Calendar (MPIC)
	02.30 pm to 04.45 pm	<p><u>Content:</u> File maintenance, movement register and monitoring</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Letter monitoring system ➤ File management system, Guard file, HRMS
		<p><u>Content:</u> Store & Record Room Management</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Classification, Indexing of records ➤ Record room maintenance, Disposal & destruction, Computerization of all records, KPRM Act 2010
05.00 pm to 06.00 pm	Gender Sensitisation	
Day-2	09.15 am to 09.30 am	Recap
	09.30 am to 11.30 am	<p><u>Content:</u> Karnataka Civil Service Rules & allied rules</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ General Conditions of service ➤ Leave rules, Pay fixation ➤ Pension & New Pension Rules ➤ Allowance and increments TA rules ➤ Updating (leave, increment, promotion, etc) ➤ Verification, Service register movement, nomination, list of family members ➤ CCA, Seniority Rules
	11.45 am to 01.45	<p><u>Content:</u> Service Rules</p> <p><u>Sub Content:</u></p>

	pm	<ul style="list-style-type: none"> ➤ KMAS rules-1970 ➤ Karnataka Municipalities (C &R) Rules 2010 ➤ Medical Attendance, Appointment(General and CG) Probation Reservation & Roster, Annual Performance Report (APR) 2000 ➤ Municipal Employees Conditions Rules 1987 (Repealed on 23.01.2011 vide not no:UDD/52-BMS/2010 dated: 23.01.2011 this provisions in this rule have been clubbed C & R Rules 2010
	02.30 pm to 04.45 pm	<p><u>Content:</u> Skills of Communication, Presentation & Managing Press.</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Communication with Elected representatives, public & Colleagues, Managing Press
	05.00 pm to 07.00 pm	<p>Computer Training</p> <ul style="list-style-type: none"> ➤ SLB, FMS, LMS
Day-3	09.15 am to 09.30	Recap
	09.30 am to 11.30 am	<p><u>Content:</u> Maintenance of Accounts, Preparation of Budget, Audit & Audit Compliance</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Maintenance of Accounts (KMABR 2006) ➤ Audit Paras ➤ Furnishing Information to Audit ➤ Monitoring of Audit Compliance ➤ Sections and rules related to Audit ➤ Compliance & disposal, recoveries, ➤ Audit follow up register ➤ Karnataka Financial Code (KFC)
	11.45 am to 01.45 pm	<p><u>Content:</u> Mandatory reforms in ULB's</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Global Information System (GIS) ➤ Management Information System (MIS) ➤ Fund Based Accounting System (FBAS) ➤ Birth & Death Registration ➤ PGR, Best practices documentation ➤ Service Level Bench Marking
	02.30 pm to 04.45 pm	<p><u>Content:</u> LA/ LC Questions</p> <p><u>Sub Content:</u></p> <ul style="list-style-type: none"> ➤ Compilation and Submission of replies. ➤ Types of question- stared, un-stared ➤ Legislative committees – petition, assurance, estimate, public accounts, SCs and STs and subject committees
	05.00 pm to 07.00 pm	<p><u>Content:</u> Elections</p> <ul style="list-style-type: none"> ➤ Electoral Roll Preparation & Updating ➤ Procedures of elections
	05.00 pm to 07.00 pm	<p>Computer Training</p> <ul style="list-style-type: none"> ➤ Human Resource Management System ➤ Website updation ➤ Basics, Software orientation
	09.15 am to 09.30 am	Recap
	09.30 am to 11.30	Public Service Delivery & public Grievance Redressal

Day-4	am	<p>Mechanism</p> <ul style="list-style-type: none"> ➤ Service Delivery ➤ Public Grievances Redressal <p>Content: Court cases</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Awareness of judicial procedures, ➤ Para-wise Reply, Civil practice rules, ➤ KM Appeal rules ➤ Case registers updation and follow up, compliance, Preparation of parawise replies.
	11.45 am to 01.45 pm	<p>Content: Right to Information Act 2005 & SAKALA-2012</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Salient features, Public Disclosure Law ➤ Sakala Act & Rules
	2.30 pm to 04.45 pm	<p>Content: Karnataka Transparency Public Procurement (KTPP)</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Calling of tender ➤ Tender process, Tender evaluation ➤ e- procurement, 3rd Party Inspection ➤ Social Audit
	04.45 pm to 05.45 pm	<p>Content: Corruption Prevention</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Lokayukta Act and Rules-1984 ➤ Prevention of corruption Act-1988
Day-5	09.15 am to 09.30 am	Recap
	09.30 am to 11.30 am	<p>Content: Schemes & Programmes</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Preparation of Action Plans ➤ Implementation, Progress reports
	11.45 am to 01.45 pm	<p>Content: Coordination & Team building, Conflict Management</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Leadership development, Inter personal skills ➤ Team Building and Working in team ➤ Conflict Management.
	02.30 pm to 04.45 pm	<p>Field Visit & Social Visit</p> <ul style="list-style-type: none"> ➤ Record Room Management, PGR Cell and its functioning
Day-6	09.15 am to 09.30 am	Recap
	09.30 am to 10.30	Learning Points of Field Visit through Presentation
	10.30 am to 11.30 am	The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act - 2013
	11.45 am to 01.45pm	<p>Content: Time & Stress Management</p> <p>Sub Content:</p> <ul style="list-style-type: none"> ➤ Planning, Effective utilization of time ➤ Stress Management
	02.30 pm to 04.45 pm	<ol style="list-style-type: none"> 1. Evaluation & Feed back 2. Collection Case Studies 3. Collection of Action Plan 4. Distribute the Certificate & Closing

Summary of the Module

The Training Module on Office Management has eight parts and discusses in depth into each issues such as Office Procedure, Service Matters, Reforms, Finance, Court Matters, Urban Schemes, Acts such as Service Guarantee (SAKALA), KTPP and SC/ST (Prevention of Atrocities) Act are laid down to improve the Knowledge of the participants. Some Human Resource topics that are built in the module such as Communication skill, Time and Stress Management also Conflict Management in order to address the Attitude and behaviour of the participants. Computer skills are improved during the training period by imparting knowledge on software used by the staff in their office also they are taken on a field visit to see the best practice in the office.

The module is envisaged to build the capacities of the office staff in Knowledge, skill and attitude to take responsibility of the office assets including the files.

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Contents of the Enclosed Compact Disc (CD)

- 1. Soft Copy of the Module in PDF Format : In CD**
- 2. Power Point presentation of the Module : In CD**
- 3. Reference Material for all Sub Modules**
 - a. Office Procedure Handbook, Government of Karnataka**
 - b. Related Acts like:**
 - ✓ Karnataka Municipality Act -1964
 - ✓ Karnataka Municipal Corporation Act-1974
 - ✓ Karnataka Civil Service Rules - 1957
 - ✓ Karnataka Transparency in Public Procurement Act - 1999
 - ✓ New Pension Rules - 2005
 - ✓ Manual of Office Procedure - 2005
 - ✓ Karnataka Lokayukta Act – 1984
 - ✓ Karnataka Public Record Management (KPRM) Act – 2010
 - c. Materials from Website on HR issues**
- 4. Other Related Documents**
Reading material cum Workbook prepared for the Course by SIUD

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