

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**DIRECTORATE OF TRAINING: (UNION TERRITORIES CIVIL SERVICES)**  
**INSTITUTIONAL AREA VISHWAS NAGAR, BEHIND KARKARDOOMA COURT, DELHI.**  
**(IN-SERVICE TRAINING PROGRAMME FOR PRIVATE SECRETARY)**

Session and time	Topic	Resource person
<b>DAY-1 [08.12.2025] (Monday)</b>		
Session- 1 & 2  (10.00 AM to 12.45 PM)	<b><u>Introduction &amp; Overview</u></b> <ul style="list-style-type: none"> <li>➤ Introduction to Govt. of NCT of Delhi</li> <li>➤ Various levels of officers</li> <li>➤ Public Dealing Departments</li> <li>➤ Other Departments</li> </ul> <b><u>Working of Government Office System</u></b> <ul style="list-style-type: none"> <li>➤ Duties and Responsibility of Principal Private Secretary</li> <li>➤ Working with Heads of Departments</li> <li>➤ Working in Sections/Branch Units</li> <li>➤ Maintaining Guard File.</li> <li>➤ Maintaining record of Telephone calls incoming and outgoing along with phone numbers</li> <li>➤ Importance and essentials of good filing method</li> </ul>	<b>Sh. I.J. Mittal</b> <b>9899731303</b>
<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session- 3 & 4 (01.45 PM to 04.30 PM)	<b><u>Communication with Etiquettes &amp; Telephone/Conference Call/ Meeting Etiquettes</u></b> <ul style="list-style-type: none"> <li>➤ Etiquettes with Public</li> <li>➤ Etiquettes with Public Representatives</li> <li>➤ Etiquettes with Seniors and subordinates</li> <li>➤ Etiquettes with Females, Children, differently abled and Senior citizens</li> </ul> <b><u>Communication with Etiquettes &amp; Telephone/Conference Call/ Meeting Etiquettes (Contd.)</u></b> <ul style="list-style-type: none"> <li>➤ Basic Rules in attending calls</li> <li>➤ Using Mute Function</li> <li>➤ Scheduling Meetings, intimation and confirmation</li> <li>➤ Preparation for the meetings</li> <li>➤ Taking Minutes of the Meeting</li> <li>➤ Meeting Follow up</li> </ul>	<b>Sh. I.J. Mittal</b> <b>9899731303</b>
<b>DAY-2 [09.12.2025] (Tuesday)</b>		
Session 5 & 6 (10.00 AM to 12.45 PM)	<b><u>Role of Private Secretary in a Government office</u></b> <ul style="list-style-type: none"> <li>➤ Role as first point of contact with public</li> <li>➤ Role as confidential assistant</li> <li>➤ Administrative Functions</li> <li>➤ Coordination and Support Functions</li> <li>➤ Attributes of ideal PPS</li> <li>➤ Use of new office automation devices, their handling and maintenance</li> </ul> <b><u>Challenges in the job of PPS Career Prospects</u></b> <ul style="list-style-type: none"> <li>➤ Challenges relating to temperamental/ behavioral issues</li> <li>➤ Challenges relating to adjustment in the office</li> <li>➤ Learning of foreign languages</li> <li>➤ Learning of Computer Operations</li> </ul>	<b>Sh. I.J. Mittal</b> <b>9899731303</b>

<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session-7 & 8 (01.45 PM to 4.30 PM)	<b>Punctuality and Discipline</b> <ul style="list-style-type: none"> <li>➤ Consequences of not being regular</li> <li>➤ Conduct within office</li> <li>➤ Respect for National Flag</li> <li>➤ Respect for National Anthem/Song</li> <li>➤ Respect for instructions on observance of silence</li> <li>➤ Respect for observance of anti-smoking law</li> <li>➤ Respect for instructions against misuse of office stationery and equipment</li> <li>➤ Other misconduct</li> </ul> <b>Decorum</b> <ul style="list-style-type: none"> <li>➤ During Office working</li> <li>➤ During Lunch hours</li> <li>➤ During meetings and conferences</li> <li>➤ Decorum of dress and behavior</li> </ul> Courtesies with seniors, subordinates, colleagues, VIPs, Visitors, Disabled Persons, Senior Citizens, Women, Public and the Press	<b>Ms. Nidhi Mehra</b> <b>9873469242</b>
<b>DAY-3 [10.12.2025] (Wednesday)</b>		
Session 9 & 10 (10.00 AM to 12.45 PM)	<b>Provident Funds (About GPF) &amp; Leave Rules</b> <ul style="list-style-type: none"> <li>➤ Advances and withdrawal from GPF</li> <li>➤ Different kinds of leave – Admissibility and conditions for sanction</li> </ul> <b>Miscellaneous Topics</b> <ul style="list-style-type: none"> <li>➤ Travelling Allowance</li> <li>➤ Conveyance Allowance</li> <li>➤ Compensatory allowances</li> <li>➤ Other allowances</li> </ul>	<b>Sh. S.S. Verma</b> <b>9810083109</b>
<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 11 & 12 (01.45 PM to 04.30 PM)	<b>Medical Attendance Rules / DGEHS</b> <ul style="list-style-type: none"> <li>➤ CCS Medical Attendance Rules</li> <li>➤ Scope, definition and facilities</li> <li>➤ Grant of Medical Advance</li> <li>➤ Treatment for Special Diseases</li> <li>➤ Concession for families</li> <li>➤ Treatment in Homeopathy/Ayurveda and Unani System</li> <li>➤ Compulsory monthly subscription</li> <li>➤ Eligibility – family / beneficiaries</li> <li>➤ Mode of payment</li> <li>➤ Applicability to pensioners etc.</li> </ul>	<b>Sh. Prem Kapoor</b> <b>9560162231</b>

<b>DAY-4 [11.12.2025] (Thursday)</b>		
Session 13 & 14 (10.00 AM to 12.45 PM)	<ul style="list-style-type: none"> <li>➤ Salient Features of RTI Act-2005; definitions given in section 2 and implementation of section 3 &amp; 4</li> <li>➤ Role &amp; Responsibility of APIO, PIO &amp; First Appellate Authority w.r.t. Section 5,6,7 &amp; 19</li> <li>➤ Implementation of Section 8, 9,10 &amp;11 of the Act relating to:</li> <li>➤ Exemption from Disclosure; infringement of copyright; Severability; Third Party Information</li> <li>➤ Appeal process and penal provisions</li> <li>➤ Important provisions of the Act with special emphasis on the Role of APIO /PIO/FAA</li> </ul>	<b>Sh. Ajay Arora</b> <b>9818919449</b>
<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 15 & 16 (01.45 PM to 04.30 PM)	<p><b>Service Rules – CCS (Conduct) Rule</b></p> <ul style="list-style-type: none"> <li>➤ Introduction</li> <li>➤ Applicability</li> <li>➤ Definition</li> <li>➤ Interpretations</li> <li>➤ Importance and relevance of Rule 3, Rule 3-A, Rule 3-B, Rule 3-C</li> </ul> <p><b>Service Rules – CCS (Conduct) Rule (Contd.)</b></p> <ul style="list-style-type: none"> <li>➤ Recommendations of Second ARC</li> </ul>	<b>Sh. Ajay Arora</b> <b>9818919449</b>
<b>DAY-5 [12.12.2025] (Friday)</b>		
Session 17 & 18 (10.00 AM to 12.45 PM)	<p><b>Office Procedure</b></p> <ul style="list-style-type: none"> <li>➤ Putting up files</li> <li>➤ Notes and Correspondence</li> <li>➤ Para numbering – referencing</li> <li>➤ Noting &amp; Drafting</li> <li>➤ Notes and tips for drafting</li> </ul> <p><b>Types of Official Communication</b></p> <ul style="list-style-type: none"> <li>➤ Letter</li> <li>➤ Demi Official Letter</li> <li>➤ Office Memo</li> <li>➤ Inter-departmental Note</li> <li>➤ Fax/e-mail.</li> <li>➤ Office Order, Order</li> <li>➤ Notification, Resolution</li> <li>➤ Press Note</li> <li>➤ Endorsement</li> <li>➤ Circular</li> <li>➤ Advertisement</li> <li>➤ E-mail</li> </ul> <p>➤ Replies to Parliament/Assembly Questions/ Assurances</p>	<b>Sh. Arun Gaur</b> <b>9958770333</b>

<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 19 & 20 (01.45 PM to 04.30 PM)	<b>Gender Sensitization and Awareness about various laws for women empowerment</b> <ul style="list-style-type: none"> <li>➤ Women and their place in the society</li> <li>➤ Gender Equality</li> <li>➤ Right to work with dignity, including protection from sexual harassment</li> </ul> <b>Background of the Sexual Harassment of women at Work place (Prevention, Prohibition &amp; Redressal) Act 2013 - Main provisions</b> <ul style="list-style-type: none"> <li>➤ Vishakha Judgement – a precursor to the sexual harassment of women (Prevention, Prohibition &amp; Redressal) Act, 2013 Workplace</li> <li>➤ Amendments in Criminal Law – Justice Verma Committee</li> </ul>	<b>MS. Vandana Chawla</b> <b>9315375205</b>
<b>DAY-6 [15.12.2025] (Monday)</b>		
Session 21 & 22 (10.00 AM to 12.45 PM)	<b>Microsoft Word</b> <ul style="list-style-type: none"> <li>➤ Creating Files and Folders</li> <li>➤ Creating a new document</li> <li>➤ Saving a document</li> <li>➤ Multiple Views and Layouts (changing page setup)</li> <li>➤ Moving around the document</li> <li>➤ Spelling and grammar checking</li> <li>➤ Basic Formatting</li> </ul> <b>Creating and formatting Table in Word</b> <ul style="list-style-type: none"> <li>➤ Creating list (Numbered and Bulleted)</li> <li>➤ Changing Fonts</li> <li>➤ Line and Character spacing</li> <li>➤ Using Styles, Header and Footer</li> <li>➤ Using Clip Art, Hyperlink and Bookmark</li> <li>➤ Printing a document</li> </ul> <b>Working with long document</b> <ul style="list-style-type: none"> <li>➤ Working with table of contents</li> <li>➤ Work with footnotes, endnotes</li> <li>➤ Insert bibliographies and index</li> <li>➤ Use of comment and track changes</li> </ul> <b>Mail Merge</b> <ul style="list-style-type: none"> <li>➤ Introduction to Mail Merge</li> <li>➤ Main document</li> <li>➤ Data file and Data file field</li> <li>➤ Merged document</li> <li>➤ Steps in Mail Merge</li> <li>➤ Performing Mail Merge</li> </ul>	<b>Sh. Vikrant Kumar</b> <b>98714 07764</b>

<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 23 & 24 (01.45 PM to 04.30 PM)	<b>MS Power Point</b> <ul style="list-style-type: none"> <li>➤ Layouts, Themes &amp; designs</li> <li>➤ Adding clip arts, diagrams, pictures, tables &amp; charts</li> <li>➤ Copying a presentation to a CD/DVD/Pen drives</li> <li>➤ Editing &amp; printing presentation slides</li> </ul> <b>Microsoft Excel</b> <ul style="list-style-type: none"> <li>➤ Naming a Cell, Range or Formula, Pasting names in Formulas</li> <li>➤ Deleting a named range, Paste a list of named ranges</li> <li>➤ Functions, If Statements, Text Functions</li> <li>➤ Date and Time</li> <li>➤ Look up functions, Financial Functions</li> <li>➤ Mathematical Functions, Sub Totals</li> <li>➤ Data Validation, Setting Data Validation</li> <li>➤ Graphs</li> </ul> <b>Internet and E mail</b> <ul style="list-style-type: none"> <li>➤ Introduction of Internet (WWW, TCP/IP, DNS, Search Engine)</li> <li>➤ Introduction to E-mail</li> <li>➤ Creating and using E-mails</li> </ul> <b>PC Maintenance and Security</b> <ul style="list-style-type: none"> <li>➤ Overview of PC Maintenance</li> <li>➤ Overview of PC Security</li> <li>➤ Inbuilt PC Maintenance and Security tools in Windows</li> <li>➤ Securing documents, Antivirus</li> </ul>	<b>Dr. Shrikant Patel</b> <b>85100 50243</b>
<b>DAY-7 [16.12.2025] (Tuesday)</b>		
Session 25 & 26 (10.00 AM to 12.45 PM)	<b>Ethics and Moral Values</b>	<b>Sh. B.K. Piyush</b> <b>9868657544</b>
<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 27 & 28 (1.45 PM to 4.30 PM)	<b>Time Management</b> <ul style="list-style-type: none"> <li>➤ Handling of VIP References</li> <li>➤ Handling Special References</li> <li>➤ Art of Communication and Communication Skills</li> <li>➤ Stress Management</li> </ul>	<b>Ms. Soumya Baniwal</b> <b>7310619555</b>
<b>DAY-8 [17.12.2025] (Wednesday)</b>		
Session 29 & 30 (10.00 AM to 12.45 PM)	<b>Leave Travel Concession (LTC)</b> <ul style="list-style-type: none"> <li>➤ Salient Points</li> <li>➤ Advance and Reimbursement</li> <li>➤ LTC to Home Town</li> <li>➤ LTC to anywhere in India</li> <li>➤ Misuse of LTC</li> <li>➤ Special concessions for N-E regions</li> <li>➤ J &amp; K and Andaman &amp; Nicobar Islands</li> </ul>	<b>Sh. R.K. Pandey</b> <b>9810801343</b>

<b>Lunch Break (12:45 PM to 01:45 PM)</b>		
Session 31 & 32 (1.45 PM to 4.30 PM)	<b>ACRs and APARs</b> <ul style="list-style-type: none"> <li>➤ Writing correct confidential report – contents and manner principles to be observed</li> <li>➤ Transfer of Reporting / Reviewing Officer in middle of the year – on transfer of employee</li> <li>➤ Time limitation and self-appraisal</li> </ul> <b>ACP and MACP</b> <ul style="list-style-type: none"> <li>➤ Background of the scheme</li> <li>➤ ACP – Promotion or financial up-gradation</li> <li>➤ Seventh Pay Commission</li> <li>➤ Modified Assured Career Progression Scheme</li> <li>➤ Examples and Illustrations</li> </ul>	<b>Sh. A. K. Kaushal</b> <b>9868839375</b>
<b>DAY-9 [18.12.2025] (Thursday)</b>		
Session 33 & 34 (10.00 AM To 12.45 PM)	<b>Interpersonal Skills – Team Building</b> <ul style="list-style-type: none"> <li>➤ Individual Vs Team</li> <li>➤ Need to form Team</li> <li>➤ Formation of Groups</li> <li>➤ Difference between groups and teams</li> <li>➤ Assessment of strength and weakness of team members</li> <li>➤ Causes of good and poor group dynamics</li> <li>➤ Working together to meet goals</li> <li>➤ Do's and Don'ts in team building and group dynamics</li> </ul>	<b>Sh. Bhupesh Sareen</b> <b>9818139417</b>
Session 35 & 36 (1.45 PM to 4.30 PM)	<b>Accounts Matters</b> <ul style="list-style-type: none"> <li>➤ Delegation of Financial Powers</li> <li>➤ Salient features of GFR-2017</li> <li>➤ Income Tax &amp; TDS</li> <li>➤ Pay Structure &amp; Allowances</li> <li>➤ Determination of Pension &amp; other Retirement Benefits</li> <li>➤ New Pension Scheme, 2004</li> </ul>	<b>Sh. Prem Kapoor</b> <b>9560162231</b>
<b>DAY-10 [19.12.2025] (Friday)</b>		
Session 37 & 38 (10.00 AM to 12.45 PM)	<b>Motivation and Conflict Management</b> <ul style="list-style-type: none"> <li>➤ Introduction to motivation</li> <li>➤ Relevance and types of motivation</li> <li>➤ Motivating Subordinates</li> <li>➤ Causes of conflict</li> <li>➤ Managing conflict</li> </ul>	<b>Ms. Shalu Sharma</b> <b>9810339953</b>
Session 39 & 40 (1.45 PM to 4.30 PM)	<b>Interpersonal Leadership skills</b> <ul style="list-style-type: none"> <li>➤ Introduction to Leadership</li> <li>➤ Leadership Power</li> <li>➤ Leadership Styles</li> <li>➤ Leadership in Administration</li> </ul> <b>Stress Management</b> <ul style="list-style-type: none"> <li>➤ Introduction to stress</li> <li>➤ Causes of stress</li> <li>➤ Impact of stress</li> <li>➤ Managing stress</li> </ul>	<b>Sh. Sanjiv Pandey</b> <b>9999382365</b>
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