

2014-15

# TRAINING MODULE

On

# OFFICE MANAGEMENT

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



## State Institute for Urban Development

ATI Campus, Lalitha Mahal Road, Mysore-570 011, KARNATAKA

Ph: +91-821-2520163, 2520116, Fax: +91-821-2520164

Website: [www.siudmysore.gov.in](http://www.siudmysore.gov.in) E-mail: [directorsiud@yahoo.co.in](mailto:directorsiud@yahoo.co.in)

# **Office Management Training**

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## **Prepared by:**

The State Institute for Urban Development,  
ATI Campus,  
Mysore

## **Module Preparation Team:**

### 1. Team Leader

- Dr. Christina Kantharaj, Faculty, SIUD Mysore

### 2. Editorial Advise, Guidance and Review

- Director General, ATI Mysore
- Managing Director, KUIDFC, Bangalore
- Director, DMA, Bangalore
- Director SIUD, Mysore
- Head, UMC, SIUD, Mysore

### 3. Content Contributions:

- Sri Narayanappa, Commissioner, Davanagere City Corporation.
- Sri Ananatharamu, Assistant Director, DMA, Bangalore.
- Sri. Ravindra, Deputy Secretary, Health Department, Bangalore.
- Sri. Ismail, Manager, Davanagere Corporation.
- Sri Ramesh, FDA, DUDC, DC Office Tumkur.
- Sri. Anjanappa, Manager, DMA, Bangalore.
- Sri. Mahesh, Manager, City Corporation Tumkur.
- Sri. Chandrashekar, Municipal Commissioner, Sagar
- Sri Shanbhag, Retd. Joint Commssioner, Hubli-Dharwad
- Sri Sathyanarayana Rao, Manager Retd., DMA, Bangalore.
- Mr. P Mallanna, Principal, Hassan DTI
- Prof. Swaminathan, KERS, Mysore
- Dr. V. Ranganath, Manager, DC Office, Mysore

## Outline of the Module

COMPONENT	Office Management Training
<b>BACKGROUND (DESCRIPTION)</b>	<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 <b>performance problem</b> mentioned by the participants of TNA (Officers and Officials working in the ULB) are:</p> <ul style="list-style-type: none"> <li>• Poor record room management</li> <li>• Improper maintenance of files and records</li> <li>• Lack of file writing skills</li> <li>• Poor knowledge of Acts related to running the office</li> <li>• Lack of computer skills</li> <li>• Communication with the public not impressive</li> <li>• Lack of team spirit</li> <li>• Coordination among the staff is poor</li> </ul> <p>It was later decided to <b>identify the gap</b> which leads to the performance and it was found that:</p> <ul style="list-style-type: none"> <li>• Office is not kept properly as a result finding the documents / records are delayed</li> <li>• 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</li> <li>• Lack of knowledge on various act thus delay in speeding up the day to day chores to be performed at office level</li> <li>• Poor computer knowledge &amp; skills thus, the office managers and FDA's have to rely on other staff to help them in completing the task</li> <li>• 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</li> <li>• Require more inputs on the mandatory reforms due to which the managers are not able to guide the other staff</li> </ul>

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

<b>MODULE OVERVIEW</b>	<p>Module is designed keeping in view the following topics</p> <ul style="list-style-type: none"> <li>➤ KM Act &amp; Rules 1964</li> <li>➤ Office Management</li> <li>➤ Service Matters</li> <li>➤ Finance, Reforms &amp; Court Matters</li> <li>➤ KTPP, Sakala and Urban Schemes</li> <li>➤ SC / ST (Prevention of Atrocities) Act-1989</li> <li>➤ Personality Development</li> <li>➤ Computer Skills on Reforms</li> </ul>
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<b>MODULE DEIVERY</b>	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><b>OUTLINE</b></p>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>➤ KCSR, RTI, SAKALA, KTPP and allied Acts</li> <li>➤ Office procedure and office supervision</li> <li>➤ Para-wise reply of court cases, importance of responding to LA / LC Questions and preparation for electoral role</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>➤ Record management</li> <li>➤ Mandatory reforms brought in by the Government of Karnataka</li> </ul> <p><b>Awareness:</b></p> <ul style="list-style-type: none"> <li>➤ Field visit to see an office where PGR Cell is functioning and Record room is well maintained</li> </ul>
<p><b>MODULE ACTIVITIES</b></p>	<ul style="list-style-type: none"> <li>❖ Lesson with power point presentation</li> <li>❖ Discussion</li> <li>❖ Group Exercise and presentation</li> <li>❖ Experience sharing</li> <li>❖ Brain Storming</li> <li>❖ Small Group Discussion</li> <li>❖ Question and Answer</li> <li>❖ Case Study Discussion</li> <li>❖ Role Play Method</li> <li>❖ Demonstration</li> <li>❖ Short Film Screening</li> <li>❖ Field visit</li> <li>❖ Best Practice Documentation</li> <li>❖ E-learning</li> </ul>
<p><b>SUPPORTING MATERIALS</b></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
<b>MODULE FEEDBACK</b>	<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"> <li>✓ Example: Resource Person will ask question in the class,</li> <li>✓ Prepare quiz and get answers after the class,</li> <li>✓ Group work followed by presentation during the class.</li> </ul>
<b>MODULE DEVELOPER</b>	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"><li>➤ Letter monitoring system</li><li>➤ File management system</li><li>➤ File movement registers</li><li>➤ Guard file</li><li>➤ Monthly Reports, HRMS</li></ul>	<ul style="list-style-type: none"><li>➤ Annual Administrative Reports</li><li>➤ MIB</li><li>➤ Statistics</li><li>➤ MPIC</li></ul>
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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"><li>➤ Classification</li><li>➤ Indexing of records</li></ul>	<ul style="list-style-type: none"><li>➤ Record room maintenance, Disposal &amp; destruction, Computerization of all records, Karnataka Public Record Management (KPRM) Act - 2010</li></ul>
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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"><li>➤ General Conditions of service</li><li>➤ Leave rules</li><li>➤ Pay fixation</li><li>➤ Pension &amp; New Pension Rules</li></ul>	<ul style="list-style-type: none"><li>❖ Allowance and increments, Travelling Allowance (TA) rules</li><li>➤ Updating (leave, increment, promotion, etc)</li><li>➤ Verification, Service register movement, nomination, list of family members</li></ul>
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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"><li>➤ KMAS rules</li><li>➤ Cadre &amp; Recruitment Rules (C&amp;R)</li><li>➤ Classification, Conduct and Appeal (CCA) &amp; Conduct</li></ul>	<ul style="list-style-type: none"><li>➤ Medical Attendance, Appointment (General and CG) Probation &amp; Seniority, Reservation &amp; Roster, APR 2002</li><li>➤ Municipal Employees Service Conditions Rules 1987</li></ul>
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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"><li>➤ Awareness of judicial procedures,</li><li>➤ Para-wise Reply</li><li>➤ Civil practice rules,</li></ul>	<ul style="list-style-type: none"><li>➤ KM Appeal rules,</li><li>➤ Case registers updation and follow up, compliance, Preparation of Para-wise replies.</li></ul>
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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"><li>➤ Compilation and Submission of replies.</li><li>➤ Types of question- stared &amp; un-stared</li></ul>	<ul style="list-style-type: none"><li>➤ Legislative committees – (petition, assurance, estimate, public accounts, SCs and STs and subject committees)</li></ul>
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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"><li>➤ Maintenance of Accounts – Karnataka Municipal Accounting &amp; Budgeting Rules (KMABR)-2006</li><li>➤ Audit Paras</li><li>➤ Furnishing Information to Audit</li></ul>	<ul style="list-style-type: none"><li>➤ Monitoring of Audit Compliance</li><li>➤ Sections and rules related to Audit</li><li>➤ Compliance, disposal &amp; recoveries</li><li>➤ Audit follow up register</li><li>➤ Karnataka Financial Code-1958</li></ul>
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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"><li>➤ Global Information System (GIS)</li><li>➤ Management Information System (MIS)</li><li>➤ Fund Based Accounting System (FBAS)</li><li>➤ Birth &amp; Death Registration</li></ul>	<ul style="list-style-type: none"><li>➤ Public Grievance Redressal</li><li>➤ Best practices documentation</li><li>➤ Service Level Bench Marking</li></ul>
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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, 3<sup>rd</sup> 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
<b>Day-1</b>	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"> <li>• Over View of the Course</li> <li>• Introduction</li> <li>• Ice Breaking</li> <li>• Do's and Don'ts</li> <li>• Expectation</li> </ul>
	11.45 am to 01.45 pm	<p><b><u>Content:</u> Office Procedure</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Periodicals, Tappal classification</li> <li>➤ Movement register</li> <li>➤ Duties and Responsibilities</li> </ul>
		<p><b><u>Content:</u> Office Supervision</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Table inspection, Work distribution</li> <li>➤ Review of diaries</li> <li>➤ Annual Administrative Reports</li> <li>➤ Municipal Information Booklet (MIB) Statistics, Monthly Programme Information Calendar (MPIC)</li> </ul>
	02.30 pm to 04.45 pm	<p><b><u>Content:</u> File maintenance, movement register and monitoring</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Letter monitoring system</li> <li>➤ File management system, Guard file, HRMS</li> </ul>
		<p><b><u>Content:</u> Store &amp; Record Room Management</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Classification, Indexing of records</li> <li>➤ Record room maintenance, Disposal &amp; destruction, Computerization of all records, KPRM Act 2010</li> </ul>
05.00 pm to 06.00 pm	<b>Gender Sensitisation</b>	
<b>Day-2</b>	09.15 am to 09.30 am	<b>Recap</b>
	09.30 am to 11.30 am	<p><b><u>Content:</u> Karnataka Civil Service Rules &amp; allied rules</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ General Conditions of service</li> <li>➤ Leave rules, Pay fixation</li> <li>➤ Pension &amp; <b>New Pension Rules</b></li> <li>➤ Allowance and increments TA rules</li> <li>➤ Updating ( leave, increment, promotion, etc)</li> <li>➤ Verification, Service register movement, nomination, list of family members</li> <li>➤ CCA, Seniority Rules</li> </ul>
	11.45 am to 01.45	<p><b><u>Content:</u> Service Rules</b></p> <p><b><u>Sub Content:</u></b></p>

	pm	<ul style="list-style-type: none"> <li>➤ KMAS rules-1970</li> <li>➤ Karnataka Municipalities (C &amp;R) Rules 2010</li> <li>➤ Medical Attendance, Appointment(General and CG) Probation Reservation &amp; Roster, Annual Performance Report (APR) 2000</li> <li>➤ 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 &amp; R Rules 2010</li> </ul>
	02.30 pm to 04.45 pm	<p><b><u>Content:</u> Skills of Communication, Presentation &amp; Managing Press.</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Communication with Elected representatives, public &amp; Colleagues, Managing Press</li> </ul>
	05.00 pm to 07.00 pm	<p>Computer Training</p> <ul style="list-style-type: none"> <li>➤ SLB, FMS, LMS</li> </ul>
<b>Day-3</b>	09.15 am to 09.30	<b>Recap</b>
	09.30 am to 11.30 am	<p><b><u>Content:</u> Maintenance of Accounts, Preparation of Budget, Audit &amp; Audit Compliance</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Maintenance of Accounts (KMABR 2006)</li> <li>➤ Audit Paras</li> <li>➤ Furnishing Information to Audit</li> <li>➤ Monitoring of Audit Compliance</li> <li>➤ Sections and rules related to Audit</li> <li>➤ Compliance &amp; disposal, recoveries,</li> <li>➤ Audit follow up register</li> <li>➤ Karnataka Financial Code (KFC)</li> </ul>
	11.45 am to 01.45 pm	<p><b><u>Content:</u> Mandatory reforms in ULB's</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Global Information System (GIS)</li> <li>➤ Management Information System (MIS)</li> <li>➤ Fund Based Accounting System (FBAS)</li> <li>➤ Birth &amp; Death Registration</li> <li>➤ PGR, Best practices documentation</li> <li>➤ Service Level Bench Marking</li> </ul>
	02.30 pm to 04.45 pm	<p><b><u>Content:</u> LA/ LC Questions</b></p> <p><b><u>Sub Content:</u></b></p> <ul style="list-style-type: none"> <li>➤ Compilation and Submission of replies.</li> <li>➤ Types of question- <b>stared, un-stared</b></li> <li>➤ Legislative committees – petition, assurance, estimate, public accounts, SCs and STs and subject committees</li> </ul>
	05.00 pm to 07.00 pm	<p><b><u>Content:</u> Elections</b></p> <ul style="list-style-type: none"> <li>➤ Electoral Roll Preparation &amp; Updating</li> <li>➤ Procedures of elections</li> </ul>
	05.00 pm to 07.00 pm	<p>Computer Training</p> <ul style="list-style-type: none"> <li>➤ Human Resource Management System</li> <li>➤ Website updation</li> <li>➤ Basics, Software orientation</li> </ul>
	09.15 am to 09.30 am	<b>Recap</b>
	09.30 am to 11.30	<b>Public Service Delivery &amp; public Grievance Redressal</b>

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

### 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.

For information or queries, please contact,



## State Institute for Urban Development

ATI Campus, Lalitha Mahal Road, Mysore-570 011, KARNATAKA

Ph: +91-821-2520163, 2520116, Fax: +91-821-2520164

Website: [www.siudmysore.gov.in](http://www.siudmysore.gov.in) E-mail: [directorsiud@yahoo.co.in](mailto:directorsiud@yahoo.co.in)

## **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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