

PROSPECTUS

DISTANCE LEARNING COURSE ON NATIONAL CERTIFICATE IN SUPERVISION 2021 (REVISED)



NATIONAL PRODUCTIVITY COUNCIL
(Under Ministry of Commerce & Industry, Govt. of India)
Dr. Ambedkar Institute of Productivity
No. 6, Aavin Dairy Road, Ambattur Industrial Estate
(North), Ambattur, Chennai-600 050.
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NATIONAL CERTIFICATE IN SUPERVISION

What is NATIONAL CERTIFICATE IN SUPERVISION (NCS)?

The NCS is essentially a Skill Building Programme to augment the managerial and technical capabilities of the existing and potential supervisory & Junior Manager personnel.

The other objectives are:

- i. To provide opportunities for self-development to those who are employed in offices and shop floors;
- ii. To inculcate the managerial and supervisory skills in fresh graduates that leads to better job opportunities.
- iii. To develop a skilled supervisory personnel who can, in turn, develop their colleagues;
- iv. To provide an insight into various facets of management;
- v. To enhance organizational competence.

SALIENT FEATURES OF NCS

- i) NCS is a correspondence course.
- ii) The reading material (lessons) is designed on Programmed Instruction (PI) Method for easy understanding at one's own pace.
- iii) The lessons consist of a number of objective type criterion tests so that the candidates can assess their progress themselves.
- iv) The candidates will receive the lessons to their email at their residence/ work place as the case may be.
- v) NCS is the only programme of its kind available in the country for developing the managerial skills and abilities of supervisory & Junior Manager Personnel.

ELIGIBILITY CRITERIA

Candidates who possess the following qualification and experience are eligible:

- a. Non-Matriculation/Matriculation/ITI trade certificate/NCTVT / Higher Secondary with 2 years' experience. (or)
- b. Diploma/Degree in any branch or equivalent with or without experience

PROCEDURE FOR ENROLMENT

Download and fill up the Registration-cum-Application form, Hall Ticket and Examination Centre Check Form in all respects and send with the self-attested copies of certificates of age, qualification and experience along with Demand draft for course fee/copy of NEFT statement for payment made on course fee to

Head, Dr. Ambedkar Institute of Productivity, National Productivity Council, No.6 Aavin Dairy Road, Ambattur Industrial Estate(North), Ambattur, Chennai 600 050

SCHEDULE OF EXAMINATION

21st September 2021 to 24th September 2021.

Date	Paper	Time
21/09/2021 (Tuesday)	I - Principles of Supervision	10:00am to 01:00pm
22/09/2021 (Wednesday)	II - Personnel Management and Behavioural Science	10:00am to 01:00pm
23/09/2021 (Thursday)	III - Productivity Techniques	10:00am to 01:00pm
24/09/2021 (Friday)	IVA - Works Planning and Control	10:00am to 01:00pm
	IVB – Inventory Management	
	IVC - Plant Maintenance	
	IVD – Shop floor Management Techniques	
	IV E – Safety Management	

FEE

For Fresh candidates:

Rs. 10000/- (inclusive of cost of course materials and exam fee) plus GST @ 18% or as applicable by Government of India.

Total fee including GST for fresh candidates is Rs.11,800/-

For Supplementary candidates:

Supplementary Examination fee of Rs.1300/- per paper plus GST @ 18% or as applicable by Government of India.

Other Fee:

1. Change of Centre / Subject - Rs.400/- plus GST @ 18% or as applicable by Government of India.
2. Rechecking of Marks (per paper) - Rs.400/- plus GST @ 18% or as applicable by Government of India.
3. Duplicate Mark Sheet - Rs.500/- plus GST @ 18% or as applicable by Government of India.
4. Duplicate Certificate - Rs.1000/- plus GST @ 18% or as applicable by Government of India.

Fee once paid is neither refundable nor carried forward under any circumstances.

PAYMENT MODES

Demand Draft in favour of "National Productivity Council" payable at Chennai or through NEFT to

INDIAN OVERSEAS BANK

70, Golf Link,

New Delhi – 110003

SB A/c No: 026501000009207

MICR Code: 110020007

IFSC Code: IOBA0000265

GSTIN No:33AAATN0402F1ZD

Last Date for Receipt of application is extended till 30th July 2021

EXAMINATION CENTRES

Bangalore, Chennai, Hyderabad, Mumbai, Gandhinagar, Jaipur, Chandigarh, New Delhi, Patna, Kanpur, Kolkata, Guwahati, Bhubaneswar and Cochin.

The Council may add or delete any centre according to the number of candidates appearing for the examination and the facilities available at any centre at its own discretion and shift the candidates to the next nearest centre.

PAPERS

There will be four papers of three hours duration each with maximum marks of 100.

PAPER-I : PRINCIPLES OF SUPERVISION

PAPER-II : PERSONNEL MANAGEMENT AND BEHAVIOURAL SCIENCE

PAPER-III : PRODUCTIVITY TECHNIQUES

PAPER-IV : OPTIONAL (Candidate should choose any one of the following four papers depending upon the area of work)

A : WORKS PLANNING & CONTROL

B : INVENTORY MANAGEMENT

C : PLANT MAINTENANCE

D : SHOPFLOOR MANAGEMENT TECHNIQUES

E : SAFETY MANAGEMENT

MEDIUM OF INSTRUCTION

The medium of instruction for the NCS Correspondence Course would be in **ENGLISH**

The Syllabus of each paper is given in the following pages

PAPER I : PRINCIPLES OF SUPERVISION

1. Supervisor and His Job

Definition of supervisor; who is a supervisor; his position and role in the organization; duties and responsibilities of a supervisor; his relationship with others in the organization.

2. Leadership : Function & Styles

Traits of a good supervisor; supervisor as a leader and a manager; effective leadership.

3. Management : Function & Styles

Functions of management; planning; co-coordinating and controlling; styles of management ; professional management vs. traditional management ; objectives and responsibilities.

4. Types and Structure of Organization & Principles of Organization

Types and structure of organization ; formal and informal organization ; line and staff functions. Principles of organization ; authority, responsibility; accountability, delegation, span of control, centralization, unity of command.

5. Business Objectives & Types of Enterprises

Types of enterprises; private sector, public sector and joint sector, business objectives.

6. Economic Development & Indian Economy

Economic development ; sectors of national economy ; importance of export in national economy ; five year plans and their effect.

7. Costing and Cost Control

Interpretation of cost ; direct and indirect ; elements of cost ; cost estimation, cost control, break -even analysis.

8. Budgetary Control

Definition of budget, uses of budgetary control.

9. Problem Analysis and Decision making

Types of problems, sources of problems ; what are decision making steps of decision making ; steps of problems solving.

PAPER – II : PERSONNEL MANAGEMENT & BEHAVIOURAL SCIENCE

1. Organisational Behaviour

Leadership, Motivation, Communication, type of communication, communication barriers

2. Training & Development

Training; determining training needs; training workers; training methods.

3. Wage Administration

Wages and their constituents; preparation of muster roll and wage calculation; job evaluation; mode of payment; incentives as a constituent of wage payment; payment of wages act; minimum wages act.

4. Industrial Relations

Meaning; causes of strained relations; effective methods of developing industrial peace and harmony; industrial disputes act; Supervisor's role in improving employer employee relations.

5. Participative Management

Joint management council; works committee; Joint consultation; collective bargaining; participative management.

6. Trade Union & Supervisors

Meaning of trade unions; role and responsibility of trade unions; trade unions act; problems and weakness of trade unions in India.

7. Welfare Schemes

Welfare schemes; Factories Act; Employees State Insurance Act; Provident Fund Act.

8. Grievance & Grievance Redressal

Manifestations of personnel problems; grievance; meaning of grievance; grievance and complaint; effects of grievance; causes for grievances; grievance analysis and handling; model grievance procedure ; role of a supervisor in grievance redressal.

9. Discipline & Disciplinary Actions

Meaning of discipline; acts of indiscipline ; effects of indiscipline; reasons for indiscipline; standing orders act, major and minor punishments ; disciplinary procedure ; approaches to disciplinary action ñ formal and behavioural ; domestic enquiry; role of supervisor in improving discipline.

10. Absenteeism & Turn over

Meaning of absenteeism; effects of absenteeism; reasons of absenteeism; remedial measures; meaning of turnover; effects of turnover; reasons for high turnover; remedial measures.

11. Time Management

Introduction- Ways to manage time

PAPER-III : PRODUCTIVITY TECHNIQUES

1. Productivity Meaning, Measures & Significance

Difference between increase in production and productivity; meaning of productivity; meaning of output and inputs and their measurements; indicators of productivity at national level; how productivity contributes to national economy. How it influences standard of living, employment; prices; productivity movement in India.

2. Sharing the Gains of Productivity

Sharing the gains of productivity; factors influencing enterprise level and national level productivity; sociological factors; governmental policies; resources and infrastructural facilities; skill levels etc.

3. Work Content and Productivity Improvement

Factors influencing the work content and productivity at unit levels; factors controllable by management; labour, government and external agencies. List of appropriate techniques to reduce work content and ineffective time.

4. Introduction to work study

Introduction to work-study; what is work-study? What does it consist of? Its advantages and limitations; how does it help to improve productivity? Work study and its uses.

5. Method Study : Concepts & Procedures

Method study procedure; identifying problems for method study; recording techniques; critical examination.

6. Methods Improvement & Case Examples

Development of new methods; evaluation and selection of best method, applicability of work simplification in office.

7. Plant Layout & Materials Handling

Principles of motion economy and workplace layout; plant layout and materials handling.

8. Time Study : Primary Tool for Work Measurement

Introduction to work measurement-need for work measurement; common techniques of work measurement-time study; production study; time standard computations.

9. Other Techniques of Work Measurement and their uses

Work sampling; analytical estimation, allowances and their assessment manpower assessment.

10. Incentives

Definition of incentives; impact of incentives on productivity; cost, wages and profits; characteristics of good incentive plans; factors and pre-requisites for introduction of incentive scheme; design of incentives; choice of index; individual and group incentive scheme; direct workers and indirect workers scheme; incentive plans; piece rate system; standard hour system; performance-payment relationship; incentives and quality; supervisors 'involvement' in implementation of incentive schemes.

11. Inventory Control as an Improved Productivity Technique

Inventory Control as a productivity technique

12. Important Cost Reduction Techniques

Standardisation; variety reduction; value engineering; and group technology as techniques of cost reduction.

13.5 S

Introduction to 5 S – Importance-Sort- Straighten- Shine- Standardize- Sustain- Advantage

14. Kaizen

Introduction – continuous improvement -Requirements – advantage of kaizen

15.7 Wastes

Introduction – What is seven waste- types of waste- identification of waste- waste reduction techniques

PAPER-IV-A : WORKS PLANNING & CONTROL

1. Introduction to Works Planning & Control

Meaning of works planning; importance of works planning and control; relationship with other functions like inventory control, marketing, production, etc. basic stages in production planning control; characteristics of various types of production; job order production; batch order production; continuous production.

2. Forecasting & Planning Decisions

Basic data and information planning; sales forecasting in production planning; make or buy decision; break-even analysis.

3. Process Planning & Scheduling

Process planning; data required for process planning; procedure; MRP; BOM; Lot Sizing in MRP; Meaning of scheduling; problem of scheduling Line Balancing; Economic Batch Quantity

4. Works Progress & Control

Routing; work order and issuance of manufacturing instructions; work order; job card; material requisition slips; production reporting; inspection reports; cost control measures; performance reporting -targets, utilisation of men and machines.

5. Inspection for Quality Control

Need for inspection; quality specifications; methods of inspection; common inspection equipments and tools and their upkeep.

6. Maintenance

Importance of maintenance and maintenance function; types of maintenance; break down maintenance and preventive maintenance; preventive maintenance and its effects on equipment life; output and quality; line supervisor's role in maintenance function.

7. Preventive Maintenance

Preventive maintenance activities; cleaning; inspection; lubrication; corrosion prevention; periodic replacement of spares and overhauling.

PAPER-IV B : INVENTORY MANAGEMENT

1. Materials Management Functions

Materials management functions and their objectives; materials management performance indices; materials management organisation

2. Materials Requirement Planning

Need to integrate materials management with production planning and marketing. Basis for materials planning; sales forecast; customer orders; master schedules and bill of materials; estimation of material requirements; order planning.

3. Purchasing

Purchase policies and procedures; purchase requisitions; tendering; selection of suppliers; negotiations and price fixations; terms of purchases; purchase order follow-up; contracts and legal aspects; terms of deliveries; various systems of purchase; on the spot purchase; rate contracts; ancillaries; captive vendors; modes of transportation and packaging.

4. Vendor Development

Vendor development; service to vendors; development of ancillary units as suppliers; vendor performance analysis and reporting.

5. Incoming Material Inspection

Quality specifications; quality reliability; methods of inspection; sampling methods and procedures; import procedures; regulation; clearance.

6. Inventories and their Classification

Meanings of inventory; various types of inventories; objectives of inventory control; inventory analysis and categorization; ABC; VED; FSN; SDE; HMD; etc. their uses and procedures.

7. Ordering Quantity Policies Inventory Models

Inventory costs; economic ordering quantity; ordering policies and inventory models; lead time; reorder levels; safety stock.

8. Stores

Types of stores and warehouses; methods of storing, preservation and handling inside the stores; storing facilities and equipments; stores layout; preventing pilferages and their losses.

9. Stores Procedures

Receipt and issue procedures; stores records; stores accounting systems, stock verification; salvaging and stores disposals; excise regulation and warehousing.

10. Standardization and Codification

Need for standardization and codification; how codification helps in storekeeping; accounting; variety reduction and cost reduction systems.

11. Value Analysis

Value analysis as a cost reduction tool; relationship between functions, value and costs; value analysis procedure.

12. Stores Financing

Relationship between working capital ñ inventories; other sources of financing inventories; bank guidelines; stores insurance.

13. Spare Parts Control

Peculiarities of spares compared to other stores items; spares ordering policies and procedures.

PAPER - IV C : PLANT MAINTENANCE

1. Maintenance System

Maintenance concepts, systems & functions. Definition of Preventive Maintenance, Corrective Maintenance. Objectives & functions of Maintenance, Economics of Maintenance. Categorization of equipments, Maintenance Planning, Maintenance Information Systems.

2. Reliability, Maintainability & Availability

Basic concepts of Reliability & Maintainability, Reliability calculations for series, parallel systems. Reliability calculation for complex systems. Reliability allocation, reliability prediction techniques. Interaction between reliability, maintainability & availability.

3. Spare Parts Control

Peculiarities of spares as compared to other stores items, spare ordering policies & procedures, spare parts inventory.

4. Condition Monitoring

Introduction to condition monitoring, CM techniques; visual monitoring, vibration & noise monitoring, corrosion monitoring of antifriction bearings (SPM), lube oil debris monitoring (SOAP).

5. Tribology & Lubrication

Friction and laws of friction, types of wear & tear mechanism. Principles of Lubrication, (Hydrostatic, Hydrodynamic, Electro hydro dynamic). Petroleum based lubricants, properties & functions of oil lubricants, industrial greases, selection & testing of lubricants.

6. Corrosion Control

Theory of Corrosion, Factors affecting corrosion, measurement of corrosion, forms of corrosion, Mechanism of corrosion and Corrosion control techniques.

7. Total Productive Maintenance (TPM) & Condition based Monitoring

Definition and concepts of TPM; gains in productivity through TPM; Overall Equipment Effectiveness and the six big losses; condition based monitoring.

PAPER - IV D: SHOP FLOOR MANAGEMENT TECHNIQUES

1. Seven basic Quality tools

7 QC tools – basics- Cause-and-effect diagram- Check sheet:- Control charts- Histogram- Pareto chart- Scatter diagram- Stratification-uses

2. Quality circles and Small Group Activities

Intro to Quality circles – team formation-functions-advantage – What is Small Group activities(SGA) – members –functions-advantage-difference between quality circle and SGA

3. Statically Quality Control

Statistical Methods- Why We Need Data-Samples- Descriptive Statistics- Statistical Process Control Methods- Control Charts for Variables- Control Charts for Attributes- Process Capability

4. TPM

Introduction- T P M philosophy- Why TPM- Objectives of TPM- Types (Phases) of Maintenance- TPM Basics- Pillars of TPM-introduction to OEE- Benefits of TPM

5. TQM

Introduction - Principles of TQM- Definition- TQM system- Daily Routine Management- Standardization – SOP- Cross Functional Management

6. Introduction to Six Sigma

What is six sigma-concept-benefits-key elements-customers, process, employees-methodology-DMAIC

PAPER-IV E: SAFETY MANAGEMENT

1. Introduction to Safety

Introduction- Need of safety- Approach to safety-Safety & Management-Safety& workers

2. Industrial Hazards

Introduction- Types- Electrical- Mechanical-Chemical, etc

3. Fire Protection

Industrial Fires-Fire Prevention-Emergency-Fire extinguishers-types

4. Welding Hazard

Hazard during major welding process-Eye protection-protective clothing-gases & fumes

5. Personal Protection and First Aid

Hearing protection-Eye& face protection-respiratory protection-head protection-confined space entry-First Aid

6. Hazard Identification and Risk Analysis

What is Hazard- Hazard identification- Risk analysis procedures

7. Accident

What is accident-types of accidents- accident prevention-accident investigation?

8. Safety Training

Introduction-content of training-conduct-evaluating-incorporate in daily worklife.

RULES AND REGULATIONS

The Rules and Regulations relating to the National Certificate in Supervision (NCS) are as under (in the following paragraphs the word Examination refers to the National Certificate in Supervision and the word Council refers to the National Productivity Council abridged as NPC).

1. The NCS is a correspondence Course.
2. The Examination will be conducted by the Council every year. There will be one Examination every day. The Examination will be conducted for four days (only Forenoon) consecutively.
3. However, the candidate must successfully complete the examination within a period of five years from the date of registration. Those candidates who fail to qualify within a period of five years, will have to re-register and qualify in all the papers. Only then, they would be entitled for the Certificate.
4. A candidate shall be declared Passed if he / she obtain 40% Marks or more in each paper.
5. A candidate who has appeared in parts shall be declared Passed in the Examination when he/she successfully completes and qualifies in all the papers.
6. A candidate who passes the Examination in one attempt and secures 75% marks or more in the aggregate shall be declared passed with **DISTINCTION**.
7. A candidate who secures 60% marks or more in one attempt in the aggregate shall be declared passed with **FIRST CLASS**. Those who secure less than 60% marks but not less than 40% in each paper will be declared as **PASSED**.
8. The results of the Examination shall be notified within two months of the completion of the Examination or at such time and manner as the NPC may decide.
9. Mark Sheets shall be supplied to all the candidates free of cost
10. Candidates appearing in the Examination in different sittings and being declared successful in different papers in different years will be given separate mark sheets for each year of appearance. No consolidated mark sheet will be given.

11. The NPC shall award certificate to only those, who successfully qualify in all the papers of the examination. Correct postal address should be communicated for dispatch of the certificate.
12. Permission to appear in an examination to a candidate can be cancelled at any stage if any of the particulars given in the application form are found to be incorrect.
13. If a registered candidate, either before or during the course of the examination is found guilty of impersonation, copying and other forms of malpractices or quality of insolent rude behavior towards the instructors or invigilators or officials of the NPC/LPC, his/her candidature may be cancelled and his/her name may be summarily removed from the list of registered candidates of the Council; and he/she may be debarred from appearing at a future Examination. The decision of the Director General, NPC, in all such matters shall be final.
14. The evaluators of the answer papers are also authorised to bring to the notice of the NPC any malpractice detected in the answer papers and also to take necessary actions according to the guidelines given to them.
15. The certificate given to a qualified candidate shall continue to be the property of the Council and shall be surrendered on demand by an official of the Council, or may be cancelled by the Council, if it is proved to the satisfaction of the NPC that it has been found misused or the recipient has been guilty of gross professional misconduct or moral turpitude in the course of the discharge of his/her supervisory duties duly established by the finding of a court of law.
16. All requests for change of centre / subject / language will be considered provided a clear notice of 30 days is given before the commencement of the examination. Change of centre / subject without requisite fee will not be entertained.
- 17. Candidates will be permitted to apply for re-checking of the marks within 30 days after the receipt of the mark sheets. Re-checking will be done only to see whether marks have been awarded to all the answers and whether such marks have been correctly totaled & there will be no revaluation. If any mistake is discovered as a result of re-checking, the Council shall have the power to rectify the result.**

18. The candidates shall have to appear in the ensuing examination on the basis of any change in the syllabus, terms and conditions etc., which might be brought about from time to time.
19. The decision of the NPC in matters arising out of the Course of the National Certificate in Supervision will be final and binding on the persons concerned.
20. If the candidate doesn't receive communication in a month's time from date of sending fee, and the Hall Ticket before 20 days of examination, candidate should contact NPC immediately.
21. All correspondence for Registration and Application for admission to the course, payment of fee, etc., must be addressed only to the Head, Dr. Ambedkar Institute of Productivity, National Productivity Council, No.6, Aavin Dairy Road, Ambattur Industrial Estate(North), Ambattur, Chennai - 600 050.

SOME OF THE ORGANISATIONS WHICH HAVE RECOGNISED NATIONAL CERTIFICATE IN SUPERVISION COURSE

PUBLIC SECTOR

1. Hindustan Aeronautics Ltd.
2. Hindustan Machine Tools Ltd.
3. Bharat Heavy Electricals Ltd
4. Hindustan Shipyard Ltd.
5. Indian Telephone Industries Ltd.
6. Instrumentation Ltd.
7. Oil & Natural Gas Corporation Ltd.
8. Bharat Earth Movers Ltd.
9. Bharat Electronics Ltd.
10. Cement Corporation of India Ltd.
11. Bharat Heavy Plate and Vessels Ltd.
12. Cochin Shipyard Ltd.
13. Air India
14. Chennai Port Trust
15. Uranium Corporation India Ltd.
16. Garden Reach Workshops Ltd.
17. Hindustan Cables Ltd.
18. Indian Rare Earths Ltd.
19. Goa Shipyard Ltd.

PRIVATE SECTOR

1. Tata Engineering & Locomotive Co. Ltd.
2. Ashok Leyland
3. Guest Keen Williams
4. Kirloskar Electricals Ltd.
5. Kirloskar Brothers Ltd.
6. MRF Ltd.

7. Good Year India Ltd.
8. Century Rayon
9. Automobile Products of India Ltd.
10. Bhoruka Steel Ltd.
11. Ennore Foundries Ltd.
12. Motor Industries Ltd.
13. Steel Worth Ltd.
14. Trichy Steel Rolling Mills
15. United Electricals Limited
16. Walchandnagar Industries Ltd.
17. Brakes India Ltd
18. Rajapalayam Mills Ltd
19. IP Rings Ltd
20. Alembic Glass Industries Ltd.
21. Dalmia Cement (P) Ltd
22. Synthetics & Chemicals
23. Bata India Ltd.
24. Raja Bulund Sugar Co. Ltd.
25. Gwalior Rayon Silk Mfg. Wvg. Co.Ltd.
26. J.K.Jute Mills Co. Ltd.
27. Glaxo Laboratories (I) Ltd.
28. Salem Magnesite (P) Ltd.
29. Bajaj Auto Ltd.
30. Texmaco Ltd.
31. Kirloskar Pneumatic Co. Ltd.
32. Tungabhadra Steel Products Ltd.
33. I.A.E.C.(Bombay Limited)
34. Madras Motors Ltd.
35. Textool Co. Ltd
36. Enfield Mofa Ltd.
37. Modi Rubber Ltd.
38. Mahindra & Mahindra Ltd.

39. Indo National Ltd.
40. Tata Refractories Ltd.
41. Kirloskar Electric Company Ltd.
42. F.G.P. Ltd.
43. Grasim Industries Ltd.
44. Addison & Co. Ltd.
45. Hitech Carbon
46. Corporation of Chennai
47. Sri Chakra Tyres Ltd.
48. F.L. Smidth
49. Asian Paints Limited, Cuddalore
50. Seshasayee Paper Boards, Erode
51. Whirlpool India Limited

NATIONAL PRODUCTIVITY COUNCIL, HEADQUARTER
Utpadakta Bhavan, 5-6, Institutional Area, Lodi Road, New Delhi-110 003.

REGIONAL DIRECTORATE & TRAINING INSTITUTE

Regional Director

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55, Risaldar Street,
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Regional Director

National Productivity Council
55(P), Maharshi College Road
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Bhubaneswar-751 010

Regional Director

National Productivity Council
1037, Sector-27B
Chandigarh -160 019.

Regional Director

National Productivity Council
E-5, GIDC Electronic Estate
Gandhi Nagar,
Gujarat - 382 028.

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Ulubari, Guwahati-781 007

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Regional Director

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Regional Director

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Kolkata-700 017

Head (AIP)

National Productivity Council
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Ambattur, Chennai-600 050