



**DR MCRHRD INSTITUTE**  
**Government of Telangana**

**INDUCTION TRAINING PROGRAMME**  
**FOR IAS OFFICERS**

**15th February to 25th March, 2016**

**COURSE MANUAL**



*Transforming the Government Service*



# THE CONSTITUTION OF INDIA

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a SOVEREIGN, SOCIALIST, SECULAR, DEMOCRATIC, REPUBLIC and to secure to all its citizens:

**JUSTICE**, social, economic and political;

**LIBERTY** of thought, expression, belief, faith and worship;

**EQUALITY** of status and of opportunity; and to promote among them all

**FRATERNITY** assuring the dignity of the individual and the unity and integrity of the Nation;

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949, do HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.



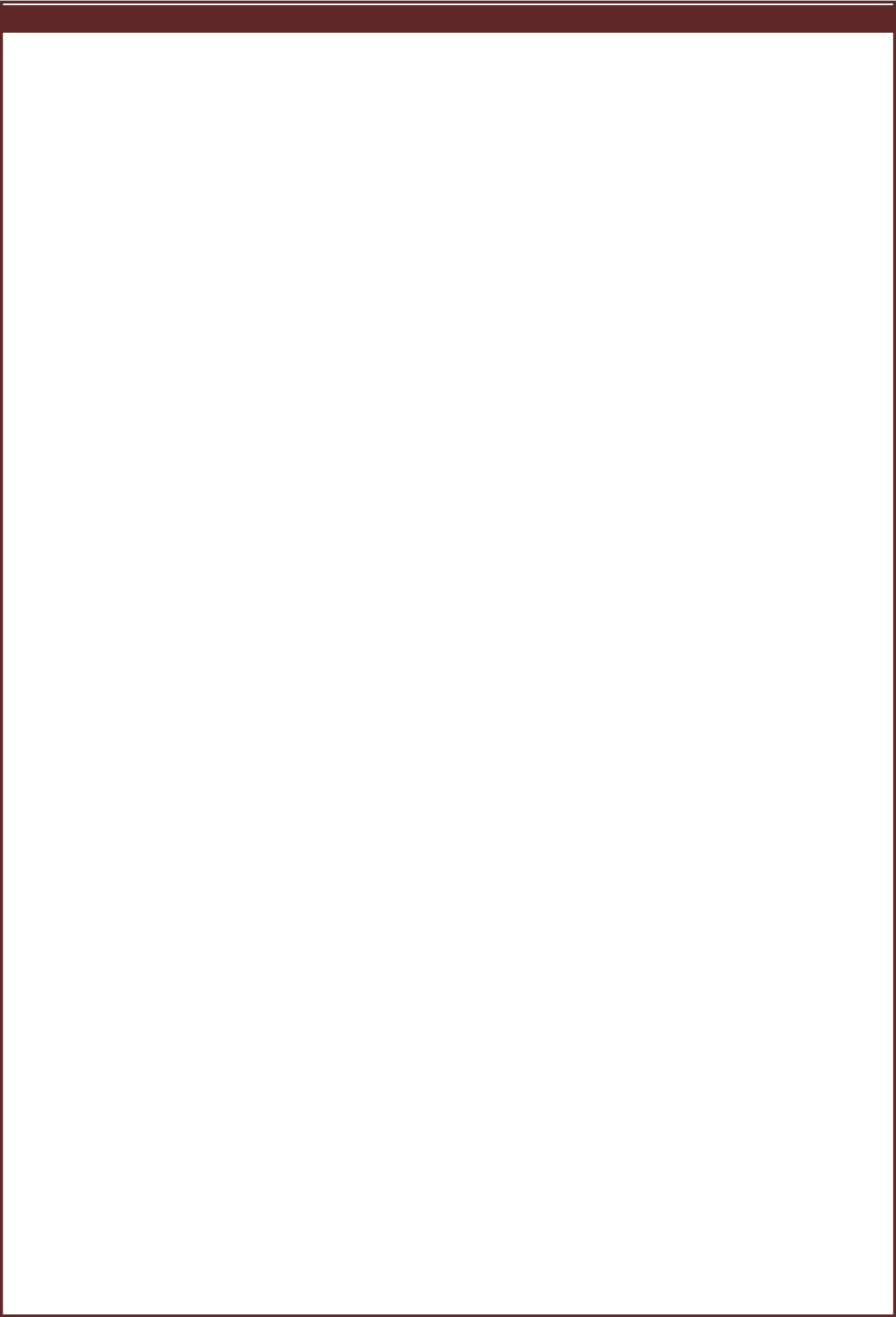
# **INDUCTION TRAINING PROGRAMME FOR IAS OFFICERS**

**15.02.2016 to 25.03.2016**

## **COURSE MANUAL**



**Dr. M.C.R. HUMAN RESOURCE DEVELOPMENT INSTITUTE,  
ROAD NO.25, JUBILEE HILLS, HYDERABAD- 500 169.**



## From the DG's Desk



*Dear Officer Trainees,*

*It is a pleasure to welcome you all to the Induction Training Programme starting from 15<sup>th</sup> Feb 2016 at the Institute. It must be a defining moment for you as you prepare to occupy positions in the higher echelons of bureaucracy. Though all of you have sufficiently long experience in bureaucracy, its functioning and its good, bad and ugly aspects, working in the IAS has all together a different connotation. The distinction between State Civil Service and the IAS appearing to be very fine, acquires gigantic proportions when looked at from perspective of the common man. Not only his perception about the officer changes, his expectation level also increases manifold the moments he sees those 3 magic letters at the end of your name. You will be required to standup to this expectation both in terms of delivery competency and personal conduct.*

*My team at the institute has strived hard to understand various dimensions of this paradigm shift and put together a programme which not only imparts you the upgraded levels of knowledge and skills but also aims at bringing about the necessary modifications in perspective. The programme provides ample opportunities for learning from exchange of ideas and from experiences of one another. It also aims at giving you a wholesome experience which is not limited to the classroom learning. I am sure that the programme will help you imbibe principles and practice of good governance while helping in acquiring a behavior pattern more suited for an effective, transparent and responsible civil servant, who can stand as a role model for others to emulate.*

*We at the institute will be with you at every step in this journey of six weeks, to assist you in achieving your goal in a very joyful and memorable manner.*

*Wishing you all a very fruitful and fulfilling career thereafter.*

**- Vinod K Agrawal**



## COURSE MOTTO

### LEARN TO SERVE

*The motto for the Induction Course, “LEARN TO SERVE” will be the preamble for all the activities and will bind all of us. The qualities that need to be learnt, acquired and internalized are:*

#### **S for Sacrifice**

The word sacrifice is used to describe the selfless good deeds we do for others. Self sacrifice is the only way to truly serve. Sacrifice means giving up focus to fulfill your needs and instead focusing on the needs of other people. Nothing useful occurs without sacrifice. There are no shortcuts to success. We fail to reach our potential when we fail to pay the price. There is a difference between want to “be” a leader and wanting to do leadership. Everyone wants to be a leader but not everyone has what it takes to “do” leadership. Leadership is hard work and requires sacrifice.

#### **E for Empathy**

The root for the word empathy is PATHOS-the Greek word for feeling. Leaders who have empathy are kind, considerate, loving and understanding. Empathy means to be attuned to emotional signals of other individuals. Empathy requires good listening skills, an understanding of cultural diversity, and an awareness of what is not obvious. True empathy requires thinking of yourself less and of others more.

#### **R for Relationship**

Developing Relationships is the key to building trust. There is no dichotomy between self interest and concern for others. One of the benefits of the relationships include moving from ‘me’ mode to ‘we’ mode. Another benefit of good relationships is that they keep you from being discouraged or losing focus. We achieve ‘public victory’ when we develop deep, lasting, highly effective relationships with other people.

#### **V for Values**

Our key values are accountability, transparency, excellence and innovation. As a leader we need to hold ourselves and others accountable for performance and behaviour. We often substitute accountability for popularity. However, being popular does not guarantee success. To be successful, we need to be accountable on measurable outcomes.

#### **E for Empowerment**

Empowerment means inspiring other people to realize that they are more than they think they are. Empowerment means giving others the power to be successful. It allows your circle of influence to increase and allows you to help more people than you could with your own limited resources.

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## INTRODUCTION

### COURSE OBJECTIVES

- ◆ Instill right attitude and values such as self-discipline, propriety and integrity, dignity of labour, commitment to the Constitution, and sensitivity to the rights of citizens, particularly the disadvantaged and differently-abled.
- ◆ Build a spirit of public service and set norms of behaviour and standards of performance.
- ◆ Impart an understanding of the “machinery of the government” and of the political, social, economic and administrative environment.
- ◆ To promote all round development of the personality of Officer Trainees and to develop their Leadership ability.
- ◆ Build esprit de corps in order to foster greater coordination among different public services.
- ◆ To acquaint the Officer Trainees with the Seven Principles of Public Life: Leadership, Honesty, Selflessness, Integrity, Openness, Accountability and Objectivity.
- ◆ To equip the trainees with the skills of drafting, analysing Government Reports, Programmes and Projects.

**At the end of the Foundation Course a trainee will be able to:**

- (a) Display the right values, ethical standards, norms of behaviour and personal conduct expected of Civil Servants.
- (b) Explain the principles of good governance, and their application to meet the needs of the citizens of India
- (c) Work in coordination with others and imbibe the esprit-de-corps of the services.
- d) Be a part of and demonstrate the country's rich traditions, history, culture and diversity and develop a nationalist perspective.

(e) Apply to administrative situations, concepts from the field of economics, law, management, public administration, political & constitutional theory and ICT.

(f) Explain the interrelationship between the administrative and the political, economic and social environment and of the implications of governmental action on the nation's socio economic system.

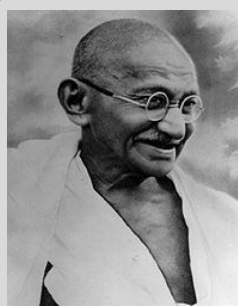
(g) Show an all-round personality by participation in co-curricular activities.

(h) Imbibe the spirit of physical fitness and be in sound health.

(i) Draft & Analyze Government Reports, Programmes and Projects.

### OUR COMMITMENT

- ◆ To provide exposure to the best teaching material and resource persons to facilitate your professional, physical, intellectual, emotional and spiritual growth.
- ◆ To be courteous, friendly and responsive to your needs and aspirations.
- ◆ To be impartial, principle-centered, value-driven and free from all affectations.
- ◆ To provide you with an environment of inquiry and freedom, but yet imbued with discipline, to foster your intellectual growth and all-round development.



*"A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history."*

**- Mohandas Karamchand Gandhi**



## COURSE DESIGN

The Induction Course is designed in a manner so as to achieve the objectives outlined by arranging a combination of academic, outdoor and co-curricular activities. During this transition, we shall endeavor to provide appropriate training inputs which would be useful to officers in understanding the basic concepts of governance and the rules and regulations which are necessary for effective performance in government. Officer Trainees shall also acquire personality traits and attitudes necessary for effective functioning.

### (A) ACADEMIC INPUTS

Academic inputs in the Induction Course would largely be covered under 4 broad heads. They are:

- ◆ Public Administration
- ◆ Economics
- ◆ Management
- ◆ E-Governance & Information & Communication Technology

In **Public Administration** the trainees will be introduced to the structure of bureaucracy, the new challenges before it and exposure to different areas like Constitutional provisions, Centre-State Issues, Good Governance, Public Policy, Public Service Delivery, Land Acquisition and Revenue Administration, Law & Order, National Security, Ethics, RTI, Disaster Management, Sectoral Inputs Viz., Agriculture, Rural livelihoods, Health, Education, PDS, Skill Development, Infrastructure, Industrial Development & Municipal Administration.

For developing **Managerial** skills among Officer Trainees, we will emphasis upon learning of management techniques and methodologies as are relevant in public administration. These will cover areas like Leadership, Motivation, Team Building, Self Awareness, Communication, Quantitative Techniques, Data Analysis, Project Management, Financial Management, etc.

**E-Governance & Information Technology** is rapidly revolutionizing the World. Hands on experience on computers would be a major input and Officer Trainees would be exposed to the latest in computer technology applications. We shall try to ensure that by the end of the Course, even the Officer Trainees with no prior exposure in this area develop adequate skills to handle computers and selected software with familiarity and ease. We will also endeavor to expose trainees to e-governance initiatives of various Government departments.

- ◆ The approximate number of sessions in different subjects will approximately follow the pattern given below:

Sl. No.	Subject	No. of Sessions
1	<b>Public Administration</b>	
	a. Governance	8
	b. Perspective Building	17
	c. Sectoral Inputs	18
	d. Municipal Administration Module	7
2.	Economics	10
3.	Management	16
4.	E-Governance & ICT	13
5.	Group Work for Problem Solving	5
6.	Miscellaneous	6
	<b>Total</b>	<b>100</b>

## **(B) SYNDICATE PRESENTATIONS**

Syndicate Presentations are proposed as a part of the Induction Course to provide insights to the Officer Trainees on various sectoral inputs and case studies viz., Rural Livelihoods, Skill Development, Health, Public Distribution System, Direct Cash Transfer, etc. The Officer Trainees are organized into groups and each group is allotted a topic. The Groups are to present their analysis by Power Point Presentation during classroom sessions.

## **(C) GROUP WORK FOR PROBLEM SOLVING**

The Officer Trainees are organized into groups and each group is allotted a problem solving exercise. The Groups are to analyze the problem and prepare a Report and present by Power Point Presentation during classroom sessions.



## **(D) NON-ACADEMIC INPUTS**

There will be a study tour & exposure visit within India and Abroad to Srilanka to expose the Officer Trainees to the cultural sites and understand the great heritage of Srilanka, their Public Administration, social policies, decentralization of powers, implementation of government programmes and projects, arrangements for law making and best practices in these fields.

## **ART OF LIVING**

Attainment of physical fitness is an essential element of an officer's personality. The Course will

introduce you to the world of physical well being with a view to ensure that it becomes a part of your daily make-up for the rest of your life. A healthy mind in a healthy body is what we would like to strive for. OTs have to attend a Basic Course on Art of Living which is a combination of yoga, meditation and spiritual well being.

**Timings are from 6.00am – 7.00am (on all working days)**



## **E) OTHER ACTIVITIES**

Officer Trainees are expected to participate actively in other activities. There will be a film aired in the evening on all Thursdays and Sundays in the Auditorium and pre-dinner sessions scheduled every Tuesday and Friday. Local site visits and exposure visits will be organized during week ends. Participation of all Officer Trainees is compulsory.

Sports facilities offered to the Officer Trainees include :

- ◆ Tennis
- ◆ Volley Ball
- ◆ Billiards
- ◆ Table Tennis
- ◆ Shuttle Badminton
- ◆ Gym & Swimming



## OUR EXPECTATIONS

**Punctuality:** We believe that punctuality forms the basic fulcrum around which discipline revolves. It is expected that you will reach the venue of any scheduled event, academic or otherwise, ten minutes ahead of time and will be seated in your allotted place-position at least five minutes before the event. This is our first expectation from you and we hope that you will not give us any occasion to remind you of it during the Course.

**Behaviour:** The Institute expects, from every Officer Trainee, the highest standards of behaviour and decorum befitting an officer - both inside and outside the Institute. We expect you to be courteous and well-mannered towards each other, the Institute staff and the faculty. Officer Trainees must ensure that their behaviour towards Officer Trainees of the opposite sex is beyond reproach.

**Participation:** This is your Course. What you get out of it depends a good deal on what you put into it. The Course Team would like you to participate fully in all the activities that make-up the Course. We would be happy to know of bottlenecks, if any, or where you see a possibility for further improvement. When you participate in classroom discussions we expect you to be polite and considerate to all others present.

**Discipline:** Discipline is non-negotiable. As civil servants, a strict code of conduct and norms of behaviour bind each of us. We expect you to follow the code of conduct and these accepted norms in letter and spirit and set the highest standards for yourselves. Consequences and penalties arising from indiscipline, lack of punctuality, discourteous behavior, violation of Course guidelines and inappropriate conduct will be most severe, which you may kindly note.

**Attire:** We expect you to be appropriately attired for every occasion. The detail about what constitutes proper attire is given at **Annexure I (Shishtachar)**.

**Maturity, Creativity and Endeavour:** Above all, we expect Officer Trainees to behave like mature individuals. A mature person does not indulge in deviant or self-destructive behavior. He / She does not burn up in anxiety. He / She neither resent authority nor does he/she become overbearing when he/she is in a position of power. In short, mature persons are balanced people who are an asset to any organization. Creativity is that spark which improves all human endeavour, and makes that critical difference between the great and merely good. We hope that you will contribute creatively to all activities and raise the standard of the Course. Above all, an officer is expected to excel and constantly strive towards setting higher benchmarks. We expect from you these qualities related to the head and heart.

## GUIDELINES FOR CONDUCT

### General Conduct

- ◆ Residence in the Campus is compulsory. Spouses, friends or relatives of the Officer Trainees will not be permitted to stay on Campus under any circumstances. Violation of this will be considered as an act of gross indiscipline.
- ◆ Officer Trainees should not play loud music in their rooms or speak loudly in lounges or the corridors.
- ◆ Keeping or consuming alcoholic drinks in the Hostel rooms is not permitted. Misconduct in inebriated state will invite expulsion from the Course and action under Conduct rules.
- ◆ Institute places great importance on intellectual integrity and ethical conduct. Any dereliction during examination, quizzes and written assignments will attract consequence.

- ◆ Smoking is prohibited in the Institute premises.
- ◆ Officer Trainees are not permitted to keep private vehicles in the Institute.
- ◆ The entire range of activities at the Institute, including co-curricular and extra-curricular activities, are integral parts of the Course and Officer Trainees are required to take an active part in all of them.
- ◆ Redressal of grievances, if any, should be sought within the Institute. A direct representation to the Ministries of the Government of India or any authority outside the Institute, without going through the proper channel, would be treated as insubordination and violation of Conduct Rules.
- ◆ Personal firearms are strictly prohibited on campus.
- ◆ Mobile phones are not allowed in the Academic area. Any mobile found in possession will be confiscated and penalties imposed by the disciplinary authority.

#### **Conduct in Class**

Officer Trainees will be assigned specific seats in the respective lecture halls. Each Officer Trainee is expected to occupy only the assigned seat before the session commences. Attendance would be taken in accordance with the seating arrangement.

The Institute encourages freedom of expression and diverse viewpoints. Alert and active participation in class room sessions is encouraged and expected. Politeness in discussions is the expected hallmark of an officer. You are expected to listen carefully to the views of others and raise your hand to be called upon by the presiding officer, before making any points of your own. Officer Trainees are also free to meet faculty members after the class, to seek any further clarification.

#### **Identity Cards**

- ◆ Officer Trainees are issued identity cards for the duration of the Course they attend. This identity card has to be carried by the Officer Trainees at all times, both within and outside the campus. The ID cards will also serve as lapel cards.
- ◆ ID cards must be clipped on to shirts, pullovers, jackets or sarees, as the case may be. It is compulsory to display the cards during working hours, in classes, in the Mess and on all formal occasions in the Institute.

#### **Leave & Absence**

All Course activities, including classes, PT and extra-curricular activities are deemed compulsory. No Officer Trainee shall be absent himself/ herself from any of these activities.

Course activities have been designed in a seamless manner in which they merge into each other. Therefore, it would not be possible to grant any leave during the Course. Requests for leave will not be entertained.

All Officer Trainees are required to reside on Campus during the entire duration of the Foundation Course. No Officer Trainee shall leave the Institute without obtaining prior written permission from the Course authorities, even on holidays or weekends.

#### **Penalties**

- ◆ We are confident of full participation by the Trainees in all activities of the Course. Any absence without explicit permission would be treated as "unauthorized absence from duty" and will be dealt with as per rules. The range of penalties (which may be imposed), may be either in the form of negative marking, as prescribed, or under the Conduct Rules relating to Conduct and Discipline or both.



We sincerely hope that no occasion would arise, which would compel us to resort to such drastic measures.

- ◆ At any point of time during the Course, if any Trainee indulges in any act of misconduct or indiscipline, the Course authorities may relieve him/ her from the Course without any notice and a report to the controlling Ministry will be sent to that effect.
- ◆ Officer Trainees may kindly note that in the interests of conservation of electricity, they are expected to switch off all the electrical appliances and lights, whenever they leave the room. Violation of this norm will attract a monetary fine.
- ◆ Water is a scarce resource. Officer Trainees are expected to ensure that taps are properly closed, whenever they leave the room. Violation of this norm will attract a fine of Rs 500/-.
- ◆ Apart from penalties mentioned above any damage to Government property resulting from negligence will be recovered from salary.
- ◆ Using or carrying mobile phone in Academic area will result in confiscation of mobile.

### **Informal Meetings with Faculty**

Officer Trainees are expected to call on faculty members and meet them informally in their residences. These informal meetings are considered an important part of the community life at the Institute. Officer Trainees are advised to seek prior appointment from the Faculty member to be called upon. Kindly be punctual on such engagements. In the event of your not being able to keep up the engagement, concerned Officer Trainee must express regrets to the Faculty member. Not turning up on a fixed engagement without any intimation to the host would be construed as an act of indiscipline.

### **◆ ESCORT DUTIES**

- ◆ Officer Trainees designated as Escort Officers shall have the following responsibilities:-
- ◆ To ensure that the transport to the Guest Speaker is detailed by the ITP Secretariat in time and to receive the Guest Speaker in the Lobby of the Institute.
- ◆ To inspect in advance the room allotted to the Guest Speaker in the Institute's Guest House and to ensure that the room is well kept.
- ◆ To receive the Guest Speaker on arrival, escort to the class room and to look after him during his/her stay in the Institute. It however does not mean that the Officer Trainees shall unnecessarily waste time hanging around and miss the classes or other activities.
- ◆ To acquaint the Guest Speaker with the Course Design, the syllabus prescribed and other activities of the Institute, if he/she is not already familiar with the same, well before his/her scheduled session.
- ◆ To inform the Guest Speaker about the duration, number and nature of his/her lecture (s) / Participation.
- ◆ To collect the bio-data of the Guest Speaker on his/her arrival. The Guest details may be submitted in the ITP Secretariat immediately after the session.
- ◆ To ascertain any special arrangements the Guest Speaker would like to be made in the lecture hall, like provision of Over head Projector etc.
- ◆ To ensure that the arrangement for the transport for his/her return journey has been made by the ITP Secretariat.
- ◆ To ensure that the TA particulars are filled in by the guest in the printed form provided and deliver the same to ITP Secretariat.

- ◆ To introduce the Guest to the audience based on the bio-data already collected for the purpose.
- ◆ To ensure that the name plates are ready in time and placed on the table before the lecture.
- ◆ To ensure that the reception has all the details of arrival and stay and keep the reception informed of your whereabouts so that in the event of an unscheduled arrival of the guest, you can be located and informed.
- ◆ To organize the following, in consultation with the internal faculty member concerned, in respect of guest lectures:
  - ⇒ To preside over the guest session, if called upon to do so, and ensure that the meeting is conducted in a manner which embarrasses neither the Guest Speaker nor the Institute in any way.
  - ⇒ After the talk is over, announce that the Guest Speaker would welcome questions from the audience (unless the Guest Speaker has any objection to this, which should be ascertained well in advance.)
  - ⇒ At the end of the session, thank the Guest Speaker on behalf of the Officer Trainees, the Institute and himself/herself.

#### SESSION TIMINGS

Session (AoL)	: 6:00 am - 7:00 am
I Session	: 09:30 am - 10:30 am
II Session	: 10:40 am – 11:40am
Tea Break	: 11:40 am – 12:00pm
III Session	: 12:00 pm – 01:00pm
Lunch Break	: 01:00 pm – 02:30pm
IV Session	: 02:30 pm – 03:30pm
Tea Break	: 03:30 pm – 03.45pm
V Session	: 03:45 pm – 05:00pm

#### FEEDBACK

It is our endeavor to provide you with the best possible academic inputs. We also value your opinions on the sessions, which help us to continuously improve our inputs. The Institute has devised a computerized method of getting your feedback, on which much reliance is placed by us. For giving your evaluation of the academic sessions, an online feedback system has to be compulsorily filled in by the Officer Trainees preferably daily or latest by 12:00 midnight on the succeeding Sunday. The feedback provided remains confidential and anonymous. We would request you to fill in the online feedback form diligently, responsibly and in a constructive manner. Giving feedback regularly is an index of your commitment to the Course and sense of responsibility.

#### ASSESSMENT AND EXAMINATIONS

The ITP aims at enhancing professional knowledge, providing job oriented skills, inculcating esprit de corps, and building appropriate attitudes and values. We try to achieve these objectives through a harmonious blend of academic and extra-curricular inputs.

We believe the Course will help the Officer Trainee not only to acquire knowledge and professional skills, but also to imbibe officer like qualities and understand the administrative environment. Regular evaluation of these qualities would form part of our duties. We do not intend to burden you with heavy “end of Course” examinations, but would prefer to test you as you go along with the Course, through examinations and also observation and interaction.

The overall breakup of evaluation is as follows:

End Examination	40
Experience Sharing	20
Problem Solving (Group Exercise)	20
DG's Assessment	20
<b>Total</b>	<b>100</b>



With respect to soft skills, values and attitudes, Officer-Trainees will be assessed on a continuous basis on their participation and performance during the course, their general behaviour, punctuality and personal conduct. This evaluation forms part of the Director General's Assessment.

The Director General's Assessment will be based on various aspects like the participation in Fitness Training, Team spirit, attitude, overall participation in all activities of the Course.

**Officer Trainees will have to secure at least 50% marks in each subject to pass the examination.**

An Officer Trainee, who fails in any of the four prescribed subjects as mentioned above shall not be entitled to any credit for the ITP Examination carrying 40 marks. In other words, in such event, he / she shall get '0' out of 40.

## **MEDALS & AWARDS**

### **ACADEMIC AWARDS**

Director General's Medal and Rolling Shield will be given for the best all-round performance (Individual OT)

Director General's Medal and Rolling Shield will be given for the highest aggregate marks in written exam .

### **ESPRIT DE CORPS AWARDS**

Gold , Silver and Bronze Medals for contribution to Esprit de Corps. These medals are given to Officer Trainees making the maximum contribution to the Esprit de Corps in the batch.

We have identified the following special qualities as conducive to and reflective of esprit-de-corps:

- ♦ Commitment to public service Belief in the unity and integrity of India and its pluralistic culture.
- ♦ Understanding the inter-dependence of various public services and appreciation of the need for harmonious relationship and mutual co-operation for achievement of the common goal.

- ♦ Spirit of fellowship, fraternity and common brotherhood.
- ♦ Readiness to empathise as well as share difficulties and dangers faced by others.
- ♦ Willingness to sacrifice for the common good/group interest.
- ♦ Sense of values, as enshrined in the Constitution of India.
- ♦ Ability to transcend the narrow loyalties of service, caste, creed, region and religion.
- ♦ Liveliness, humour and wit.
- ♦ Passion to strive toward excellence in all spheres of collective activity.

A poll will be conducted towards the end of the Course. The Officer Trainees themselves will choose the Officer Trainee who possesses the above qualities and is perceived to have contributed most toward building esprit de corps dur-



## FACILITIES AT THE INSTITUTE

- ♦ Fully air-conditioned training halls, equipped with LCD-DVD-OHP-Electronic board, to accommodate 150 delegates at a time
- ♦ Sound proof state-of-the art auditorium with 250 seating capacity
- ♦ 16 fully equipped training halls
- ♦ 7 lecture halls each with 30-40 seating capacity
- ♦ 4 seminar rooms each with 20-40 seating capacity
- ♦ 2 conference halls each with 100-130 seating capacity
- ♦ One video conference room with 65 seating capacity
- ♦ One special conference-cum-seminar hall with 100 seating capacity
- ♦ Well equipped library
- ♦ 5 Computer Labs with latest facilities.

## ACCOMMODATION

- ♦ Hostel facility with air-conditioned double occupancy for 700 persons
- ♦ Guest house with 15 air-conditioned, double bed suites and 2 VVIP suites
- ♦ New hostel with international standards/ multi-cuisine and hygienic kitchens and dining halls.



## CATERING & MESS SERVICES

Mess Advisory Committee shall decide the special menu in consultation with Officer Trainees. Officer Trainees offer suitable suggestions and every effort will be made to implement the same to the extent possible. Two Officer Trainees from Foundation Course batch shall be supervising the Mess every day as Mess Duty Officer and guide the Caterer on quality of food & cleanliness. Any kind of remarks can be reported to the General Manager, Facilities. Catering in the Institute is organised on contract basis and presently undertaken by M/s PRISM caterers.

Mess Advisory Committee and responsibilities of Mess Duty Officer are given in **Annexure - II**

### Services offered & timings:

#### Scale of items:



Bed Tea	06 am to 06.30 am
Break fast	08 am to 09.30 am
Tea / Coffee	11.20 am to 11.40 am
Lunch	1.30 pm to 2.30 pm
Afternoon Tea /	4.30 pm
Dinner	8pm to 9.30 pm

The general scale of items served is as follows:

Boiled eggs	Qty 2
Milk	Qty 200 ml
Non-Veg Dish	Qty 150 gms
Curd (1 Cup)	Qty 100 ml
Sweet Dish	One cup/2 nos
Ice cream	2 Scoops

#### Rates of Items served:

Tea /Coffee	Rs. 9.60
Break Fast	Rs. 65.65
Lunch Veg	Rs. 60.00
Dinner non-veg	Rs. 110.00
Tea Break refreshment	Rs. 18.60
Tea & Snacks	Rs. 26.40

Food is prepared in the central kitchen located at TRUPTI canteen (Ground Floor - Tungabhadra hostel). There are three major dining halls - One hall each in TRUPTI & PUSHTI canteen and another in Vamsadhara Hostel. Officer Trainees of ITP staying in Vamsadhara Hostel are provided meals in Pushti dining hall. However lady Officer Trainees are generally accommodated in Tungabhadra hostel and are therefore provided meals in Pushti canteen. However, on special occasions, the menu will be different. About Rs. 9000/- to Rs.10,000/- would be per month cost towards mess charges.

#### RECREATION

- ♦ Swimming pool
- ♦ 2 Flood-lit tennis courts
- ♦ Indoor shuttle court
- ♦ Yoga & meditation centre
- ♦ A state-of-the-art gymnasium
- ♦ Volley Ball court
- ♦ Recreation Lounge T.T, Caroms and Chess facilities

- ♦ Cinema screening facility at Auditorium
- ♦ TV with cable network facility in all Hostel Rooms

#### LIBRARY

The Institute's library is located in the Cellar. A good collection of books on various subjects are available in the Library besides various News Papers and Journals. The Library is having a computerized catalogue. The timings are from 9.30 am to 8.00 pm on all working days and 10.00 am to 2.00 pm on Holidays. Officer Trainees may approach the Librarian to avail the library facilities. It is expected the OTs will be extensively utilizing the library facility during their stay in the Institute.



#### COMPUTER FACILITIES

Wi-Fi facility is provided in the Hostels and academic areas. However, Computer facilities are made available to the Officer Trainees after office hours upto 8.pm everyday. On Sunday they will be kept open from 10.00 am to 5.00 pm at Hall No.104 in the main building (1<sup>st</sup> Floor) .

Computers are available in Vamsadhara Residency in Room Nos 165 & 166 in the First floor and Room No. 265 in the Second floor which can be used round the clock. For other details they may contact System / Network Administrators in Room No.106 ( Extn. No.: 119/151)

## Guidelines for Use of Computers

All computers in the Institute are network connected. Common facility for use of computers will be available after office hours i.e., 5.30 PM to 08.00 PM. By the end of Course, you should be thoroughly familiar with computer and their use. Besides typing your papers, preparing presentations and surfing the net. Officer Trainees are allowed to use their own laptops which can be configured in the LAN / Internet / Wi-Fi.



## Group e-mail Address

A group e-mail address for the Officer Trainees of ITP will be provided on mcrhrdi.gov.in mail server. (ITP@mcrhrdi.gov.in). The individual e-mail addresses would be added to the group for accessing and for effective sharing of information.

## Dr. MCR HRD Website

All the OT's can access the MCR HRD Website at [www.mcrhrdi.gov.in](http://www.mcrhrdi.gov.in). Separate page is provided for ITP events which can be accessed by all Officer Trainees. The following information would be published on the Website. The content would be updated as the sessions progress for effective dissemination of information.

- ◆ Joining Instructions
- ◆ Descriptive Roll
- ◆ List of Participants

- ◆ List of OTs (Group-wise)
- ◆ Course material (PDF format)
- ◆ Course Guests
- ◆ Weekly Schedule
- ◆ Photo Gallery
- ◆ Link to on-line feedback

All Officer Trainees are required to post their feedback for every session through on-line feedback system which can be accessed through internet. The login name for the Feedback system would be their respective OT Code and common password would be given which must be changed later by the respective OTs. It is advisable to change the password immediately after the first login.

## ITP SECRETARIAT

The Institute has created a secretariat exclusively for the Induction Course with a Faculty Member as Nodal Officer assisted by a Superintendent and other support staff who will look after all the activities connected with the ITP. The Officer Trainees may contact the Secretariat for any information in Room No. 035 (G. Floor) of the Administrative Block. The Officer Trainees can contact the following persons for any information required.

### 1. Smt. Meena Jagirdar, Faculty

Nodal Officer

Room No. 034 (G. Floor), Main Block

### 2. Smt. G. Savithri, Supdt.

In-charge, ITP Secretariat,

Room No. 035 (G. Floor), Main Block

## DISPENSARY:

A medical Doctor would be available for consultation.

**DISPENSARY LOCATION : Opp. Vamsadhara Residency**



## OFFICERS & FACULTY ASSOCIATED WITH ITP



**Sri. Vinod K. Agrawal, IAS,** *Director General* is a senior officer of Indian Administrative Service (1983) in Telangana cadre. He carries with him a varied experience of handling diverse jobs in the Government of Andhra Pradesh & Telangana like Land Administration, Industrial Development, Excise Administration, Tribal Welfare, Education, Cooperation and Marketing, Industries, Taxation, District Administration, Revenue etc.. Currently he is Director General & Ex Officio Special Chief Secretary, Dr MCR HRD Institute.



**Dr.K.Tirupataiah, IFS,** *Additional Director General (Training)* has over 27 years of field and Administrative experience. He specializes in Organisational Development, Institution Building and Capacity Building. He did his Masters and Doctorate in Agriculture Extension at IARI. He worked in Social welfare, Tribal welfare, and Rural Development besides Forest Department. He continues his passion in Academic work with 16 research papers, 3 Chapters in a Book and guiding Two Ph.D. students. Tirupataiah is a Member of the Asia Regional Work Group of ICID, member of Guidelines drafting team on IWMP & MGNREGP. He was instrumental in preserving the World's Largest Banyan Tree (Thimmamma Marrimaanu) in A.P. Selected to the Indian Forest Service in 1986, he was the Best-All Round Probationer at LBSNAA, Mussorie and also the Secretary of Fine Arts Society. He is an avid reader, professional quiz master, sports organizer and a singer.



**Sri. D. Ramakrishna, IAS (Rtd),** is *Senior Consultant and Course Coordinator*. He is a post graduate in Nuclear Chemistry from Andhra University. He belongs to 1984 Batch of IAS from Andhra Pradesh. He held various posts like Project officer ITDA, Collector and District Magistrate, officer on Special Duty, Hyderabad Municipal Corporation, Commissioner and I.G.Registration, Commissioner Panchayat Raj, Managing Director, Housing Corporation; M.D., State Trading Corporation and Secretary, GAD Services. After retirement worked as Sr. Consultant SIRD, P.R.Dept. Sr. Consultant, Centre for Innovations in Public Systems and presently Sr. Consultant, Dr. MCRHRDI, Hyderabad.



**Smt. Anitha Balakrishna,** *Deputy Director General* is an Indian Audit and Accounts Service (IA&AS) Officer of the 1999 Batch. She has served in the State offices of the Comptroller and Auditor General of India (C&AG) as Deputy Accountant General responsible for Administration, State Accounts, etc. She has also served in the Finance Department, Government of Karnataka as Controller and Head of Project Management Unit. She has the experience of conducting the audit of United Nations World Food Programme. An alumna of the Jawahar Lal Nehru University, New Delhi (Centre for Political Studies, 1994-1999), she takes a keen interest in political studies and gender issues.



**Sri. B. Arvinda Reddy, IAS (Retd)**, *Director*, is an IAS Officer of 1986 batch . He has Worked as a collector Adilabad from 1998-1999. He has rich experience in development of infra projects.

worked as executive director of Andhra Pradesh industrial infra corporation, additional secretary energy Department & also as M.D Andhra Pradesh medical housing infra corporation. He has vast experience in regulatory administration. Worked as commissioner & director of stamps & registration department from 2007-2010 & as commissioner Agricultural Marketing from 2011-2012. His last posting was Principal Secretary Irrigation department (2012-2014). Sri B.Aravinda Reddy retired on 31-07-2014. He joined as Director in HRD institute on 1st July 2015. He is incharge of training policy, District Training Centres & Civil works.



**Dr.M.Bullaiah, IFS (Retd)** *Chief General Manager, Facilities*, is an IFS Officer (Retd) of 1987 Batch and has worked as Conservator of Forests at Adilabad & Tirupathi and was the Chief Conservator of Forests having worked extensively in the forest areas of Telangana and Rayalaseema Regions.



**Dr. Shaik Mohammed Nabi** , *Additional Course Coordinator*, has done his Masters in Philosophy, Psychology, Psychotherapy and counselling Psychology and has done his Post Graduate diploma in Computer Sciences.

He has a Certificate in Life Style Medicine. He is a Gold Medalist from New Age International University, Seborga.

He served the Government in various capacities and retired as Deputy Inspector General(R&S) and has vast administrative experience with a proven track record .He was a Guest/visiting faculty in Dr MCHRDI as well as other institutions touching up on Service matters, Law and Psychology. Post retirement he worked as a senior consultant to the e-Governance Unit in Revenue Department, Secretariat. He worked in the World Bank Project- LGAF as Expert Investigator. He is a member of Association of Professional Psychologists, Chennai, Associate member of Association of Counsellors and Psychotherapists, Mumbai, Associate Member of American Psychological Association, Member of Harvard Medical School Postgraduate Association. He is presently working in this institution as Senior Faculty Member and Head of CGRA.



**Dr.V.Deepa Nair , Ph.D** *Professor & Head*, is the Additional Course Coordinator. With Ph.D in Public Administration she has worked as a Programme Officer at the National Institute for Mentally Hand-

icapped (NIMH), Govt. of India on Disability Rehabilitation and was Head of Academic Administration. She has also worked as Senior Faculty at the Regional Centre for Urban and Environmental Studies (RCUES), Osmania University; She is a law graduate and practiced as a lawyer before taking up Teaching. She is presently working as Professor & Head at the Centre for Urban Development Studies of this Institute. She is also a National Level Trainer for Public Private Partnership (PPP) and has won the Best Trainer Award for PPP at the National Level in March, 2014 under the National Capacity Building Programme sponsored by Department of Economic Affairs, Ministry of Finance. Govt of India.





**Dr. O. Vijayasree**, did M.A., Psychology, from Udaipur University and Ph.D. in Psychology, from Gujarat University. She has 25 years of Teaching/ Research experience in various organizations. Cur-

rently working as Director of Centre for Management & Behavioral Sciences at the Institute. She has earlier Worked in National Institute for Small industries tries Extension Training (NISJET), Institute for Higher Education, Kano, Nigeria and Indian Institute of Management (IIM), Ahmedabad, Gujarat. Life member of Hyderabad management association (HMA). Life member of HRD (Human Resource Development) network.



**Dr. W G Prasanna Kumar** PhD in Education with basic degree in Social Work and Master's Degrees in Sociology, Public Administration and Political Science has professional education in

Environmental Economics, Public Relations, Communication and Training and Development. As Professor in the Institute with specialization in Climate Education and disaster management and crowd management. He has handled many regional, national and international environmental education programmes and events including UN CoP11 to Convention on Biological Diversity and Media Information Management on Environmental Issues.



**Sri. K. Nageswara Rao**, is M.Sc. (Statistics), started his career as Lecturer in Statistics, Sri Kakatiya University, Anantapur, has entered into Government service in 1984. He has worked at

Dr. MCR HRD Institute from 1995 to 2011. He worked as Addl. Course coordinator of 82nd, 83rd and 85th Foundation Courses. He is a certified Master Trainer for Design of Training (DoT). He is also Recognised Trainer for Direct Trainer Skills (DTS), Training Needs Analysis (TNA) and Evaluation of Training (EoT). After his retirement as Director in department of Economics & Statistics, he is serving the Institute as Senior Director (Trg).



**Prof. K. Swamy**, is an MBA (Finance), M.Com and a Ph.D. holder in Management Science. He has served Dr. B.R. Ambedkar Open University as Professor of Business Management for

28 Years. He held different Academic Positions like Head of Department, Dean, Faculty of Commerce, Director, Senator etc., He has worked in Ethiopia as Dean and Senator. He has authored Seven Books, and guided Ten Ph.D. Scholars and Two M. Phil Scholars. At Present, he is working as Professor.



**Dr. R. Madhavi**, is a post-graduate in law from Osmania University, and awarded Ph.D. from Acharya Nagarjuna University for her research on

"Right to Mercy Killing" (euthanasia). Prior to joining the Institute, she has worked as Assistant Professor of Law in K.V. Ranga Reddy Law College, Hyderabad and as Associate Dean and Assistant Professor of Law in Faculty of Law, I.F.H.E (a deemed University), Hyderabad. She has been Head, University College of Law, Telangana University, Nizamabad. She has authored Two Text books - "Interpretation of Statutes" and "Death with

Dignity” and published various articles in journals of National & International repute, presented research papers in national & international seminars & conferences. Currently she is Associate Professor of Law.



**Sri. V. Jagadeeshwar**, has 25 years of Teaching experience in Government Colleges. State Coordinator, State Quality Assurance Cell (SQAC), Design and conduct of training programmes for Principals and faculty of

Government Degree Colleges on process of accreditation by National Assessment and Accreditation Council (NAAC). Served as member on NAAC Panel of Assessors (PEER Team) appointed by NAAC and visited colleges across the Country. Is a Resource person to Academic Staff Colleges of University of Hyderabad, Moulana Azad National Urdu University, Hyderabad, Osmania University, JNTU, Hyderabad and Andhra University, Visakapatnam. Served as Nodal Coordinator of JKC (Jawahar Knowledge Center) in Govt., Degree College, Karimnagar district. Worked as placement officer at Govt. Degree College, Karimnagar from 2005 to 2009. He is presently working as Senior Faculty in the Centre for Management & Behavioral Sciences at the Institute.



**Sri. Dharmachandra Reddy**, has done his M.A. (Economics), B.Ed. and pursuing Ph.D. He is a Deputy Tasildar of 1995 Batch. He has worked as Tasildar and Dy. Collector. He is a recipient of many laurels from the Revenue department as well

as Non-Governmental organisations. He is the recipient of “The Vocational Excellency Award-2005”, for his extraordinary performance in Revenue Department. He is the Administrative Officer

In this Institute.



**Sri. K.V. Subba Rao**, on allotment by State Public Service Commission, joined Government service on 06-12-1990 and served in the Directorate of Settlement, Accounts Branches in HoDs of major

departments like Animal Husbandry, A.P. Police I.& P.R., DG & IGP, WALAMTARI besides offices of Excise Superintendent, Prakasam District; District Manager, Vigilance Cell of Civil Supplies Corporation, Chittoor. He graduated in Commerce (B.Com) from Andhra University in the year 1982. He deals with Accounts matters besides

being the Drawing and Disbursing Officer in respect of all financial transactions of the Institute.



**Sri B.N.N. Lakshmaj Rao**, on allotment by State Public Service Commission, joined Treasuries and Accounts

Department in 1989 and served in Accounts Branches of HoDs of major departments like Medical and Health, Police, Industries, Vaidya Vidhana Parishad, Agriculture. He was the Finance and Accounts Officer in Sarva Shiksha Abhiyan before coming over to this Institute as Assistant Accounts Officer on deputation. He did B.A. and B.Ed. from Andhra University; M.B.A. (H.R), M.A. (Eng.) and LL.B. from Osmania University and M.Ed. from Annamalai University. He deals with accounts matters of the Institute besides being faculty on some of the accounts related subjects, such as “Calculation of Income Tax on salaried income”, “Duties and responsibilities of DDOs” and “T.A. Rules” etc.



**Mrs. P. Bharathi**, has done her Masters in Economics from Andhra University. She has a Bachelors Degree in Education. She worked as a lecturer in Economics and had participated in several seminars and

work shops. Political Economy, Child Labour, Rural Livelihood and Indian economy are her domain. As a Programme Officer of National Service Scheme, she had trained and moulded a band of youth for social service. Exposed to several capacity building initiatives related to soft skills and domain specifics of various Government Departments. She is presently working as Senior Faculty Member.



**Sri. NVC Rajesh** is an internal faculty member in CMBS, with a strong Scientific & Management background. He has a MBA degree from IIM Calcutta and has done his under graduation from

IIT Kharagpur. He has corporate work experience in Retail, Finance & Sports Management (Mumbai Indians ,IMG Reliance) in India and as well as abroad. His interests include Behavioural Studies, Psychology, OB, Physics & Sports. He has secured 99.97 percentile in CAT 2005. He is a keen cricketer and has represented the West Bengal Combined Universities cricket team. He has also been awarded the "Patel Trophy" while at IIT Kharagpur, for his inspirational leadership at IIT.



**Sri. K. Anil Kumar**, is a postgraduate in Physics. He has a Bachelors degree in Education. He is a direct recruit Mandal Parishad Development Officer recruited in 1999. He has joined this Institute as Faculty in 2009.



**Smt. Meena.J** is the Nodal Officer of ITP and JFM in the Centre for Climate and Disaster Management and is on deputation from Panchayat Raj Department. She has worked as a trainer in the area of disaster management

for a period of nearly 7 years. She is a postgraduate in Genetics with specialization in cell biology and has graduated from Osmania University.



**Sri. K. Rohit Srivastav**, is M.Tech in Agricultural Engineering from IIT Kharagpur. He has around 8 years of professional experience in IT Industry. He has joined the

Government service in 2012 as Assistant Executive Engineer in I & CAD Department, Government of Telangana through APPSC. He is presently working as Manager, Information Technology (IT) in Centre for Information Technology of this Institute.





**-P. Shankar Rao,** has done his B.E. Mechanical, PGDMM and is working as Executive Engineer in the post of Manager Infrastructure) on deputation from I & CAD Department from 01.08.2015 and his service particulars

are in I & CAD Dept., that he worked as AEE from 21.03.1988 to 09.2004, DEE from 08.2005 to 08.2013 and as Executive Engineer from 08.2013 to till date having experience in mechanical works canals O & M works, camp maintenance works, lift irrigation, construction works, road works, and vehicles maintenance works etc.,



**Sri. K. Malloji,** has completed his B.E. Civil Engineering, and is working as Assistant Executive Engineer on deputation from I & CAD Department in this Institute and his service particulars are in I & CAD Dept.,

that he worked as AEE from 28.09.2012 to till date having experience in Minor Irrigation works, camp maintenance works, Building construction and maintenance works etc.,



**Sri. M.U.Uma Mahesh,** has done his B.E. Civil Engineering and is working as Assistant Executive Engineer on deputation from I & CAD Department in this Institute and his service particulars are in I & CAD

Dept., working as AEE from 24.11.2008 to till date and having experience in Irrigation works, camp maintenance works, etc.,



**Mrs. Savithri,** is a Graduate in Commerce. She is a qualified Stenographer. Her technical qualification includes Type writing (English & Telugu). She has been working since 2003 as P.A. to the Director General of

this Institute. Later, she worked as Senior Assistant. Presently working as Superintendent in the Secretariat for the Induction Training Programme.



**Sri . M.Srinivas,** is a post-graduate in Zoology and Sociology. He has also done his DHPE from Dr. MGR Health University, Chennai. He entered into Government Service in 1995 as a Health Educator in the

Medical And Health Department. He received the Best Employee Award from Health Minister in the years 1999 and 2000. He has undergone many training programs in health education, health management and safe drinking water. He has considerable skills as a trainer in environmental sanitation. He is presently working as a Training Program Coordinator in this Institute.



**Smt. D. Bala Kameswari** is M.A. (PPM) from Osmania University and M.Sc. (Yoga) of Annamalai University . She entered the Government Service in the year 1987 and working in this institute from 26-09-2013

as Senior Assistant on deputation from Panchayat Raj Dept. of Zilla Parishad, Rangareddy district. She is a qualified yoga professional and having an experience of more than 9 years as Yoga Instructor and yoga consultant. She is currently working as Yoga Coordinator of Art of Living and Yoga activities in this Institute.

## **ANNEXURE - I**

### **SHISHTACHAR**

#### **INTRODUCTION**

Good manners and etiquette lend confidence and charm to an officer's personality. They help smoothen the sharp edge of authority and ease the course of personal relations. The principles underlying the form and behaviour suggested in the following pages are courtesy, politeness and consideration for others.

The issues covered are important to an officer's life, both during his/ her probation and in the later stages of his/ her career. A major part of Shishtachar is of immediate relevance for life in the Institute.

Most of the prescriptions in this manual may have their origins in western cultural practices. However, it is important to remember that manners and etiquette are culture-specific. India with its rich cultural heritage offers a wide variety of cultural practices. It is, therefore, important to be sensitive to these variations and adapt one's responses according to the cultural traditions of the person or group of persons one is interacting with.

Keeping the importance of business lunches and dinners in mind, we have added a chapter on Formal Dining Etiquettes. We hope that the Officer Trainees would go through this set of instructions and liberally use the guidelines/ tips for displaying dignified, courteous and civilized behaviour on all occasions.

#### **ETIQUETTE IN THE INSTITUTE**

##### **Dress Regulations**

###### **Ceremonial**

- ♦ Black or White Jodhpur Suit/ Sherwani with formal Shoes (Oxfords/ Brogues) for Gentlemen/

- ♦ Sari (preferably in sober colors) with formal Shoes / Sandals for Ladies

###### **Formal**

- ♦ Black or White Jodhpur Suit / 2 or 3 piece Lounge Suit (preferably in dark colors) with Necktie / cravat and formal Shoes for Gentlemen
- ♦ Sari or Salwar Kameez or Churidar Kurta or Western Business Suit with Shoes / Sandals for Ladies

###### **Informal**

- ♦ Full Sleeve Shirt and Trousers with Necktie with Shoes (other than casuals) for Gentlemen
- ♦ Salwar Kameez or Churidar Kurta or Western Business Suit with Shoes/ Sandals for Ladies

###### **Casual**

- ♦ Open Collar Shirt with Trousers (not jeans) and Shoes (other than sports shoes/ sneakers) for Gentlemen
- ♦ Salwar Kameez or Churidar Kurta or Shirt and Trousers with footwear (other than chappals/ slip-ons/ sneakers) for Ladies

#### **OCCASION**

##### **Ceremonial**

- ♦ Republic Day and Independence Day Function
- ♦ Course Valediction Ceremony
- ♦ Visit of VVIPs such as President/ Vice-President/ Prime Minister
- ♦ Any other occasion specifically so designated

##### **Formal**

- ♦ Formal Lunch/ Dinner (other than those where a VVIP is present)
- ♦ Visits of dignitaries other than VVIPs

## Casual

- ♦ Cultural Evenings
- ♦ Mess (other than for Formal Lunch/ Dinner)
- ♦ Lapel cards shall always be worn on all formal, informal functions and while attending classes.

## GENERAL BEHAVIOUR

- ♦ At no time or occasion should an Officer Trainee conduct herself / himself in a manner not befitting an officer.
- ♦ Officer Trainees are expected to treat each other politely and with due regard to decency and courtesy. Consideration for the feelings of others should be a dominant concern. This becomes even more important during outdoor programmes like the trek and the village visits. Conduct on these occasions should be such so as to instill confidence and trust.
- ♦ It is only natural that intelligent men and women have an opinion of their own. However, courtesy demands that if you have to disagree, do so politely and in an urbane manner. Remember, dissent is best expressed in a controlled and dignified manner which is not insulting to the opposite party.
- ♦ When dealing with subordinates special care should be taken to ensure politeness. This is especially true in your dealings with Mess staff, room bearers and non-teaching staff of the Institute.
- ♦ Officer-like behaviour should be maintained outside the Institute as well, in dealing with shopkeepers, etc and the public at large.

## CONDUCT IN CLASS

- ♦ Punctuality and decorum is to be maintained for all sessions / event academic or non-academic.
- ♦ Officer Trainees should enter the classroom and take their allotted seats 5 minutes prior to the time designated for the commencement of the lecture. Attendance will be noted according to the seating arrangement.
- ♦ Officer Trainees will not be admitted after the doors have been closed.
- ♦ Smoking is not permitted in the Institute.
- ♦ Officer Trainees are expected to be attentive and conduct themselves with due regard for the feelings of the lecturer and fellow Officer Trainees. Questions addressed to faculty members / guest speakers should be clear, precise and polite. Please stand up when asking a question. Officer Trainees must remember that guest faculty is invited by the Institute. As such, they are honoured guests; and their dignity should be upheld under any circumstances.
- ♦ Talking or whispering during a lecture not only disturbs the speakers but other Officer Trainees also. Effective listening is an art and essential as a matter of courtesy to the speaker as well as your colleagues. Remember, there is nothing that cannot wait till the end of the class.
- ♦ The posture adopted while sitting in the classroom is extremely important. One should sit with the back upright, without slouching in the chair, either to the front or to the back. One's arms should not be crossed behind one's head while sitting. This is considered extremely impolite and uncivilized.



- ◆ While applauding guest speakers, thumping on the table should not be done as this is not becoming of a civil servant. One should clap with hands only.
- ◆ When a lecturer takes classes, Officer Trainees are expected to remain standing after the lecture concludes till the speaker leaves the class.

## **CONDUCT IN HOSTELS**

- ◆ Officer Trainees are expected to behave decently in the hostels at all times. Shouting, loud music, noisy parties / revelry must be avoided as it is a source of inconvenience and nuisance to others. As a consideration to other residents in the hostels, music after 2200 hrs. is to be heard only through ear-phones.
- ◆ Keeping or consuming alcohol in the hostels is prohibited. Inebriated conduct would invite automatic disciplinary action.

## **MESS ETIQUETTE**

### **Dining in the Mess**

- ◆ Every Officer Trainee is a host. You are expected to be present 10 minutes before the guests arrive to receive them and to see that no guest is left unattended to. Move around freely and look after the guests. Do not leave the mess until after all the guests have left.
- ◆ Officer Trainees appointed as Escort Officers to guests or Faculty Members and their spouses should receive their guests at the entrance and remain in attendance throughout. Escort Officers are expected to look after their guests and should introduce them to other Officer Trainees and faculty members if the guests have not met them earlier. On conclusion of the meal, Escort Officers are expected to see their guests off. During formal dining, the Escort must make polite conversation with his/her guest.
- ◆ Do not monopolize the senior guest or leave him/her abruptly. Request to be excused when you leave him/her.
- ◆ Unless on the Mess Committee, Officer Trainees have no authority to reprimand a Mess employee. Even office-bearers on the Mess Committee are not to use intemperate language or conduct themselves in a manner not befitting an officer. They can report matters needing attention to the President, Secretary or a member of the Mess Committee. While making any complaint (e.g., about the quality of food), do not use intemperate language.
- ◆ Courtesy and consideration is to be shown to all the colleagues during meals. Due consideration is to be paid to correct table manners.

### **Conduct in the Lounge**

- ◆ When you enter the lounge, if there is a lady or a senior staff member present, please greet them appropriately. When any lady or a senior staff member or a guest enters the lounge, you should stand up and greet him/her.
- ◆ You need not be rigid in your movements inside the lounge, but should avoid being sloppy or slovenly.
- ◆ Do not sit in the lounge with your legs up on a table or chair.
- ◆ Do not fail to wish staff members, their spouses or senior guests.
- ◆ Do not form your own exclusive groups.
- ◆ Do not play music too loudly. It may disturb others.
- ◆ If you are sitting near a fan when a senior staff member or a lady arrives, and if there is no other comfortable seat available, offer your seat to him or her.
- ◆ Avoid controversial subjects, which may lead to a heated discussion.

- ◆ While in conversation, do not interrupt a person who is talking.
- ◆ Do not gossip about other people. It is said: "Cultured people talk about ideas, where uncultured people talk about persons".
- ◆ Do not disturb the lounge arrangement. In case, it has been necessary to move the furniture, please rearrange it before leaving.
- ◆ Please do not be loud or brash in your behaviour, and show consideration to others present in the lounge.

### **SOCIAL CALLS AND VISITS**

- ◆ Calls are both a social and an official obligation. They may be made alone or in a group. Besides being part of the etiquette expected of an officer, they are functional in building interpersonal relations and creating a better work environment.
- ◆ Social calls are to be made after checking the convenience of the officer.

Calls should never be made before 9.00 a.m. or after 7.30 p.m. except on the suggestion of the officer called on. Usually calls are best made between 6.00 p.m. and 7.00 p.m. depending upon the season.

- ◆ The first call may be brief and should not last more than 30 minutes. Later, when friendly calls are made, they may last as long as desired and appropriate, always taking care not to keep the hosts from their meals and other engagements.
- ◆ The question often arises whether a senior officer or a junior officer should make a social call first. This depends upon circumstances. Senior officers newly posted to a station should, unless there is great disparity in rank, call socially on a junior, after the junior has paid an official call. Where their ranks differ greatly, the junior should make the first social call.

- ◆ Do not go away if you find other visitors already present. Knock or ring the bell if the door is closed and send in your card if a servant or a minor child opens the door. If the door is opened by the host/ hostess or an adult member of the family, you should introduce yourself and offer your card only if it is asked for.
- ◆ Calls should be returned in person as early as possible. If there is great disparity in rank or if the call is at a Mess, the return call will usually take the form of an invitation to a meal.

### **OFFICIAL CALLS**

- ◆ In the Institute, Officer Trainees are expected to call on the Course Coordinator, Counsellors and other faculty members within 2 weeks of joining. They must also call on the Director General and the other Officers. One should call on members of the faculty only after ascertaining their convenience. All such cases should preferably be made counselor group-wise.
- ◆ Please note that having met an officer at some party or function is no substitute for a regular call.

### **CONVERSATION**

- ◆ Never talk with your hands in your pockets or on your hips or crossed in front of the chest.
- ◆ If you have to withdraw from company politely say, "Excuse me" while doing so.

### **DRAWING ROOM MANNERS**

- ◆ Gentlemen will stand when ladies enter a room, and officers will stand when seniors enter.
- ◆ Officers' wives normally rise only when the President, the Vice-President, the Prime Minister, the Governor or the Chief Minister enters. Officers will stand up when they are introduced. Shaking hands on being introduced

is quite normal but not with ladies unless the lady makes the first move. Otherwise, a 'Namaste' or an equivalent word in any other Indian language is the proper form. Never shake hands with gloves on, though ladies can exercise this privilege.

#### **Introductions are made as follows:**

Gentlemen are introduced to ladies, juniors to seniors and young persons to old, with the exception of VIPs, to whom others are always introduced. The person making the introduction should say, "May I introduce...." or "Let me introduce Mr/ Ms.....". Add a few words of description to help them make contact e.g. "Mr. & Mrs. Alpha have just returned from Utopia wherein they were researching beta radioactivity of unicorns. Mr. Gamma is the Counsellor of the Star Ship Enterprise". The reply to "How do you do" is "How do you do" and never "Quite well, thank you" or "Fine".

- ◆ If you wish to smoke in company, especially in the presence of ladies or elders, always seek permission. Also offer your companion a cigarette. Deposit ash only in ashtrays and when stubbing a cigarette do so completely to prevent it from giving out smoke.
- ◆ Do not sit aloof but conduct a conversation with your neighbours. As far as possible, avoid talking shop. As educated young officers you would have sufficiently wide interests to start and sustain a conversation on many subjects.

#### **RECEIVING VISITORS**

- ◆ Receive your visitors at the door or, if they are senior officers or old people, on the driveway as they alight from their cars. Open the door for them and see them into the house. Offer them a seat and, after a while, a drink (soft drinks, tea, coffee, etc.)
- ◆ On conclusion of the visit, see your visitors off to their car or to the gate. Do not shut the door on them.

#### **AS GUEST AT A PARTY**

- ◆ When invited to a party, make it a point to inform the host/hostess of your acceptance or inability well in advance. Remember that without knowing the exact number of their guests, it is rive on time. Punctuality is politeness and should be cultivated as a habit.
- ◆ Search out your host and hostess, if it is a big party, and greet them.
- ◆ A good host will usually name the drinks available. Make your choice and politely state your preference. Do not ask for something that has not been mentioned. Do not mutter or say something vague like "I don't mind". Never omit "Please" and "Thank you".
- ◆ After adding sugar and milk to your coffee / tea do not keep the bearer waiting while you stir it in the tray. Remove your cup at once and let him move on.
- ◆ Do not start on your drink straightaway. Put it down on a side table and sip it from time to time. If snacks are served, the bearer will usually offer you a small plate and a serviette. Hold the latter under the plate while helping yourself. Place the plate on the side table when done with.
- ◆ Do not sip your drink with a slurp. When eating a sandwich, cake or other snacks, hold it between the thumb and the first two fingers.
- ◆ On leaving, never fail to thank your host and hostess. It is a good idea to phone your host/hostess the following day expressing your thanks for an enjoyable party.
- ◆ At large parties, it is not necessary to take leave of everyone present individually. It is enough to take leave of the person with whom you may be sitting or talking and of the host and the hostess.

- ◆ Leave taking should be brief and unobtrusive. Officers must neither depart ostentatiously as some VIPs like to do, nor should they slink away.
- ◆ Government officers are not expected to drink alcohol in public, even in places where there is no prohibition. It is essential to familiarize yourself with government instructions and the conduct rules. If you are a teetotaler, do not refuse an invitation to a cocktail party only on that account. When offered alcohol you may decline politely. If anyone wishes to abstain from drinking alcohol do not urge him or her to reconsider.

## **CIVIC MANNERS**

### **Road Manners**

- ◆ If walking, keep well to the side of the road, especially in a group. Do not edge others off the road. Do not stop to talk in the middle of a road or footpath.
- ◆ If accompanying a lady, always keep between her and the traffic. You may offer to carry her coat, but not her handbag.
- ◆ Greetings on the road may be made by just wishing the time of day or by saying "Namaste" or any appropriate greeting in a regional language. If you have a friend with you and you stop to talk, you should normally introduce him. If for some reason you do not wish to do so, say, "Excuse me a moment". He will walk on slowly, in which case you should get through your conversation as soon as possible. Always be properly dressed on the street even if you have gone out only for a short errand.
- ◆ As a junior officer, be observant, try to catch the eye of your senior officer and greet him. Never be seen avoiding a greeting and never permit your juniors or subordinates to do so to you.
- ◆ Make it a point to always greet faculty members, guest speakers and visitors to the Academy whenever you cross them. Greetings should not be restricted only to the Course Team members but must extend to all faculty members and guests.

## **PLACES OF ENTERTAINMENT (In the Auditorium, etc.)**

- ◆ Always be punctual lest you cause inconvenience to others during the performance while finding your seat. If late, wait a while and take your seat with the least disturbance to others.
- ◆ If with a lady, lead the way to your seats. Do not leave her alone to go out during intervals and if it is necessary, ask her permission.
- ◆ During the show avoid loud comments or predictions about the course of the play and do not hiss, murmur or get excited at embarrassing moments, others would like to follow the show and, if it is live, the performers should be shown the courtesy of silence. Even if the performance does not appeal to us we must respect the dignity of the artiste and the right of others to enjoy the show. Dignified behaviour befitting an officer is expected in all public places.
- ◆ Under no circumstances you shall shout, whistle or act in a manner which is unbecoming of an officer in the Auditorium. Most of the activities in the Auditorium are scheduled sessions and hence should be treated with same degree of seriousness as a regular academic session.

## **GENERAL BEHAVIOUR**

- ◆ Attention to personal hygiene and especially mouth odour is essential. Noses should be cleared, finger nails cut, and ears cleaned at home and not in company. Natural functions like belching, yawning, sneezing and coughing,

- ◆ clearing of throats, noses, etc., should be done as silently as possible with an “excuse me” if in company.
- ◆ If possible, use a handkerchief to sneeze or cough into.
- ◆ Sharing a room and bathroom with others imposes social obligations.
- ◆ Leave bathrooms as clean as you would like to find them.
- ◆ Bathroom floors should be left clean, basins emptied of soapy water, commodes properly flushed or covered after use.
- ◆ Litter must be thrown into waste-paper baskets; ashtrays must be used for ash or for stubbing out a cigarette. Cigarette stubs, etc., should not be disposed of in wash basins and water closets.

## FORMAL DINING ETIQUETTES

### Before the Meal:

- ◆ **Prepare to be conversational:** Read national and local news papers ahead of time so that news and events can be discussed.
- ◆ **Punctuality:** It is important to be on time. Always allow extra time as no one wants to be kept waiting. If a delay is unavoidable, try to contact the host.
- ◆ **Greeting and introductions:** A good handshake is important. It should be firm and should continue for three to four seconds. Introduce a younger person to an older person; introduce a non-official person to an official person; and in business, introduce the junior to the senior. Use full names unless you are told to use a first name.
- ◆ **Seating:** In most cases, wait as a group to be seated. Women go first, followed by men. Purses / briefcases should be placed on the floor as the bottom of these items may be
- ◆ **Ordering:** Hold the menu so that it does not hide you from everyone else at the table. Skim the menu quickly and when a decision is made, place the menu off to the side signaling to the server that you are ready to order. Unsure of what to order? Ask the host what he or she would recommend. The recommended meal may give a clue as to the price range the host has in mind. Or, let the host take the lead when ordering. Always talk softly to the server and do not hesitate to ask for advice. Order food that does not distract from the ability to converse.
- ◆ **Napkin:** Sometimes locating the napkin can be tricky. It can often be placed in a coffee cup, wine glass, or other clever location. Traditionally, it is placed at the left of the dinner plate. As liquids are always to your right, once you determine your place setting territory, you can easily decide that the napkin in the cup to the right is yours. The meal begins when the host unfolds his or her napkin. Immediately place the napkin on you lap after everyone at the table has been seated. If you must leave the table, place the napkin on your chair.
- ◆ **'Reading' the table setting:** Begin using utensils from the outside and work your way in. If the place setting has two forks that are the same size; begin with the fork on the outside. Food is generally served from the left and beverages are poured from the right.

### During the Meal

- ◆ Begin eating when everyone has received his or her food. Eat at the same pace as your host.
- ◆ **Conversation:** Relax and keep the conversation focused on business-related or casual topics. Avoid dominating the conversation.
- ◆ **Napkin:** Your napkin should not get dirty during the dining process. It is meant to catch food that that falls in your lap and is used to



gently blot your mouth or dust the crumbs from your lips.

- ◆ **Soup:** Make a circle: spoon away from you, bring around to your mouth and back to the bowl. Soup is eaten from the side of the soup spoon, not inserted into your mouth.
- ◆ **Bread:** Bread/ rolls should be broken into smaller, more manageable pieces, buttering only a few bites at a time. Toast and garlic bread, however, may be eaten whole as they are usually already buttered. Avoid making a sandwich.

### After the Meal

- ◆ **Napkin:** The host will signal the end of the meal by placing his / her napkin on the table. Place the napkin (loosely folded) to the left of your plate (never on the plate).
- ◆ **Place Setting:** Leave plates in the same position that they were presented. Do not push them away or stack them. Any unused silverware is simply left on the table.
- ◆ **Used Utensils:** Do not leave a fork or spoon in a bowl or cup. Place used utensils on a flat dish. That is why a flat dish is usually under the soup bowl. When finished, place the knife (blade edge toward you) and fork diagonally across the centre of the plate so they do not slide off when the plate is removed by the server.
- ◆ **Thank the host:** Shake hands and thank the host for providing the meal. Remember to maintain good eye contact.

### Unusual Situations

- ◆ If a piece of silverware falls on the floor, pick it up and let the server know that you need a clean one. If you cannot reach it, tell the server you dropped a piece of silverware and that a clean one is needed.

- ◆ If someone you are dining with is left-handed, it is best for the left-handed person to sit at the left end of the table or at the head of the table. If the host is not aware that you are left-handed, do not mention it.
- ◆ Never spit a piece of bad food Never spit a piece of bad food into your napkin. Attract the least amount of attention by removing the food using the same utensil used to place the food in your mouth. Place the food on the edge of your plate and, if possible, cover with some other food from your plate.
- ◆ Remember to take dining etiquette seriously. Regardless of whether you are having a meal with a senior or junior colleague, manners can speak volumes about you as a professional.





## **ANNEXURE-II**

### **RESPONSIBILITIES OF MESS DUTY OFFICERS**

#### **I. General**

1. All the OTs have to discharge the duties of MDO. No Exemptions would be given except in deserving cases.
2. One OT will have to perform duties of MDO for half a day i.e. Morning (covering break fast & Lunch) or after noon (Covering evening snacks & Dinner)
3. MDO duties will be assigned, on a random basis and OTs shall, ordinarily not request for changes.
4. List of OTs drafted for MDO duty will be displayed every week on FC Notice Board.
5. The OTs drafted as MDOs, would be exempted for Academic as well as Non Academic activities for the period. The MDOs on Morning duty will be exempted from PT , Yoga and all class activities up to lunch time. The MDO on afternoon duty will be exempted from afternoon classes and engagements in the evening.
11. Ensure that meals are ready in time and laid out properly.
12. Mark attendance of Mess Employees
13. Report violation of dress code or indecent behaviours on part of any OT.
14. Ensure that room service is provided only to those who are sick are on authorized medical Leave and cannot come down to the Dining Hall.
15. MDO who is assigned morning duty should be in the Kitchen by 6.00 AM and be on duty up to the completion of lunch, say up to 2 PM. He / She can have a break of one hour after breakfast. The MDO on afternoon duty shall be on duty from 2.00pm to 9.00pm or until the dinner is over.
16. MDO should ensure and check the cleanliness of Wash rooms, Dining tables, mess and Kitchen floor, changing of the wash towels, soap etc.

#### **II. Specific functions of MDO**

1. Be present at stores while material required for food is being issued
2. Check the quality and quantity of fresh and dry stores.
3. MDO should stick to the Menu and ensure that all the items in the Menu are cooked/ prepared.
4. Ensure that the Cook, workers and other are properly dressed, and are neat and clean.
5. Ensure that the material is properly cleaned/ washed before cooking/ preparation.
6. Ensure cleanliness and hygienic conditions in the kitchen and dining hall
7. Monitor the process of cooking and watch when oil, salt and other important ingredients are used.
8. Check quality of food cooked/ served.
9. Ensure the serving counters and the utensils are clean, the boys are properly dressed and wear hand gloves.
10. Ensure that the Guest Register is maintained and report any irregularity
17. He/ she shall maintain a Register and record things that need to be repaired, changed etc.
18. The Facilities Executive, the Assistant Executive Engineer and their support staff shall attend to the needed repairs/ changes on daily basis.
19. In case of any serious issue to be addressed, the MDO can call the Chairman of the Mess Advisory Committee (MAC) and report the matter which shall be attended to immediately.
20. The MDO shall furnish a feed back to the MAC on incidents / issues during his / her duty period, on the same day (for morning duty) and by next morning (for after noon duty).
21. All OTs will be given a briefing on quantity, quality, process of preparation and arrangement of food by nutritionists, hospitality and hygiene specialists so as to enable the OTs to discharge their duties properly.

## Mess Advisory Committee

### I. Composition

Sl.No.	Designation
1.	CGM Facilities, Chairperson
2.	Faculty
3.	Manager Infrastructure
4.	Nutritionist
5.	OTs from North,
6.	OTs from North East
7.	OTs from South
8.	OTs from East
9.	OTs from West



### II. Functions

1. Finalize menu for regular days
2. Finalize menu for Special days
3. Go through reports of MDOs & take action
4. Draw up list of MDOs every week
5. Report to Course Coordinator once a week.
6. Counsel OTs who violate dress code/  
Behaviour during dining
7. Any other function related to the Mess & Food.



## **IMPORTANT TELEPHONE NUMBERS & ROOM NUMBERS**

<b>Sl.no.</b>	<b>Name of the officer</b>	<b>Intercom No.</b>	<b>Mobile No.</b>	<b>Room No.</b>
1.	Sri.Vinod K.Agrawal, IAS Director General	100	09849855255	-
1.	Dr.K.Tirupathaiah, IFS Additional Director General	444	08885532021	211
2.	Sri.D. Ramakrishna, IAS (R), Course Coordinator	222	07702422447	2
3.	Smt.Anita Balakrishna Deputy Director General	322	07702600332	1
4.	Sri. B.Aravinda Reddy, IAS (Rtd) , Director	101	09848538788	101
5.	Dr. M.Bullaiah, IFS (Rtd) , Chief General Manager	127	09248032098	103
6.	Dr.Shaik Mohammed Nabi , SF & Addl.Course Coordinator	270	09030005574	227
7.	Dr.V.Deepa Nair, Professor & Addl.Course Coordinator	217	09391049802	128
8.	Dr.W.G.Prasanna Kumar Professor, CCDM	369	09849908831	228
9.	Dr. K.Swamy, Professor, CFS	123	09985299716	231
9.	Sri. P.Dharma Chandra Reddy, Administrative Officer	196	08977784568	12
10.	Sri.K.V.Subba Rao Accounts Officer	271	08977000325	14
11.	Sri.Laxmoji Rao Asst.Accounts Officer	344	09248032083	15
12.	Smt.Meena Jagirdar Nodal Officer & Faculty	376	07093048908	34
13.	Smt.G.Savitri Superintendent, ITP Sectt.	165	09248032091	35

## ACADEMY SONG

HaoDharmeteDheer, HaoKarometeBir  
HaoUnnatoShir – NaahiBhay.  
BhuliBhedabhedGyan, HaoSabeAaguaan  
SatheAacheBhagwan – Habe Jai  
RahoDharam Mein Dheer, RahoKaram Mein Bir  
RakhoUnnatShir – Daro Na  
Nana Bhasha, Nana mat, Nana Paridhan  
BibidherMajheDekho Milan Mahaan  
DekhiyaBharteMahajatirUthan,  
Jag JaanManibeBishshai  
Jag MaanMaanibeBishshai  
UllittalUrudiyailSailiVirmudan  
TalleNirminduNiripai Ni  
BhuliBhedbhedgyan, HaoSabeAaguaan  
SatheAacheBhagwan – Habe Jai  
WahaDharmateDhir, WhaKarneetVir,  
WahaUnnatShir – NaahiBhai  
Nana Bhasha, Nana mat, Nana Paridhan  
BibidherMajheDekho Milan Mahaan  
DekhiyaBharteMahajatirUthan,  
Jag JaanManibeBishshai  
Jag MaanMaanibeBishshai  
HaoDharmeteDhir, HaoKarometeBir,  
HaoUnnatShir – NahiBhai  
HaoUnnatShir – NaahiBhay

This is a Bengali song, composed by Shri Atul Prasad Sen, The English translation of the song is given below :

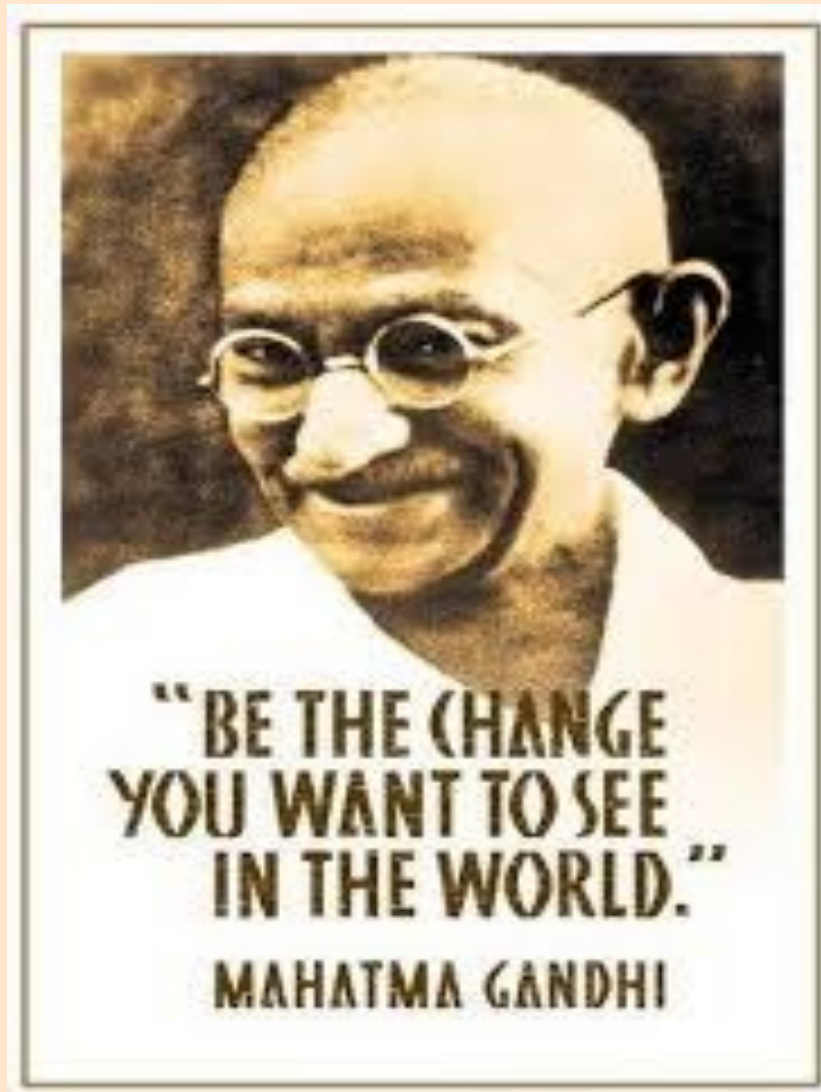
*"Be firm in your faith, be courageous in action  
Keep your head erect - fear not;  
Forget all your differences, let all march onward,  
God is with us - victory is assured;  
Many languages, many creeds, many costumes,  
Let there be unity in this diversity,  
Watching the rise of the great Indian Nation,  
The world will be filled with wonder  
The world will be filled with wonder"*





We are responsible for what we are, and whatever we wish ourselves to be, we have the power to make ourselves. If what we are now has been the result of our own past actions, it certainly follows that whatever we wish to be in future can be produced by our present actions; so we have to know how to act.

-Swami Vivekananda



**Dr. MCRHRD INSTITUTE**

**ROAD NO.25, JUBILEE HILLS, HYDERABAD- 500 169**