

**DEPARTMENT OF PUBLIC ADMINISTRATION
PANJAB UNIVERSITY CHANDIGARH**

**All the Chairpersons/Directors/Coordinators,
All PU Teaching & Non-Teaching Departments**

**Subject: Needs Assessment for Capacity Building Programme for Non-Teaching employees
(2018-19)**

Dear Sir/Madam,

The Department of Public Administration as per the mandate of 'Training' has been conducting capacity building programmes for non-teaching employees of Panjab University and staff of neighbouring institutions since 2015-16. A total of 20 programmes have been conducted of which 8 were conducted in 2017-18.

At present, programmes are being run for Clerks and Senior Assistant level staff with an objective to provide them Basic Skills as Office Professionals. Specialized short-duration training programmes have also been conducted for Stenographers, Superintendents, Assistant Registrars and Deputy Registrars on various themes like Noting and Drafting, Financial Management, Management of Disciplinary Proceedings, Office Communication, etc. We also conducted specialized 2-day programmes for training and personality development of Class 'C' employees of the University.

We propose to continue these programmes as per the need-assessment from various Departments. The structure and contents of the new programmes will be modified on the basis of feedback received from the participants and in a meeting with you. Further, it has been planned that the Department will run special training modules for educational administrators in HEIs as academics occupying these positions and the HEIs would benefit from these.

In light of the above, you are requested to give us your needs assessment regarding skill gaps of office staff at various positions in your Department. This would help us design meaningful trainings and monitor outcomes. A checklist of areas is attached. You may add any other.

Thank you for your kind cooperation.

With sincere regards,

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BASIC SKILLS FOR OFFICE PROFESSIONALS
(One week programme for Clerks / Sr. Assistants / Superintendents)

S.No.	Topics to be covered	
1	Challenging Role of an Office Professional in University Administration	
2	Introduction to University academic and executive bodies w.s.r.t. Role of Registrar's Office	
3	Effective Communication	
4	Effective Writing	
5	Exercises on noting and drafting	
6	Filing Procedure and processing of cases in Office	
7	Record Management and filing system (e-filing)	
8	Handling of mail	
9	E-governance – Use of website portal	
10	Use of e- office tools (E-mail etiquette)	
11	Registration and Migration Process of Students	
12	Student Admission (Centralized admission procedures and conduct of Entrance Examination)	
13	Computer Applications in Admissions	
14	Examination – Conduct and Result Declaration	
15	Computer Application in Examinations	
16	Stress management and time management	
17	Work Ethics	
18	Manners and Etiquette – soft skill development	
19	Arranging Meetings (Agenda, minutes, etc.)	
20	Service Rules and Regulations	
21	Financing and accounting in Universities – Familiarity with Basic accounting and University Accounts Manual, Application of Double-Entry System	
22	Use of Computers in financial accounting	
23	University Accreditation – Role of NAAC	
24	Right to Information and Time Bound Delivery of Services	
25	Professional development and Career Building	
26	Conduct, Discipline and Disciplinary Proceedings	
27	User-centric Approach to Administration	
28	Relationship between University and Affiliating / constituent institutions	
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SOME SPECIFIC TOPICS TO BE COVERED FOR SENIOR ASSISTANTS		
1.	Analytical Approach to Problem Solving	
2.	Affiliation procedure of Colleges	
3.	Procurement Policies and procedures	
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SOME SPECIFIC TOPICS TO BE COVERED FOR SUPERINTENDENTS		
1.	Office Management: Executive Effectiveness & Efficiency	
2.	Processes of Management in Office – Planning and Controlling Office Work	
3.	Team Building	
4.	Management of Change	
5.	Innovation Management, Method Study	
6.	Managing Office Supplies	
7.	Management Information Systems	
8.	Group Behaviour and Inter-personal Relationships	
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*Any other

TWO/ THREE DAY SPECIALISED CAPACITY BUILDING PROGRAMMES

Tentative Themes:

- A. Noting and Drafting: Processing of Cases through Files
- B. Records Management and Filing System
- C. Service and Conduct Rules
- D. Implementation of Directives for Reservation in Employment and Admission to Educational Institutions in India
- E. Inventory Management and Control in Educational Institutions
- F. Management of Disciplinary Proceedings
- G. Financial Management and Accounting in Educational Administration
- H. Stress and Time Management for Effective Employees
- I. Building Positive Attitudes at the Workplace
- J. Transformational Leadership and Change Management
- K. E-governance and the Use of Information Technology in Educational Administration.
- L. Effective Communication

METHODOLOGY:

- Lectures by experts citing suitable examples.
- Demonstration of effective noting and drafting, file management.
- Discussion of problem cases.
- Practical exercises
- Evaluation, Feedback and Quiz