



राष्ट्रीय उत्पादकता परिषद National Productivity Council

(Under Department for Promotion of Industry and Internal Trade)

Ministry of Commerce and Industry, Government of India

Training Programme *on*

**Developing Competencies of Executive Secretaries,
Personal Assistants and Office Staff
for Better Performance**



PROGRAMME CODE: T2627IEG05



15–19 February 2027



Srinagar



**Enhancing Productivity...
Strengthening Nation**



ABOUT NPC

National Productivity Council (NPC) is an autonomous organization under the Department of 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 Industrial Engineering, Human Resource Management, Energy, Environment, Economics, 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.

PROGRAMME THEME

The roles of Executive Secretaries, Personal Assistants and Office Staff have evolved significantly in today's dynamic business landscape, becoming integral to an organization's efficiency and success. To enhance their performance, it is essential to develop a range of competencies that go beyond basic administrative tasks, including strong communication, time management, problem-solving, and interpersonal skills. By investing in the growth of these competencies, organizations not only improve individual job performance but also boost overall productivity and collaboration within teams. Continuous training and development are key to empowering these professionals to meet the evolving demands of their roles, ultimately contributing to a more effective and successful organization.

LEARNING OBJECTIVES

This training program prepares participants to:

- Implement Time Management practices
- Communicate effectively
- Resolve problems pragmatically
- Simplify and enrich the given
- Learn about the various facets of office management and productivity
- Prepare defined workflow/ Procedures/ System components

BROAD PROGRAMME COVERAGE

The following topics shall be covered during the training

- Understanding the difference between Competency and Skill
- Identifying the needed skills and related Competency
- Mapping Skills and Competencies
- Formal Recognition of Competent Personnel and treat them as Knowledge Resource
- Developing required competencies through Training
- Important Skills: Communication, Time Management, Multitasking, Networking, IT etc.
- Team Building & Problem Solving
- Systems and Procedure

METHODOLOGY

The methodology of the training program would be participative in nature. The sessions would be based on conceptual deliberations, case studies, success stories and group exercises/discussions.

PARTICIPANTS' PROFILE

Executive Secretaries, Personal Assistants and other office Staff from Central & State Government Departments, Academic Institutions, Public Sector Undertakings, Private Sector Organizations, Co-operative Sector Organizations, Financial Institutions, NBFCs, Corporations and Labor Unions/Associations.

FACULTY

The faculty for the training programme will comprise senior NPC experts, along with other renowned and experienced trainers from their respective fields.

PROGRAMME FEE & VENUE

Programme Code	T2627IEG05	
Program Venue	Srinagar	
Programme Fee	Residential Participants ₹ 70,000/- (Rs. Seventy Thousand only) Plus GST @18% or ₹ 82, 600 /- including GST 18%	Non-Residential Participants ₹ 55,000/- (Rs. Fifty-five Thousand only) Plus GST @18% or ₹ 64,900 /- including GST 18%
Duration/Time	Check-in at hotel - 15.02.2027 (AN) Check-out from hotel - 19.02.2027 (FN)	
Programme fee inclusive of GST to be paid in advance and proof of payment to be attached along with application form.		

- ECS Payment Details: Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265
- DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI
- NPC'S PAN No: AAATN0402F, NPC'S GSTIN: 07AAATN0402F1Z8

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.

- NPC shall offer a 5% discount on participation fee to organizations sponsoring more than 10 participants.

HOW TO APPLY

- Please apply in prescribed application format enclosed with this brochure. Nominations may be sent to the following address:

Sh. B. Prabhakar Dy. Director (IE) Email: b.prabhakar@npcindia.gov.in Ph: 011-24607367	Sh. Ashutosh Makup Director & Group Head (IE) National Productivity Council 5-6 Institutional Area, Lodi Road, New Delhi – 110003 Email: ashutosh.makup@npcindia.gov.in Phone: -011-24607321
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- Last date for Receiving of nominations: (two weeks before the scheduled date of programme)

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 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.



NATIONAL PRODUCTIVITY COUNCIL
5-6 Institutional Area, Lodhi Road, New Delhi – 110003

APPLICATION FORM FOR NOMINATIONS

Title of Programme:

Programme Code:

Programme Duration:

Location:

Details of Nominated Participants:

S. No	Name of Delegate	Designation	Mobile No.	Email ID	Official Address for correspondence
1					
2					
3					
4					
5					

Details of Nominating Authority:

Name:

Designation:

Organization:

Address

Contact Number:

Email ID:

Signature

Details of Proof of payment of Programme fee (RTGS / NEFT Details; Cheque, DD):

Payment Particulars

- Participants can scan the UPI QR code from any UPI app to make the payment.

SCAN to PAY from any UPI App



NATIONAL PRODUCTIVITY COUNCIL

UPI ID: NPCDelhi0265@IOB

- ECS Payment Details: Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265, PAN No: AAATN0402F, GSTIN: 07AAATN0402F1Z8
- In case of ECS Payment, the payment details should be intimated accordingly along with UTR number
- DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI
- Programme Fees per Participant plus GST to be paid in advance



CONTACT US

-  **National Productivity Council**
-  5-6, Institutional Area,
Lodhi Road, New Delhi – 110003, India
-  011-24607367
-  <https://npcindia.gov.in>

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