

## January 2011

### Institute's Current Activities

To make the government processes people-friendly, the Institute has launched a training programme for selected officers of certain departments of the State in methods and techniques of systems improvement providing them hands-on project experience in process re-engineering in their own department under the supervision of expert faculty and the concerned HOD.

Shri Umang Sharma, the Institute's faculty handling this training project is also simultaneously focussing on training in 'Sevottam' (excellence in public service) which seeks to build capacity of officers in framing Citizen's Charter in consultation with beneficiary public. We also focus on examining the backend management systems and resources required to deliver the services as per the quality and time stipulated in the Citizen's Charter. The Institute is thus geared up to support and take forward the government's commitment towards guarantee of quality of public services.

Training of engineers, particularly those engaged in civil engineering projects, is another focus area of the Institute, because the engineers spend most of the capital outlay budget of the government. Many initiatives taken by Centre for Management of Engineering Works under the guidance of Shri Subhash Malhotra, the faculty incharge, have generated enthusiasm among the engineers who were provided training both in their domain areas as well as management skills. All engineers working in the State Government and its corporate bodies should come forward to work for reforms in management of engineering works to achieve cost effective quality and engineering excellence.

Outbound Learning (OBL) recently applied by the Institute to supplement training in behavioural aspects such as effective communication, good listening, teamwork, leadership, mutual trust, cooperation, motivation, etc has been widely hailed. The participants are made to learn these skills through games played at outdoor location. This makes them learn the basic concepts of human behaviour through games and participation without having to listen to routine class-room lectures.

The OBL programme is now being extended to the Institute's Regional Centres at Jalandhar and Patiala. We are looking for gifted men and women desirous of learning the OBL management skills. Col. B.M.Sabhlok heading the Management Training Cell has developed the module of this training programme and is actively engaged in organizing these programmes for the officers of the state government.

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