

CITIZEN CHARTER

1. VISION & MISSION

Directorate of Training (UTCS) aims to facilitate the pursuit of excellence in governance through effective training intervention to enhance performance of employees of the GNCT of Delhi and equip them with necessary level of knowledge, skills and have the vision to develop efficient public service delivery by way of providing necessary training to all categories of employees of GNCT of Delhi.

This Directorate is working on the mission of improving the efficiency of the work-force of GNCT of Delhi by enhancing the standard of training, by exploring, evaluating and executing new training techniques and by making training more inclusive to reach the goal of excellent service delivery system in the Departments of GNCT of Delhi.

2. DETAILS OF BUSINESS TRANSACTED BY THE ORGANIZATION:

Imparting training to IAS Officers Trainees of AGMUT Cadre/ DANICS (Probationer), DSS/Steno Cadre officers/officials, IT Cadre/Planning Cadre/Ex-Cadre staff of different departments of GNCT of Delhi, its Local/ Autonomous bodies, Corporation etc. and for all other cadre of GNCT of Delhi on demand.

3. DETAILS OF CLIENT

IAS (OT) of AGMUT Cadre, DANICS (Probationer), PONDICS (P), IAS Officers, DANICS Officers, DSS Cadre Officers/Officials, Steno Cadre Officers/officials, Planning Cadre Officers/Officials, IT Cadre Officers/officials etc., ex-cadre officers/officials of all the department of GNCT of Delhi, Local/Autonomous bodies of GNCT of Delhi.

4. DETAILS OF SERVICE PROVIDED TO EACH CLIENT GROUP

A) DISTRICT TRAINING OF IAS OFFICER TRAINEES OF AGMUT CADRE

- i) 52 Weeks District Training of IAS OTs, to whom Delhi segment is allotted.
- ii) 1-Week Common Orientation Program for all IAS OTs of AGMUT Cadre
- iii) 3-Weeks Class-Room Training including Departmental Examination for all IAS OTs of AGMUT Cadre.
- iv) 3-Weeks UT Darshan Program for all IAS OTs
- v) Evaluation of Language Assignment, Court Assignment, Case Study and Daily Diary/ District Training Journal of all the IAS (OT) of AGMUT Cadre.

B) FOUNDATION TRAINING OF DANICS PROBATIONERS:

- i) Classroom Training
- ii) UT Darshan
- iii) Attachment with Administration of Andaman & Nicobar Islands for Rural Attachment
- iv) Attachment with line/Secretariat Departments of GNCT of Delhi
- v) Technical Training at Delhi Technological University and National Institute of Urban Affairs
- vi) Visit to City of Excellence
- vii) Trek Tour
- viii) Combined Training of DANIPS & DANICS at Delhi Police Academy & Directorate of Training, UTCS.
- ix) Attachment with Revenue Department with independent charges as Sub-registrar, Tehsildar and Sub-Divisional Magistrate.
- x) Attachment with Urban Local Bodies i.e. NDMC and MCD with independent charge as Assistant Commissioner/equivalent.
- xi) Attachment with Urban Local Bodies i.e. Delhi Jal Board, Delhi Development Authority and DUSIB etc.

C) FOUNDATION TRAINING OF PONDICS (P)

- i) Classroom Training
- ii) Attachment with line/Secretariat Departments of GNCT of Delhi
- iii) Technical Training at Delhi Technological University and National Institute of Urban Affairs
- iv) Attachment with Urban Local Bodies i.e. NDMC and MCD with independent charge as Assistant Commissioner/equivalent.
- v) Attachment with Urban Local Bodies i.e. Delhi Jal Board, Delhi Development Authority and DUSIB etc.

D) IAS OFFICERS/DANICS OFFICERS

This Directorate organize training for IAS Officers and DANICS Officers as per request received under **ON-DEMAND** training on various topics such as Bhartiya Achar Sanhita, BUDS Act etc.

E) Delhi Sub-ordinate Services (DSS)/Stenographer Cadre Officers/Officials, Steno Cadre Officers/officials, Planning Cadre Officers/Officials, IT Cadre Officers/officials etc., ex-cadre officers/officials of all the department of GNCT of Delhi, Local/Autonomous bodies of GNCT of Delhi.

These officers/officials are being trained as per requirement of their department concerned and the training provided to these officers/officials are categorized under following topics: -

CALENDAR/ REFRESHER TRAININGS:

Refresher Training Courses addresses the training needs of various levels of employees to improve the Knowledge, Skills and Attitude of the employees and to constantly keep them abreast with new concepts in administrative functioning. The Refresher Courses have been broadly divided into five categories of trainings i.e. Functional Efficiency, Managerial Competence, Essential Life Skills, General Awareness & Good Governance.

FOUNDATION TRAININGS:

This Directorate provides Foundation Training to newly recruited officials in the Delhi Subordinate Services (DSS) Cadre, such as Assistant Section Officers (Grade-II) and Junior Assistants and Stenographers. The Directorate also offers Foundation Training for other cadres upon request from user departments such as IT Cadre officers/officials, Planning Cadre Officers/officials etc.

The training includes an overview of the Indian Constitution, the Structure of Government, GNCTD Act., Office Procedures, essential Administrative Rules and Regulations, Financial Management, Managerial Competence, Good Governance, the Right to Information (RTI) Act, 2005 and Disaster Management. The program includes sessions on soft skills and public speaking.

IN-SERVICE TRAINING:

This Directorate provides In-service training for Delhi Government employees to enhance skills and knowledge of officers/officials of GNCT of Delhi such as Section Officers, Senior Assistants, Stenographers, Personal Assistants and Private Secretaries. The Directorate also offers In-Service training for other cadres officers/officials upon receiving the request from user Departments.

The training includes various areas such as overview of Indian Constitution, GNCTD Act, Transaction of Business Rules, Recruitment Rules, Office Procedure, Service Rules, Govt. Accounts Matters, RTI Act, 2005, ACP/ MACPS, ACR/ APAR, e-Office, Acts relevant for service delivery of various Departments, FR SR, CCS (CCA) Rules, 1965, Conduct Rules, 1964, Vigilance Matters, GFR, Income Tax Rules, NPS, 2021, Basic Computer Training and Life Skill Training etc.

ON-DEMAND TRAININGS

This Directorate also organizes trainings on the specific requirements of individual Department/Organization under GNCTD for their specific needs to enhance the service delivery of the Department.

TRAINING ON "SEVOTTAM"

This Directorate provides training under "SEVOTTAM", a Centrally Sponsored Scheme of the Department of Administrative Reforms & Public Grievances (DARPG), Government of India to provide training on Redressal of Public Grievances, delivering services with the goal of "Uttam Seva" to the public.

5. GRIEVANCE REDRESSAL MECHANISM & ACCESS TO INFORMATION

Directorate of Training (UTCS) is not a public dealing department and therefore grievances received from public are few.

However, the grievance portals such as PGMS/VCIMS/CPGRAM/LG Listening portal are active in this Directorate. People/client may file complaints in these portals to get redressal of grievances.

The grievances received, has been redressed by the officers concerned promptly.

The up-dation of website is done as routine, hence, public/client may get up-dated information about activities, trainings by exploring this Directorate's website at <https://utcs.delhi.gov.in/>

The public may also get information from this Directorate by filing RTI application under RTI Act, 2005 to PIO, Dte. of Training (UTCS).

6. EXPECTATION FROM THE CLIENT

Feedback of the participants/trainees is taken after end of Training Session and based on the inputs received from trainees, we work on improving our training quality on regular basis. We expect from our trainees to fill the feedback form sincerely to enhance the competency of this Directorate.