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**Dr MCR HUMAN RESOURCE DEVELOPMENT INSTITUTE OF TELANGANA**

**GOVERNMENT OF TELANGANA**

**Road No.25, Jubilee Hills, Hyderabad-500 033.**

**CONCEPT NOTE ON**

**TRAINING OF FRONT LINE STAFF (CUTTING EDGE LEVEL FUNCTIONARIES) USING BLENDED LEARNING / e-LEARNING MODULES.**

**1.0** National Training Policy (NTP) 2012 stipulates that all civil servants from lowest level to the highest should be provided training at the time of their entry in to civil service and at appropriate intervals in the course of their career so as to have effective service delivery. Priority will be given to the training of front - line staff, including training on soft skills, so as to improve customer orientation as well as quality of service delivery to the citizens. NTP 2012 further stipulates that focus of training of front line staff will be on soft skills, so as to improve customer orientation, citizen centricity as well as quality of service delivery to the citizens. With this perspective, DoPT has designed and developed blended e learning modules which are being piloted in six States - Haryana, Maharashtra, Tamil Nadu, Assam, West Bengal, and Telangana. DoPT has accorded approval to Dr MCRHRDIT to train 9000 cutting edge level functionaries of Govt. of Telangana during the financial year 2017-2018.

2.0 The total duration of the training will be for 28 hours, in which e-training will be for 20 hours and 8 hours would be for face- to- face training. The 20 hours e- training consists of 12 generic and 3 domain specific e-modules, as given below :-

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| **Sl.no** | **Title of e-learning module** | **Duration in minutes** | **Sl.no** | **Title of e-learning module** | **Duration in minutes** |
| 1 | Goal setting | 45 | 9 | Conflict Management | 60 |
| 2 | Personal & organizational values | 70 | 10 | Emotional Intelligence | 70 |
| 3 | Time management | 60 | 11 | Personal and professional effectiveness | 60 |
| 4 | Stress Management | 60 | 12 | Motivation | 75 |
| 5 | Leadership | 75 | 13 | Right to Information | 75 |
| 6 | Team Building | 60 | 14 | Office Procedures | 90 |
| 7 | Problem solving and Decision Making | 90 | 15 | Finance and Accounts | 75 |
| 8 | Communication | 120 |  |  |  |

3.0 The training programme is designed to commence with one day orientation programme. There after each participant will be given 60 days to complete the 15 e-modules at their own place and pace. On conclusion of the programme, officials will undergo online assessment and a certificate of completion would also be generated for down load / print.

1. Target group :-

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* District , Division , Mandal level officers in the newly formed districts , involved in service delivery and who have not got any opportunity of training
* Who have availability and access to computers at work place.

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