



# Documentation on Induction Training Programme

For Cutting Edge Government  
Functionaries of CHITTOOR Dist,  
Andhra Pradesh (DoPT  
sponsored)

**Date of Training: Oct 17-Oct 28, 2016**

**Departments Attended: Revenue,  
Education, Women & Child Welfare,  
Panchayat Raj, B.C.Welfare**

**Total Trainees: 70**

**Conducted by ETC, Srikalahasti**

**Sponsored by DoPT (APHRDI)**

**Report by ETC, Srikalahasti**

**Venue: ETC, Srikalahasti,  
Chittoor, A.P**

## **Objective:**

- ✚ To Promote Good-governance and citizen centricity of administration in the cutting edge government functionaries
- ✚ To develop a professional, impartial and efficient civil service that is responsive to the needs of the citizens.
- ✚ To bring about a significant positive change in attitude and Perception.
- ✚ To develop generic and domain specific competencies.

## **Target Group:**

Non Gazetted cutting edge government functionaries recruited after 2011 from five departments, Revenue, Women & Child Development, Education, Panchayat Raj and B.C.Welfare of Chittoor district, Andhra Pradesh.

## **TOTs**

Smt. S. Padma Rani, Sr.Faculty, ETC, Srikalahasthi / M.P.D.O –  
Course Coordinator

Smt. Y. Samatha, Sr.Faculty, ETC, Srikalahasthi / M.P.D.O-  
Content Coordinator

Smt. N. Sowbhagyavathi, Rtd., M.P.D.O

Sri. M. Karunakaran, Rtd., MLO

Sri.Ramesh, Rtd., Tahsildar

## **Resource Persons**

Smt A.Prasanthi,Principal,ETC,Srikalahasti

Sri B.Adhishesha Reddy,Sr.Faculty &MPDO,ETC,Srikalahasti

Smt Lakshmi,PD,SSA(W&CW)

Sri Sunil,NIC,Chittoor

Sri T.Narasimhulu,STO, O/o DTO,Chittoor

Sri K.V.Ramana,Tahsildar,Nagari

Sri Prabhakar, Coordinator,PRAGATHI(NGO)

## Programme Design:

- The programme duration is 12 days:
  - **Part A:** 5 days Generic Training
    - To build generic competencies/soft skills for citizen centric administration and effective public service delivery
  - **Part B:** 2 day field visit/NGO attachment
    - To familiarize trainees with local socio-economical and cultural environment to improve public service delivery
  - **Part C:** 5 day Domain Specific Training
    - To build organization awareness and subject specific orientation

## Session 1: Inauguration

Inauguration of the Induction Training Programme was conducted in the presence of Sri. K. V. Narasimha Rao Garu, Rtd., I.A.S, Observer to Chittoor Dist. Speakers explained the importance of training and session plan.



## Session 2: Ice Breaking Session

**Resource Person:** All

**Embedded Competencies:** Quick energy boost, Trainees interaction, Individual participation, learning names quickly.



**Outcome:** Trainees participated enthusiastically. Within no time became familiar. Trainees could overcome inhibition while talking to strangers.

## Yoga:

Trainees were given awareness on positive living and healthy lifestyle through yoga sessions early in the morning.



## **Generic Module:**

### **Objectives:**

- ✚ To build a citizen centric attitude, through empathy and sensitivity in public interface
- ✚ To increase accountability and ownership
- ✚ To develop and hone the ability for decision making
- ✚ To improve effective communication and interpersonal skills
- ✚ To meliorate problem solving, creative and critical thinking skills
- ✚ To emerge as a leader boosting team cohesion in diverse attributes
- ✚ To foster self-reflection and metacognition
- ✚ To encourage management of Time, Stress and Emotions
- ✚ To equip with conflict resolution skills

### **Embedded Competencies:**

Personality defines a person.

Self motivation

Being effective rather than efficient

Imbibing values through 'chain of life'

Thinking out of box

Cleanliness is key to efficiency



Effective communication skills as a critical element in career and personal lives

Behaviours build relationships

Perceive active listening

Smart administration

Problem solving is narrowing of choices

Successful Negotiation- Reasonable & flexible

Leadership is action, not position

No 'I' in a team only we

Differentiating Must, should, could

Self awareness is foundation of stress management

Use emotional information to guide thinking and behavior

Setting smart goals

### **Methodologies:**

Role plays, group discussion, Interactive sessions, games, video clippings, mono actions, brain storming sessions.

Role plays:



Interactive Sessions:



## Group discussion & presentations:



## Activities:



## **Feedback:**

Participants realized that their efforts are presently 211 degrees, should be transformed to 212 degrees. They recollected their past behavior and identified the need for citizen centric behaviour. Trainees could appreciate effective mode of communication (verbal and non-verbal). They identified the difference between conventional office and smart office. They became conscious of the leadership qualities hidden within. Natural leaders emerged. They could take in the reasons for stress in life and work. They came out with possible solutions for management of stress and emotions. They realized the need for team work in achieving organizational and personal goals. They focused on positive affirmations. Trainees actively participated and enjoyed all activities. They were motivated to **voluntarily contribute to Old age home and Bala Sadan.**

## **Field Visit:**

### **Schedule:**

**Day1:** Visit to Amma Old age home, Bala Sadan (Organization of Women and Child Welfare Dept., A.P)

**Day 2:** Visit to ST habitations of villages, Kondallo Adavaram, Diguva Puttur in K.V.B.Puram Mandal.

### **Objective:**

- ✚ To sensitize trainees on realistic situations about the socio-economic and cultural environment of the public in field.
- ✚ To observe issues, challenges and problems faced by local population.
- ✚ To explore best practices and solutions to improve public service delivery.
- ✚ To realize the gaps in public service delivery by Govt. administration.

### **Embedded Competencies:**

- ✓ Empathy
- ✓ Sympathy
- ✓ Change in attitude
- ✓ How to communicate with public
- ✓ Bringing about a significant positive change in ethics and values

## Feedback:

### Amma Old Age Home:



Trainees were given a warm welcome by founders of organization. Trainees were empathetic with inmates while listening to their real life stories. Participants were deeply moved. Some participants were in tears and promised not to bring this situation to their parents. They actively volunteered in serving inmates. They **distributed blankets and fruits to inmates**. They prepared case studies of each inmate by forming into group and gave presentation.



## **Bala Sadan:**

Trainees learnt about kids and their background from staff. Destitute and semi-orphan kids of home were having low self-esteem and were shy when trainees tried to interact with them.



Within no time trainees were able to mingle with the kids, conducted games, Anthyakshari, cake cutting, and finally danced on kids' request.







Trainees installed R.O. water purifier of 15 litres capacity, distributed 1 litre water bottles to children and a sports kit.

### **Field visit to Villages:**

Trainees were routed to Tribal villages Kondallo adavaram and Diguva Puttur in which PRAGATI, (Protection of Remote Agency and Guaranteed Action for Tribal Improvement) an NGO is working towards the support of tribal communities and vulnerable members of society.



Trainees participated in transect walk interacting with people, tried to identify gaps and needs.



They visited tribal entitlements (horticulture plantations) developed by NGO. They realized the scope of their job in rendering quality service on par with NGOs.

### **Domain Specific Module:**

#### **Objective:**

- ✚ To develop an understanding organization's mandate, structure, policies, processes, norms and interface with other organizations.
- ✚ Align attitude and interest of government functionaries with needs and goals of the organization.
- ✚ Give an overview of activities of various departments and convergence.
- ✚ To sensitize on gender responsive governance

#### **Embedded competencies:**

- ✓ Throwing light on flagship programs of all departments
- ✓ Understanding the need for convergence with other departments
- ✓ Getting awareness in domain and service specific functions of officials and staff

## **Feedback:**

They could relate to their incompetencies in certain areas due to lack of trainings.

They could understand the importance of convergence.

## **Closing Session:**

The presence of Director General, APHRDI, Sri.D.Chakrapani Garu gave a festive look to the closing session. He interacted with trainees, participated in valedictory, distributed certificates and ended the training with a positive note.



## **Change in Attitude:**

The desired and real transformation was seen among trainees. Few of them adopted children of Bala Sadan. Few among them are pursuing to help the villagers get all Govt. benefits in their capacities.

**Change is inevitable, but transformation is a conscious choice.**

**Participants made a conscious decision to transform.**

GOVERNMENT OF ANDHRA PRADESH

ANDHRA PRADESH HUMAN RESOURCE DEVELOPMENT INSTITUTE

EXTENSION TRAINING CENTRE : SRIKALAHASTI

Schedule of Induction Training Programme to Cutting Edge Employees of  
Chittoor District

from 17.10.2016 to 28.10.16

Date	Time	Topic	Resource persons
17.10.16 Day - 1	09.30 – 10.30 am	Registration	ETC Team
	10.30 – 11.15am	Inauguration	Sri Narasimha Rao, IAS(Rtd)
	<b>11.15 am– 11.30am Tea Break</b>		
	11.30 – 01.00pm	Ice Breaking Session	ToT Team
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00-3.30pm	Motivation	Smt Y.Samatha, Faculty, ETC & ToT
	<b>03.30 pm to 03.45 pm Tea Break</b>		
	3.45 – 5.30pm	Personal Effectiveness	Smt S.Padma Rani, Faculty, ETC & ToT
18.10.16 Day - 2	9.30-11.00am	Personal & Organizational Values	Sri M.Karunakaran, ToT
	<b>11:00 am to 11:15 am Tea Break</b>		
	11:15 - 01:00 pm	Qualities of an excellent employee	Smt.A.Prasanthi, Faculty, ETC
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00 – 3.15pm	Citizen Centric Behaviour	Smt S.Padma Rani, Faculty, ETC & ToT
	<b>03.15 pm to 03.30 pm Tea Break</b>		
3.30 – 5.00pm	Verbal and Non Verbal Communication	Smt.N.Sowbhagyavathi, ToT	

	5.00 – 5.30pm	Swach Bharat Abhiyan	Sri M.Karunakaran, ToT
19.10.16 Day - 3	9.30 – 11.30 am	E-governance and ICT	Sri B.Adishesha Reddy, faculty, ETC
	<b>11:30 am to 11:45 am Tea Break</b>		
	11.45 – 01.00pm	Problem Solving and Decision Making	Sri M.Karunakaran, ToT
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Managing Conflict	Smt.N.Sowbhagyavathi, ToT
	<b>03.30 pm to 03.45 pm Tea Break</b>		
	3.45 – 5.30pm	Leadership and Team Building	Smt Y.Samatha, Faculty, ETC & ToT
20.10.16 Day - 4	9.30-11.15am	Stress Management	Smt.N.Sowbhagyavathi, ToT & Sri Karunakaran ToT
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30- 1.00pm	Stress Management	Smt.N.Sowbhagyavathi, ToT & Sri Karunakaran ToT
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00 - 3.30pm	Time Management	Sri Ramesh, ToT
	3.45 - 5.30pm	Emotional Intelligence	Sri Raghupathi, ToT
21.10.16 Day - 5	9.30-11.15am	Goal Setting	Sri Ramesh, ToT
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30- 1.30pm	RTI Act	Sri Raghupathi, ToT
	<b>01.30 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Feed Back	Team
	<b>03.30 pm to 03.45 pm Tea Break</b>		
	3.45-5.30pm	Briefing for field trip	Team



22.10.16 Day - 6	9.00am - 5.30pm	Field trip – Amma oldage home and Childrens home (W & CW) in Srikalahasti	All Faculty
23.10.16 Day - 7	9.00am - 5.30pm	Field trip – Interaction with community in 3 villages of K.V.Puram Mandal – Pragathi trust NGO	All Faculty
24.10.16 Day - 8	9.30-11.15am	DOM	Sri Ramesh, ToT
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30- 1.30pm	Noting & Drafting	Sri Ramesh, ToT
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	APCS (Conduct Rules)	Sri Raghupathi, ToT
	<b>03.30 pm to 03.45 pm Tea Break</b>		
25.10.16 Day - 9	9.30-11.15am	AP Leave Rules	Smt.N.Sowbhagyavathi, ToT
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30- 1.00pm	Adhar Linkage	Sri K.V.Ramana, Tahasildar, Guest faculty
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Fundamental Rules	Sri T.Narasimhulu, STO, DTO Office, Chittoor. Guest faculty
	<b>03.30 pm to 03.45 pm Tea Break</b>		
26.10.16 Day - 10	9.30-11.15am	Right to Education Act & Child labour	Sri M.Karunakaran, ToT
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30- 1.00pm	SMART Village	Smt S.Padma Rani, Faculty, ETC & ToT

	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Welfare Schemes	Smt.N.Sowbhagyavathi, ToT
	<b>03.30 pm to 03.45 pm Tea Break</b>		
	3.45-5.30pm	Water Management	Sri B.Adishesha Reddy, faculty, ETC
27.10.16 Day - 11	9.30-11.15am	e office	Sri Sunil, NIC, Chittoor Guest faculty
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30-1.00pm	Change Management, Tabs	Smt S.Padma Rani, Faculty, ETC & ToT
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Women & Child Welfare Acts	Sri Vidya valli, CDPO, Srikalahasti, Guest faculty
	<b>03.30 pm to 03.45 pm Tea Break</b>		
	3.45-5.30pm	Govt. prioritized programmes (MGNREGS)	Smt Y.Samatha, Faculty, ETC & ToT
28.10.16 Day - 12	9.30-11.15am	Convergence of line departments	Smt.A.Prasanthi, Faculty, ETC
	<b>11:15 am to 11:30 am Tea Break</b>		
	11.30-1.00pm	Gender Responsive Governance	Smt S.Padma Rani, Faculty, ETC & ToT
	<b>01.00 pm to 02.00 pm Lunch</b>		
	2.00- 3.30pm	Feed back	All Faculty
	3.45-5.30pm	Valedictory, Distribution of Certificates	Smt Lakshmi, PD, W&CW and SSA

**1. Evaluation for the following presentations:**

<b>4.</b>	<b>Evaluation for the following presentations</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
1	Ice Breaking Session		2	30	38
2	Motivation		5	42	23
3	Personal Effectiveness		3	57	10
4	Personal & Organizational Values		3	46	21
5	Qualities of an excellent employee		11	34	25
6	Citizen Centric Behaviour		5	53	12
7	Verbal and Non Verbal Communication		3	61	6
8	Swach Bharat Abhiyan		15	53	2
9	E-governance and ICT		10	47	13
10	Problem Solving and Decision Making			58	12
11	Managing Conflict		14	37	19
12	Leadership and Team Building		2	40	28
13	Stress Management		5	28	37
14	Time Management		8	30	32
15	Emotional Intelligence		5	35	30
16	Goal Setting		3	28	39
17	RTI Act		3	35	32
18	Field trip – Amma oldage home and Childrens home (W & CW) in Srikalahasti			15	55
19	Field trip – Interaction with community in 3 villages of K.V.Puram Mandal – Pragathi trust NGO			10	60
20	DOM		6	59	5
21	Noting & Drafting		3	57	10
22	APCS (Conduct Rules)		8	47	15
23	Professional ethics		8	30	32
24	AP Leave Rules		10	25	35
25	Adhar Linkage		10	39	21
26	Fundamental Rules		10	28	32
27	Financial Management		15	37	18
28	Right to Education Act & Child labour		12	39	19
29	SMART Village		5	40	25
30	Welfare Schemes		14	44	12
31	Water Management		4	56	10
32	e office		10	50	10

33	Change Management, Tabs		<b>5</b>	<b>46</b>	<b>19</b>
34	Women & Child Welfare Acts		<b>8</b>	<b>49</b>	<b>13</b>
35	Govt. prioritized programmes (MGNREGS)		<b>4</b>	<b>46</b>	<b>20</b>
36	Convergence of line departments		<b>3</b>	<b>56</b>	<b>11</b>
37	Gender Responsive Governance			<b>59</b>	<b>11</b>