

NPC Consultant Professional Profile

I. Personal Information

Name:Kritika Shukla

Date of Birth: 10.01.1985

Current Position & Domain:Director Gr II (HRM)

Office Location:NPC HQ, New Delhi

Languages:Hindi, English

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II. Professional Summary

Working with NPC for over 15years propagating productivity with strong commitment and dedication to uphold organization's goals and standards. A productivity practitioner with strong work and personal ethics, loyalty to organization and leadership skills with an optimistic attitude.

III. Areas of Expertise

Primary Domains:Organisation Restructuring, Process Improvement, Workplace Management, Shop Floor Productivity

Specialized Skills: Manpower Assessment and Planning, Training Need Assessment, Competency Mapping, Performance Measurement Systems, Cadre Review

Industry Focus:,Central Government Ministries / Departments, PSUs, Regulatory Bodies,Private Entreprises, MSMEs

IV. Professional Experience

Current Position:Director Gr II**Organisation:**NPC, HQ**Duration:** [March 2023 - Present]

Key Responsibilities:

- Project Planning and Monitoring
- Client Relationship Management
- Knowledge sharing and skill development of project team
- Leadership and technical guidance to project team
- Business Development

Previous Position:Deputy Director**Organisation:**NPC, HQ**Duration:**February 2016 – February 2023

Key Responsibilities:

- Project Planning and Execution
- Reporting and Coordination

Previous Position:Assistant Director**Organisation:**NPC, HQ and RD, Kanpur**Duration:**August 2009 to January 2016

Key Responsibilities:

- Project Planning and Execution
- Reporting and Coordination

V. Major Project Experience in NPC

1. Project Title:Performance Audit

Client Name: Petroleum and Explosive Safety Organisation **Type:** Government

Role:Team Leader

Duration:4 months

Problem Definition: To conduct a thorough study to assess functions and capability of PESO, infrastructure available at PESO, abilities of PESO to meet the challenges of industry and recommend various measures for enhancing transparency, efficiency and improving public service delivery.

Recommendations Made:Various measures were suggested in Organisation Restructuring, Strengthening of Human Resource, Up gradation of IT infrastructure, Capacity Building, Training & Development, Up gradation in Research & Testing Infrastructure, Strengthening Coordination with District Authorities, Process Improvement etc to enhance public service delivery of PESO

Impact Created:

- Improved transparency in processes
- Improved Licensing system focusing on paperless process
- Development of customer feedback mechanism
- Identification of root causes of accidents
- Compilation of feedback of licensees

2. Project Title:Organisation Study

Client Name: Delhi Jal Board **Type:** Government

Role:Team Member and Project Manager

Duration:6 months

Problem Definition: The water supply ecosystem to be reviewed for process improvements along with assessment of optimum manpower requirements

Recommendations Made: The recommendations were focused on process improvement measures majorly in water treatment, sewage disposal, network and distribution, quality control, billing & metering and other support functions. The study identified scope for structural reforms, automation, IIOT adoption, SCADA strengthening and integration, outsourcing, etc. The study also helped the client organisation to ascertain optimum manpower requirements for efficient functions of its operations. Besides, the study led to identification of skill gap at various levels of jobs and the pertinent training requirements to bridge the gap.

Impact Created:

- Skill Gap identified

- Optimum manpower requirements assessed for each department
- Better water quality monitoring
- Effective grievance redressal of customers
- Better revenue management systems

3. **Project Title:**Monitoring and Implementation of Lean Manufacturing Competitiveness Scheme

Client Name: Ministry of MSME**Type:** Government

Role:Team Member of National Monitoring and Implementation Unit

Duration:5 years

Problem Definition:To enhance theCompetitiveness of MSMEs by implementation of Lean Manufacturing Practices

Recommendations Made:Monitored the progress of scheme pan India in coordination with M/o MSME and beneficiary units

Impact Created:

- More than 400 Awareness Programmes held across the country for MSMEs and other stakeholders
- 239 MSME clusters formed pan India wherein Lean Manufacturing Concepts were implemented
- Improved Process Lead Time
- Reduced Defects and Reworks
- Improved shopfloor space utilisation
- Improved Quality
- Better workplace management

4. **Project Title:**5S Implementation

Client Name: Delhi International Airport Limited (GMR) **Type:**Private

Role:Team Leader

Duration:6 months

Problem Definition: Improve the workplace by implementation of 5S concepts

Recommendations Made:5S was implemented in the entire airport premise in a structured and systematic way right from the stage of baseline assessment, policy formulation and gap identification to 5 S implementation and certification. Capacity building sessions were also held for employees in order to bridge the knowledge gap and facilitate smooth implementation and ensure sustenance of 5 S practices.

Impact Created:

- Improved efficiency and productivity
- Enhanced workplace safety
- Better Quality
- Better aesthetic look of workplace
- Higher Employee morale and engagement
- Optimum space utilization

VI. Educational Background

Highest Degree: B. Tech

- **Degree:**Bachelor of Technology
- **Institution:**Government Central Textile Institute**Type:**Full Time
- **Year:**2007
- **Specialization:**Textile Chemistry

Additional Professional Qualifications:

- Post Graduate Certificate in Industrial Engineering
- Certificate in Project Management

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that I shall be responsible for any willful misstatement described herein



Date:17.02.2025

[Signature of Employee]

Place:New Delhi

[Name]

Profile Update History

Last Updated: [Date]

Next Review Due: [Date]
