

<b>Course Title : Programme on Office Management and Procedures, Establishment Matters</b> <b>Venue: ACSTI Shimla</b> <b>Target Group Executive Assistants/ Jr. Clerks (HO/ Distt. Office/ Zonal Office) of all Cooperative Banks</b> <b>Duration -03 days</b>		
	<b>Session</b>	<b>Topic</b>
	I.	Registration of Participants & Creation of Learning Climate, Entry Point Evaluation
	II	Modern office and office Management <ul style="list-style-type: none"> <li>➤ Changing scenario of office management</li> <li>➤ Activites and function</li> <li>➤ Principal of organisation and delegation of authority</li> <li>➤ Scientific management and information management</li> </ul>
	III	Dealing of Receipts, Noting and Drafting Skills. <ul style="list-style-type: none"> <li>➤ Introduction</li> <li>➤ Preliminary action on a receipt General instruction regarding noting</li> <li>➤ Drafting</li> <li>➤ Issue and action thereafter</li> <li>➤ Dispatch number by section</li> <li>➤ Cabinet memorandum</li> </ul>
	IV	Record <ul style="list-style-type: none"> <li>➤ Record Management</li> <li>➤ Recording/Retention period</li> <li>➤ Record Rom/Consigning of files</li> <li>➤ Requisition of record/weeding of record</li> </ul>
	V	Office communication <ul style="list-style-type: none"> <li>➤ Concept</li> <li>➤ Importance of office communication- use of email and whatsapp discuss which are the valid method of communication and office institution in this regard</li> <li>➤ Common barriers to office communication</li> <li>➤ Oral communication</li> <li>➤ Written communication</li> <li>➤ Characteristics of good communication</li> <li>➤ External communication</li> </ul>
Day-2	I	Recap of previous day learning
	II	Ms office : <ul style="list-style-type: none"> <li>➤ MS Word/MS Excel/MS Access</li> <li>➤ Power Point Presentation</li> </ul>
	III	Practical exrcise on MS office
	IV	Establishment Matters <ul style="list-style-type: none"> <li>➤ Insight into Service Rules</li> </ul>



		<ul style="list-style-type: none"> <li>➤ Medical Reimbursement Rules</li> <li>➤ Travelling/Dearness Allowance Rules</li> <li>➤ Brief description on calculation of Increments, Pension and PF</li> </ul>
	V	<p>Maintenance of Discipline: Bank service rules</p> <ul style="list-style-type: none"> <li>➤ Compliance of orders and instructions of superior</li> <li>➤ Sincerity during Business Hours</li> <li>➤ Avoiding misconduct and indecency</li> </ul>
Day-3	I	Recap of previous day learning
	II	<p>Filing system and Office Security</p> <ul style="list-style-type: none"> <li>➤ Concept</li> <li>➤ Constituent of a file</li> <li>➤ Filing of papers</li> <li>➤ Arrangement of paper in case</li> <li>➤ Paging and reference</li> <li>➤ Linking of file</li> <li>➤ Use of referencing</li> <li>➤ Heads and Sub- Heads</li> <li>➤ Opening a new file</li> <li>➤ Movement of File</li> <li>➤ Removal of papers from File Safety and security measures</li> <li>➤ Measures against fire risk</li> </ul>
	III	<p>Report Writing</p> <p>Concept Skill required</p> <p>Precautions</p>
	IV	Evaluation of programme
	V	Valediction of the programme



Programme on Office Management and Procedures, Establishment Matters- Session Objectives			
	Sessio	Subject	Session Objective
Day-1	I.	Registration of Participants & Creation of Learning Climate, Entry Point Evaluation	Ice breaking learning climate setting and knowing the participant
	II	Modern Office and Office management <ul style="list-style-type: none"> <li>• Changing scenario of office management</li> <li>• Activities and functions</li> <li>• Principle of organization and delegation of authority</li> </ul> Scientific management and information management	Explain the concept of organization, scientific management and changing banking scenario
	III	Dealing of Receipts, Noting and Drafting Skills <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Preliminary action on a receipt</li> <li>• General instruction regarding noting</li> <li>• Drafting</li> <li>• Issue and action thereafter</li> <li>• Dispatch number by section</li> <li>• Cabinet memorandum</li> </ul>	1.) Explain the importance terms of Noting and drafting. 2) Explain the process of dealing with receipts in the office.
	IV	Record <ul style="list-style-type: none"> <li>➤ Record Management</li> <li>➤ Recording/Retention period</li> <li>➤ Record Rom/Consigning of files</li> <li>➤ Requisition of record/weeding of record</li> </ul>	Explain the importance of Records Management procedure, time limit for record keeping and maintenance of record room.
	V	Office communication <ul style="list-style-type: none"> <li>➤ Concept</li> <li>➤ Importance of office communication, use of email text and what sup discus which are the valid method of communication and office institution in this regard</li> <li>➤ Common barriers to office communication</li> <li>➤ Oral communication</li> <li>➤ Written communication</li> <li>➤ Characteristics of good communication</li> <li>➤ External communication</li> </ul>	Describe the importance of communication in office with special reference to written communication. Explain the characteristic of effective communication.
Day-2	I	Recap of previous day learning	Assess the previous day learning's



	II	Ms office : ➤ MS Word/MS Excel/MS Access ➤ Power Point Presentation	Using of Ms office tools in noting and drafting in order to save time and better output
	III	Practical exercise on MS office	Practical exercise on MS office
	IV	Establishment Matters • Insight into Service Rules • Medical Reimbursement Rules • Travelling/Dearness Allowance Rules • Brief description on calculation of Increments, Pension and PF	Explain various establishment matters like salary, pension, PF and medical bill reimbursement
	V	Maintenance of Discipline: Bank service rules ➤ Compliance of orders and instructions of superior ➤ Sincerity during Business Hours ➤ Avoiding misconduct and indecency	Explaining various aspects of bank service rules including misconduct, do's and don'ts
Day-3	I	Recap of previous day learning	Assess the previous day learning's
	II	Filing system and Office Security ➤ Concept ➤ Constituent of a file ➤ Filing of papers ➤ Arrangement of paper in case ➤ Paging and reference ➤ Linking of file ➤ Use of referencing ➤ Heads and Sub- Heads ➤ Opening a new file ➤ Movement of File ➤ Removal of papers from File ➤ Safety and security measures ➤ Measures against fire risk	Explain filing system viz. constitutes, numbering and linking of files. Safety of file from fire and other hazards.
	III	Report Writing • Concept • Skill required • Precautions	Describe report writing and skills required for report writing
	IV	Exercise on Report writing	Practical exercise on report
	V	Exit Test & Valediction	Writing for better understanding of the participants.

