

Residential Training Programme

On

Contemporary Office Administration: Process Optimization, Smart Governance and Lean Practices

(Programme Code: T2627KAN02)

During

26–30 October 2026

At

Manali, Himachal Pradesh



National Productivity Council

NATIONAL PRODUCTIVITY COUNCIL

(Under Ministry of Commerce and Industry, DPIIT, Govt. of India)

4th Floor, Kabir Bhawan, Directorate of Industries Campus

Kanpur-208005; Ph: 0512-2224176; Website: <https://www.npcindia.gov.in/>

1. ABOUT NPC

National Productivity Council (NPC) is an autonomous organization under the Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India. The present expertise available in NPC has a resource base of professionals from fields such as Economics, Industrial Engineering, Human Resource Management, Energy, Environment, IT, Project Monitoring and Evaluation, Research Studies and Baseline Surveys. In addition, services of external professionals and subject matter specialists are also sought on need basis, depending upon the nature and scope of work. NPC extends services from its headquarter at New Delhi and 12 regional offices across the country manned by more than 100 full time professionals. NPC has professionals from diverse fields to provide Consultancy, Capacity Building and Project Monitoring Unit (PMU) services to various organisations including Central Government Ministries and State Governments.

2. INTRODUCTION

In today's dynamic and technology-driven business environment, office administration has evolved from routine clerical functions to a strategic role that supports organizational effectiveness, governance, and service excellence. Modern offices are expected to deliver greater efficiency, transparency, responsiveness, and value through optimized processes, digital transformation, lean management practices and AI applications. This programme is designed to equip participants with contemporary tools, techniques, and best practices for managing office operations efficiently. It focuses on process optimization, smart governance, digital office management, workflow automation, and lean practices that enhance productivity while ensuring accountability and compliance.

3. PROGRAMME OBJECTIVE

- Develop an understanding of contemporary office administration practices and emerging trends like Digital Transformation of Offices, Artificial Intelligence (AI), Automation, Smart Governance and E-Office Systems & Hybrid and Remote Work Management
- Enhance participants' ability to optimize office processes and workflows.
- Familiarize participants with smart governance frameworks and digital office systems.
- Introduce lean management principles for improving efficiency and reducing waste.
- Strengthen skills in information management, documentation, communication, and decision support.
- Promote a culture of continuous improvement, transparency, and service excellence.
- Enable participants to leverage technology for effective office management and administrative innovation.

4. BROAD PROGRAMME COVERAGE

- Evolution of Contemporary Office Administration.
- Process Optimization and Workflow Management
- Smart Governance and Use of Artificial Intelligence (AI) in Office Administration
- Lean Office Practices
- Digital Transformation and Office Automation
- Communication, Coordination and Service Excellence
- Performance Management and Productivity Enhancement
- Action Planning for Administrative Excellence
- Problem solving and conflict management in office situations.

5. Faculty & Methodology

The programme will be delivered by experienced faculty members, industry practitioners, management experts, and professionals with extensive experience in administration, governance, process improvement, and organizational development. The methodology will be participative in nature. Sessions will include conceptual deliberations, case studies, problem-solving exercises, success stories, management games, and group discussions to facilitate effective learning and practical understanding.

6. PARTICIPANT'S PROFILE

The programme is designed for professionals engaged in office administration, executive support, governance, records management, and organizational process improvement. It is suitable for Administrative Officers and Managers, Office Superintendents, Executive Assistants, Executive Secretaries, Private Secretaries, Personal Assistants, Stenographers, as well as personnel working in Human Resources, Accounts, General Administration, and other office management functions. The programme will also benefit professionals responsible for office operations, process optimization, records management, governance practices, and administrative coordination.

Officials and staff from Central and State Government Ministries and Departments, their Attached and Subordinate Offices, Constitutional Bodies, Regulatory Authorities, Boards, Commissions, Statutory and Autonomous Organizations, Public Sector Undertakings (PSUs Central & State)), Public Sector Enterprises (Central & State), Government Corporations, Central, State and District administration, Banks, Cooperative Institutions, Corporate Bodies, Educational Institutions, Universities, Hospitals, Training and Research Organizations, Agriculture and Rural Development Departments, Infrastructure and Project-Based Organizations, Regional and Field Offices, as well as private sector and service sector organizations, will find the programme highly beneficial.

The programme is particularly relevant for officers, executives, supervisors, section officers, PS, PA and support staff seeking to enhance administrative efficiency, strengthen governance mechanisms, adopt contemporary office management practices, and improve organizational effectiveness through process optimization, smart governance, lean management practices & Artificial Intelligence (AI).

7. **VENUE AND DATES (Programme Code: T2627KAN02)**

Venue: Manali (Any Hotel/Resort), Himachal Pradesh

Programme Duration: 26–30 October 2026 (Four Nights Only)

For Residential Participants :- Hotel-Check in : 26 October 2026 (12: 00 Noon)

Check Out from Hotel: 30 October 2026 (11: 00 AM)

8. **Participation Fee**

Residential Participants:

Rs. 70,000 + 18% GST per participant.

(The fee includes boarding, lodging, training kit, and visit for experiential learning)

Non-Residential Participants:

Rs. 55,000 + 18% GST per participant.

(The fee includes training kit, lunch, tea/refreshments during breaks, and visit for experiential learning)

Accompanying Spouse & Children:

Delegates accompanied by spouse and/or children shall bear all expenses towards accommodation, meals, and other incidental charges for their accompanying family members, which shall be settled directly with the hotel.

9. **Mode of Payment**

Programme fee inclusive of GST to be paid in advance and proof of payment to be attached along with application form.

ECS Payment Details:

Bank Name : State Bank of India
Branch : 117/469 Pandu Nagar, Kanpur
SBI A/c No : 40318394189 (Saving A/c)
IFSC Code : SBIN0001397
PAN No : AAATN0402F
GST No : 09AAATN0402F1Z4

DD/Cheque should be drawn in favour of NATIONAL PRODUCTIVITY COUNCIL and payable at KANPUR

As per GOI notification No. 9/2017-Integrated Tax (Rate) dated 28.06.17, Sr. No. 75, Heading 9992 (at page no. 19 of the notification) No GST is applicable where Services provided to the Central Government, State Government, UT Administration under any training programme for which total expenditure is borne by the Central Government, State Government, UT Administration.

10. REGISTRATION & ENQUIRY

- Please apply in prescribed application format enclosed with this brochure.
- **Last date for receiving of nominations is 20th October, 2026.**
- Nominations may be sent to the following address / Programme Coordinators-

Shri Amitava Ray Regional Director NPC, 4th Floor, Kabir Bhawan UP Handloom Building, Directorate of Industries Campus G.T. Road, Kanpur -208005 Mobile & WhatsApp No: 91404 27217 Email: amitava.ray@npcindia.gov.in ; kanpur@npcindia.gov.in	Ms. Preeti Gangwar Dy. Director Mobile- 7052966875 Email: preeti.g@npcindia.gov.in
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11. GENERAL INSTRUCTIONS

- Due to limited number of seats, it is recommended to send the nominations as per attached format at the earliest, for ensuring the availability. Acceptance of the nominations is subject to the seat availability and receipt of programme fee latest by the last date for nominations.
- The Residential programme fee covers the professional fees towards training, board & lodge of the Participant(s). The fee once deposited is non-refundable, however, substitutions are allowed.
- Each participant should carry their ID cards and necessary letters / orders issued by their department for attending the training program.
- The Non-Residential programme fee covers the professional fee towards training, lunch and refreshments during the training program. The fee once deposited is non-refundable, however, substitutions are allowed.
- NPC shall not bear any charges towards participants' to & fro travel from their residence / place of stay and the training program venue. All participants shall make their own arrangement to reach the venue on time as per the programme schedule.
- Participants are requested to assure their health and safety during the training period and NPC will not be liable for medical expenses incurred by the participants during the program.
- NPC will not provide boarding and lodging before and after the dates of programme. Participants planning to stay longer than the scheduled duration should arrange the same at their own cost.
- Settlement of additional bills: The hotel will be instructed to open separate folio for each participant. Participants may directly settle their additional dues regarding family member, laundry, telephone, mini bar, room service, overstay etc. with the hotel before checkout.
- The participants shall be awarded Certificate of Participation on successful completion of programme.
- Any other terms and conditions apply as may be notified by NPC at any point of time.
- Referring to GST guidelines, you are requested to confirm the applicability of GST payment for your department.
- Participants are required to follow the necessary COVID protocols during training.

Note: Participants are advised to book their travel (Air/Train/Road) only after receiving confirmation of Programme and acceptance of nomination.

NATIONAL PRODUCTIVITY COUNCIL

4th Floor, Kabir Bhawan, G.T. Road, Kanpur-208005, Uttar Pradesh (India)

APPLICATION FORM FOR NOMINATIONS

Title of Programme: "Contemporary Office Administration: Process Optimization, Smart Governance and Lean Practices"

Duration : 26-30 October 2026 at Manali, Himanchal Pradesh

Programme Code: T2627KAN02

Select (Please Mark Tick) : Participation on Residential Basis OR Non-Residential Basis

Details of Nominated Participants:

S. No	Name of Delegate	Designation	Mobile No.	Email ID	Organization Address (kindly provide full address of correspondence)
1					
2					
3					
4					
5					

Details of Nominating Authority:

S. No	Name of Nominating Authority	Designation	Mobile No.	Email ID	Nominating Authority Organization Address (kindly provide full address of correspondence)
1					

Select, if Organization is GST Exempted OR

Select, if Organization is Not GST Exempted

SELF DECLARATION ON GST EXEMPTION (OPTIONAL)

As per GST notification No. 9/2017-Integrated Tax (Rate) dated 28.06.17, Sr. No. 75, Heading 9992 (at page no. 19 of the notification) No GST is applicable where Services provided to the Central Government, State Government, UT Administration under any training programme for which total expenditure is borne by the Central Government, State Government, UT Administration.

- I/We hereby declare that we meet all the conditions stipulated in the aforementioned GST notifications and qualify for exemption from GST payment for the training program mentioned above.
- I/We acknowledge that any breaches or non-compliance with the specified conditions may result in the collection of GST, interest, and penalty amounts by NPC on behalf of the GST department at a later stage whenever the GST department raises the same to NPC.
- I/We also declare that it is the responsibility of the participant organization to verify their eligibility to avail the benefit, and NPC is not responsible for checking the eligibility.

*I certify that the above information is correct

For Organisation who are Not Exempted and having GST registration, please provide GST No.

(Mandatory): _____

(Please note: - Kindly provide the GST number of organisation on which GST Invoice to be raised)

Organisation PAN No. (Optional) _____

Organisation TAN No. (Mandatory on TDS deduction) _____

DECLARATION

*I certify that the above information is correct

Signature: _____

Date: _____

Place: _____