

Tr-11/2/2024-Training-DOP
Government of India
Ministry of Communications
Department of Posts
(Training Division)

Dak Bhawan, Sansad Marg
New Delhi – 110001
Date: 06.04.2026

To

Chief Postmaster General
All Circles

Subject: STP for Induction Training of Stenographer Grade-II Cadre – regarding.

This is regarding the issue of the Standard Training Package (STP) for the Induction Training of the **Stenographer Grade-II** cadre.

2. The approved STP for Induction Training of Stenographer Grade-II Cadre, of two weeks' duration, along with the module-wise detailed plan, consolidated module plan, and day-wise schedule, is enclosed herewith.

3. The STP has been introduced with the objective of strengthening the capacity building of Stenographer personnel, keeping in view the dynamic operational requirements and emerging functional responsibilities associated with their role. The content has been carefully designed to enhance behavioural, functional, and domain competencies, promote service excellence, and improve adaptability to evolving workplace demands. The STP is being made live on the Dak Karmayogi (DKY) Portal and is accessible to all Training Institutes, including Workplace Training Centres (WTCs), for effective and uniform implementation.

3. It is, therefore, requested to kindly ensure that all Stenographer Grade-II officials awaiting Induction Training undergo the programme strictly in accordance with the revised two-week STP at the WTCs under your Circle.

4. Detailed examination modalities will follow separately.

Enclosures:
As above

(Aarti Verma)
Director (Training)

Copy to

Deputy Director General (P)
Director, all PTCs
Assistant Director/In Charge, all RTCs
All WTC Trainers (through the concerned Circle)
CEPT for upload on the India Post Website

Digitally signed by
Aarti Verma

Date: 07-04-2026

18:15:09

Consolidated Module Plan Stenographer Induction Training (Version 1.0)

Module	Module Name	No of Days Allotted	Time in Minutes
1	Understanding the India Posts	1.50	510
2	Overview of Products and Services	1	335
3	Technology and Software	1.50	550
4	Field Visit to Head Post Office/GPO/HRO Field Visit to DO/RO/CO /Admin Office	2	660
5	Service Rules	1	330
6	Duties and Responsibilities of Stenographers, Office Management	1	330
7	Office Record keeping and management Scheduling Tours, Meetings, and Minutes Preparation Office Protocol & Official Etiquette APAR File Management e-Office & Sparrow Portal Introduction to Artificial Intelligence (AI) and its Responsible Use	1.5	505
8	Communication and Interpersonal Skills	1.5	410
9	Assessment- Theory & Practical, Feedback and Result Announcement with motivational lecture from the senior officers	1	330
	Total = 12 days (330 Minutes Per Day)	12 Days	3960 Min

Time consolidation of Module 1

1.1	Vision, Mission, Organization Structure, and History	150 minutes
1.2	Post Office Act, Rules, Regulations,	75 minutes
1.3	Citizen's Charter & Annual Report	105 minutes
1.4	Overview of Postal, RMS, and MMS Functions	60 minutes
1.5	PO Manuals and PO Guides	60 minutes
1.6	Basic Records in Post Office, RMS, and Admin Office	60 minutes
	Total Time	510 Minutes

Time consolidation of Module 2

2.1	Overview of Products and Services	100 minutes
2.2	POSB Products & Services	60 minutes
2.3	PLI & RPLI Product & Services	75 minutes
2.4	Jan Suraksha Schemes	50 minutes
2.5	Philately	50 minutes
	Total Time	335 Minutes

Time consolidation of Module 3

3.1	Overview of APT 2.0	45 minutes
3.2	Employee Self-Service Management	45 minutes
3.3	Complaint Management & Dak Sewa App	30 minutes
3.4	APT - MIS and KPI Reports	60 minutes
3.5	Overview CPGRAMS Portal	40 minutes
3.6	Overview of Finacle and McCamish	60 minutes
3.7	Microsoft Office Suite and Zoho Suite	180 minutes
3.8	Overview of APT Admin Modules	90 minutes
	Total Time	550 Minutes

Time consolidation of Module 4

4.1	Field Visit to Head Post Office/ GPO/ Head Record Office	240 minutes
4.2	Field Visit to DO/RO/CO/Admin Office	240 minutes

4.3	Feedback and Group Discussion on Field Visit Experience	180 minutes
	Total Time	660 Minutes

Time consolidation of Module 5

5.1	CCS (Conduct) Rules, 1964	75 minutes
5.2	Overview of CCS (CCA) Rules, 1965	70 minutes
5.3	Gender Sensitization and the POSH Act	60 minutes
5.4	Overview of employee welfare measures, CCS (Leave) Rules, and LTC Rules	90 minutes
5.5	RTI Act	35 minutes
	Total Time	330 Minutes

Time consolidation of Module 6

6.1	Duties and Responsibilities of a Stenographer	160 minutes
6.2	Office Management	60 minutes
6.3	Noting	45 minutes
6.4	Drafting	65 minutes
	Total Time	330 Minutes

Time consolidation of Module 7

7.1	Office Record keeping and management	150 minutes
7.2	Scheduling Tours, Meetings, and Minutes Preparation	150 minutes
7.3	Office Protocol & Official Etiquette	60 minutes
7.4	APAR File Management	60 minutes
7.5	e-Office & Sparrow Portal	55 minutes
7.6	Introduction to Artificial Intelligence (AI) and its Responsible Use	30 minutes
	Total Time	455 Minutes

Time consolidation of Module 8

8.1	Listing and Communication Skill	60 minutes
8.2	Motivation and Self-Development	60 minutes
8.3	Etiquettes and Managerial Skills	60 minutes
8.4	Interpersonal Behaviour and Collaboration	60 minutes
8.5	Time Management and Productivity	60 minutes
8.6	Group Discussion and Scenario-Based Question–Answer Session	110 minutes
	Total	410 Minutes

Time consolidation of Module 9

9.1	Assessment- Theory & Practical	120 minutes
9.2	Feedback	60 minutes
9.3	Result Announcement with motivational lecture from the senior officers	150 minutes
	Total Time	330 Minutes



Standard Training Package Induction Training Stenographer Grade-II

**Version 1.0
Date 07.04.2026**

Regional Training Centre, Nashik- 422 006

Course Title
Induction Training for Stenographer Grade-II
Course Objective
To prepare the new entrants for taking up their Role as stenographers and to create a well-trained workforce in the Administrative Offices under the Department of Posts.
Course goals
<ul style="list-style-type: none"> • To provide comprehensive insights into the role and responsibilities of a Stenographer, enabling new entrants to develop a clear understanding of departmental policies, procedures, and the functional dynamics of administrative offices. • To equip participants with the requisite knowledge, competencies, and professional skills necessary for effective performance and continuous personal development across various levels of administrative offices. • To impart advanced training in postal technologies and domain-specific digital systems, thereby enhancing operational efficiency and adaptability within the administrative work environment. • To develop the capacity of participants to contribute meaningfully to the overall effectiveness of administrative offices, while serving as a reliable and integral support system to Administrative Officers.
Target Workforce
Newly recruited Stenographer Grade-II
Number of Participants
Max. 20-25 participants per class
Course Duration
2 weeks
Number of Modules
Nine

Pre- Training Course Requirements for Participants:

As part of the preparatory steps for the two-week Training Module on Stenographer Grade-II, all nominated participants are required to complete the mandatory online course “**Know Your Ministry-Department of Posts**” available on the iGOT Portal. The Certificate of Completion shall be placed on record along with the attendance sheet and relieving memo by the WTCs or Training Institutes.

Know Your Ministry - Department of Posts:

(Link of course on iGOT Portal -

https://portal.igotkarmayogi.gov.in/app/toc/do_114254573288022016123/overview)

This introductory course offers a comprehensive exploration of one of India’s oldest and most extensive public service networks—the Department of Posts. Designed to provide a structured and in-depth understanding, the program examines the Department’s critical role within the Ministry of Communications and its far-reaching impact on national development.

The course begins with a systematic overview of the historical evolution of the postal system in India, highlighting key milestones and institutional transformations. It further examines the legal and regulatory framework governing postal operations, with particular emphasis on contemporary legislation such as the Post Office Act, 2023.

Learners will gain detailed insights into the organizational architecture of the Department, ranging from the apex-level Postal Services Board to operational units at the Circle, Region, and Division levels. This structural understanding is complemented by an extensive analysis of the Department’s core functions and service portfolio.

A significant component of the course is dedicated to the diverse range of services provided by the Department of Posts. These include traditional mail and parcel delivery systems, financial services such as Post Office Savings Bank schemes and Postal Life Insurance, and a variety of citizen-centric initiatives including Passport Seva Kendras and Aadhaar enrolment and update centres. The course also highlights the Department’s role in advancing financial inclusion and supporting digital governance initiatives across the country.

By the end of the course, learners will develop a nuanced understanding of the Department’s scale, its unparalleled last-mile connectivity, and its ongoing transformation in response to evolving governance and technological demands.

DETAILED MODULE PLAN - STENOGRAPHER INDUCTION TRAINING

MODULE 1

Understanding the India Posts

Inauguration, Registration on DKY Portal, Ice-Breaking Session
 Overview of the Department of Post - History, Vision, Mission, Organizational Structure, and about APS.
 Overview of the Post Office Act 2023, Post Office Rules 2024, and PO Regulations 2024
 Overview of the India Post website, Annual Report, and Citizen Charter.
 Postal, RMS, and MMS Function Overview.
 Overview of PO Manuals and PO Guides.
 Basic Records in Post Office, RMS, and Admin Office.

Performance Objectives:

This Module aims to provide information about the Department and prepare trainees to understand it.

At the end of the module, the trainees should:

- Know and understand the Vision and Mission statement of India Post and align towards it.
- Know about the organizational structure and key wings of DOP
- Define the Objective of Citizen Charter
- Get an overview of the Post Office Act 2023, Post Office Rules 2024, and Post Office Regulations 2024
- Know about PO manuals and guides.

Note for the Instructor:

- Arrange an ice-breaking session preferably after inauguration (Divide the Trainees into 4 Groups and ask them to select a Leader. Ask the Groups to introduce themselves to their leader. Give 2 Minutes. Ask the Leaders to introduce themselves and his/ her Team members. Call the volunteer and ask him/her to tell the names of all the trainees.
- Have updated version of PPT / Videos and exercises.

This module is to be completed in half a day. It will be the first module in the training program.

Training techniques: Lecture method, Presentation, Brainstorming, and Activity

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
1.1 Vision, Mission, Organization Structure, and History		
75	Registration and Ice Breaking	Course Registration and Ice-breaking Activity
5	Lecture	Briefly introduce the topics in the Module
10	Presentation	Show DOP's Vision and Mission, discuss its importance, and conduct a brainstorming session on how the vision and mission are important to all the employees.
10	Presentation	Show our organization chart and outline the administrative setup from the Ministry down to the Division; Know the Ministers and Officers heading the Department.
15	Presentation – Brainstorming	Know the Functional & Operational Units. Ask the trainees to identify their own Circle hierarchy. Discuss the spread of PO & RMS Units and our network strength.
10	Presentation – Brainstorming	Understand Postal history. Discuss the Periodical changes of post offices over the years from before Independence to Modern India.

5	Activity	Trainees to browse the India Post website and explore the information available.
5	Practical exercise	Trainees to answer questions & fill the exercise book
15	Presentation	Explain the recruitment procedure for APS and its benefits.
150	Total Time (in Minutes)	
1.2 Post Office Act, Rules, Regulations.		
60	Presentation	Overview: Introduction of the Post Office Act, 2023
	Presentation	Overview of Post Office Rules, 2024
	Presentation	Overview of Post Office Regulations, 2024
	Presentation & Activity	List the guides and manuals and briefly discuss the area of use, outlining their importance. Conduct a brainstorming session on how to see the rules in Manuals and guides on the India Post websites.
15	Practical exercise	Trainees to answer questions & fill the exercise book
75	Total Time (in Minutes)	
1.3 Citizens' Charter & Annual Report		
70	Presentation	Explain the Meaning & Relevance of the Citizens' Charter
	Presentation	Lead the trainees to access the Citizen's Charter on the India Post Website.
	Presentation	Discussion about the purpose of the Citizens' Charter
	Presentation	Explain the Service Standards of the various services offered by India Post.
	Activity	Trainees to access the India Post Website & explore the Citizen Charter, and briefly discuss the objective.
20	Activity	Trainees to access the India Post Website & explore the Annual Report, and briefly discuss the Annual Report.
15	Practical exercise	Trainees to answer questions & fill the exercise book
105	Total Time (in Minutes)	
1.4 Overview of Postal, RMS, and MMS Functions		
45	Presentation	Introduction of Postal, RMS, and MMS Operations
	Presentation	Postal, RMS, and MMS Function Overview.
	Presentation & Activity	Presentation on the RMS and MMS structure and working. Conduct a brainstorming session on RMS and MMS.
15	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	
1.5 PO Manuals and PO Guides		
45	Presentation	Overview of PO Manuals and PO Guides.
	Presentation & Activity	List the guides and manuals and briefly discuss the area of use, outlining their importance. Conduct a brainstorming session on how to see the rules in Manuals and guides on the India Post websites.
15	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	
1.6 Basic Records in Post Office, RMS, and Admin Office		
45	Presentation & Activity	Presentation on Basic Records in Post Office, RMS, and Admin Office
15	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	

Time consolidation of Module 1

1.1	Vision, Mission, Organization Structure, and History	150 minutes
1.2	Post Office Act, Rules, Regulations.	75 minutes
1.3	Citizen's Charter & Annual Report	105 minutes
1.4	Overview of Postal, RMS, and MMS Functions	60 minutes
1.5	PO Manuals and PO Guides	60 minutes
1.6	Basic Records in Post Office, RMS, and Admin Office	60 minutes
	Total Time	510 Minutes

MODULE 2

Overview of Products and Services

Overview of Products and Services - Mail, Inland & Foreign Mail, Philately

Overview of Products and Services- POSB, IPPB, Jan Suraksha Scheme, PLI & RPLI

Performance Objectives:

This Module aims to provide information about the Department and to prepare the trainees to understand the products & services offered by DOP to its customers.

At the end of the module, the trainees should:

Gain the required knowledge of DOP Products & Services on:

- Mails
- Compensation Policies
- Financial
- POSB Products
- IPPB
- PLI/RPLI Services
- Philately
- Basic Marketing

Note for the Instructor:

Have an updated version of PPT / Videos and exercises.

This module is to be completed in 1.5 days.

Training techniques: Lecture method, Presentation, Brainstorming, and Activity.

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
2 Overview of Products and Services		
2.1 Ordinary Mails		
5	Presentation	Briefly explain about Mail services as per the Post Office Regulation 2024
5	Presentation	Explain about Domestic Mail Products
5	Presentation	Explain about International Mail Products
5	Presentation	Briefly explain Money Remittance and Citizen-centric services
5	Presentation	Briefly explain Business Solutions
5	Practical exercise	Trainees to answer questions & fill the exercise book
30	Total Time (in Minutes)	
2.4 Overview of Products & Services - POSB & IPPB		
5	Presentation	Explain the features of the POSA (Post Office Savings Account)
5	Presentation	Explain the features of Recurring Deposit
5	Presentation	Explain the features of the Monthly Income Scheme and Time Deposit
5	Presentation	Explain the features of the Senior Citizen Savings Scheme
15	Presentation	Explain the features of the Public Provident Fund and the Sukanya Samriddhi Account.
5	Presentation	Explain the features of the National Savings Certificate Account and Kisan Vikas Patra.
5	Presentation	Explain the features of Charges to be paid towards financial transactions
5	Presentation	Explain the features of IPPB.
10	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	

2.2 Overview of Product & Services - PLI & RPLI		
5	Presentation	Explain about eligibility to avail PLI services & who can procure business.
10	Presentation	Explain the Basic Features of WLA, CWLA, EA, AEA, JLA, and CP
10	Presentation	Explain about PLI Age Condition, Medical Report & Rebate
5	Presentation	Explain the Introduction of RPLI
10	Presentation	Explain the features of Gram Priya, RPLI Limits, Age condition, Rebate, and Bonus.
5	Presentation	Explain about PLI-RPLI Citizen Charter, Miscellaneous,
10	Presentation	Explain the Incentive Structure of PLI-RPLI for the sales force
5	Presentation	Explain about After Sales Service, Non-Financial Service, Change in Nomination, Duplicate Policy, and Continuation of PRB
15	Practical exercise	Trainees to answer questions & fill the exercise book
75	Total Time (in Minutes)	
2.3 Jan Suraksha Scheme		
5	Introduction- Activity	Briefly introduce the activities in the objectives
10	Presentation	Explain the features of PMSBY
10	Presentation	Explain the features of PMJJBY
15	Presentation	Explain the features of APY
10	Practical exercise	Trainees to answer questions & fill the exercise book
50	Total Time (in Minutes)	
2.4 Philately		
5	Introduction- Activity	Briefly introduce the activities in the subject
5	Presentation	Explain the History of Philately & Introduction
5	Presentation	Explain the features of Definitive & Commemorative stamps
5	Presentation	Explain the features of My Stamp
10	Presentation	Explain the Anatomy of Stamp, Philatelic Material, Mint Sheet, Albums, Miniature, Stamp Sheetlet.
5	Presentation	Explain about First Day Cover, Special Cover, Broacher, Collector's Pack, Souvenir Sheets.
5	Presentation	Trainees to write short answers in their exercise book
10	Practical exercise	Trainees to answer questions & fill the exercise book
50	Total Time (in Minutes)	

Time consolidation of Module 2

2.1	Overview of Products and Services	100 minutes
2.2	POSB Products & Services	60 minutes
2.3	PLI & RPLI Product & Services	75 minutes
2.4	Jan Suraksha Schemes	50 minutes
2.5	Philately	50 minutes
	Total Time	335 Minutes

MODULE 3

Technology and Software

Advanced Postal Technology 2.0
 Overview of APT 2.0, Admin Modules, Employee Self-Service Management
 Complaint Management Portal and Dak Sewa App
 APT - MIS and KPI Reports
 Overview CPGRAMS Portal
 Overview of Finacle and McCamish
 Microsoft Office Suite and Zoho Suite

Performance Objectives:

This Module aims to provide information about the Advanced Postal Technology and its Salient Features. The trainees will work on the Employee Self Service portal and the ESS application.

At the end of the module, the trainees should have gained the required knowledge on :

- Access to different modules/cards in APT 2.0
- Usage and work process in APT 2.0 Module
- Exploring Admin Module
- Features and processes in the ESS Module
- Utilization of the Dak Sewa app
- Complaint Management.
- MS Office suite and Zoho suite

Note for the Instructor:

Materials Required:

PowerPoint presentation and reading material

Training techniques: Lecture method, Brainstorming

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
3.1 Overview of APT 2.0		
5	Introduction – Lecture	Briefly discuss IT modernization 1.0
5	Presentation	Brief introduction of IT modernization 2.0
5	Presentation	Explain the roles of DOP and IPPB in IT 2. 0
10	Presentation – Brainstorming	Explain the salient Features of APT 2.0
5	Presentation	Explain the Web login in APT 2.0 by using TOTP and Mobile OTP
5	Presentation	Explain the profile details, cards, subcards, and log-out options in APT 2.0
5	Demonstration	Full Demo on APT 2.0 login and features
5	Practical exercise	Trainees to answer questions & fill the exercise book
45	Total Time (in Minutes)	
3.2 Employee Self-Service Management		
5	Introduction – Lecture	Briefly explain ESS management in APT 2.0
5	Presentation	Explain the features in the ESS Module through web login
5	Presentation	Explain about CL, EL, and other leave application processes through the ESS mobile application.
5	Presentation	Explain the features of withdrawal leave, curtailment, fitness certificate upload, and the importance of initiating charge reports.
15	Demonstration	Full Demo and Hands-on ESS Mobile APP
10	Practical exercise	Trainees to answer questions & fill the exercise book

45	Total Time (in Minutes)	
3.3 Complaint Management & DAK Sewa App		
5	Introduction – Lecture	Briefly explain the complaint management
20	Presentation	Explain the complaint handling process and the DAK Sewa App
5	Practical exercise	Trainees to answer questions & fill the exercise book
30	Total Time	
3.4 APT - MIS and KPI Reports		
10	Introduction – Lecture	Briefly explain about MIS and KPI Reports in APT.
40	Presentation	Explain various types of MIS and KPI Reports.
10	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	
3.5 Overview of CPGRAMS Portal		
5	Introduction – Lecture	Briefly explain the CPGRAMS Portal
30	Presentation	Explain the CPGRAMS Portal.
5	Practical exercise	Trainees to answer questions & fill the exercise book
40	Total Time (in Minutes)	
3.6 Overview of Finacle and McCamish		
5	Introduction – Lecture	Briefly explain about Finacle and McCamish
40	Presentation	Explain about Finacle and McCamish working.
15	Practical exercise	Trainees to answer questions & fill the exercise book
60	Total Time (in Minutes)	
3.7 Microsoft Office Suite and Zoho Suite		
15	Introduction – Lecture	Briefly explain Microsoft Office Suite and Zoho Suite
90	Demonstration	Demo of Microsoft Office Suite and Zoho Suite
75	Practical exercise	Trainees to answer questions & fill the exercise book
180	Total Time (in Minutes)	
3.8 Overview of APT Admin Modules		
5	Introduction – Lecture	Briefly explain the APT Admin Modules
70	Presentation	Explain – LMS, Role Management, Post Management, Transfer Module, Establishment, PIS, etc.
15	Practical exercise	Trainees to answer questions & fill the exercise book
90	Total Time (in Minutes)	

Time consolidation of Module 3

3.1	Overview of APT 2.0	45 minutes
3.2	Employee Self-Service Management	45 minutes
3.3	Complaint Management & Dak Sewa App	30 minutes
3.4	APT - MIS and KPI Reports	60 minutes
3.5	Overview CPGRAMS Portal	40 minutes
3.6	Overview of Finacle and McCamish	60 minutes
3.7	Microsoft Office Suite and Zoho Suite	180 minutes
3.8	Overview of APT Admin Modules	90 minutes
	Total Time	550 Minutes

MODULE 4

Field Visit to Head Post Office/GPO/HRO & DO/RO/CO /Admin Office

Performance Objectives:

At the end of the module plan, the trainees shall be able to:

1. State how the Branch Post Office functions.
2. State the different branches of the Sub Post Office and their functions.
3. State the different branches of the Head Post Office and their functions.
4. State the different branches of the Regional Office / Circle Office and their functions.

Note for the Instructor:

This module aims to provide trainees with grassroots knowledge of the post office's operational work. When the trainees return from field training, the instructor asks them to make a presentation of what they have learnt.

Training techniques: Activity-based training, Case Study, Field Visit.

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
4.1 Head Post Office / GPO / HRO Visit		
240	Field Visit to Head Post Office/ GPO/ Head Record Office	Trainees to learn about the function HPO/HRO/GPO and get practical knowledge of Post Office or RMS functions.
240	Total Time (in Minutes)	
4.2 DO/RO/CO /Admin Office Visit		
240	Field Visit to DO/RO/CO /Any Admin Office Visit	During the trainee's field visit to the Admin office, the trainee will learn the 1. Understanding office functioning, hierarchy, and the role and responsibilities of a Stenographer, including maintaining confidentiality. 2. Handling of correspondence, along with Dak receipt, distribution, and file movement. 3. e-Office systems, e-file processing, and use of digital tools such as MS Office and office equipment. 4. Managing meetings, scheduling appointments, preparing agendas/minutes, and processing APAR files. 5. Liaison and coordination with different offices/sections, including follow-up of pending matters and effective communication.
240	Total Time (in Minutes)	
4.3 Feedback and Group Discussion on Field Visit Experience		
180	Feedback and Group Discussion	Trainees to submit their feedback on the field visit experience and group discussion.
180	Total Time (in Minutes)	

Time consolidation of Module 4

4.1	Field Visit to Head Post Office/ GPO/ Head Record Office	240 minutes
4.2	Field Visit to DO/RO/CO/Admin Office	240 minutes
4.3	Feedback and Group Discussion on Field Visit Experience	180 minutes
	Total Time	660 Minutes

MODULE 5

Service Rules

CCS (Conduct) Rules, 1964
Overview of CCS (CCA) Rules, 1965
Gender Sensitization and the POSH Act
Overview of employee welfare measures, CCS (Leave) Rules, and LTC Rules
RTI Act

Performance Objectives:

In the central government service, performance objectives for the specified courses focus on maintaining ethical conduct, professionalism, confidentiality, and compliance in their administrative support role.

At the end of the module, the trainees will gain the knowledge of :

- Understanding the expected standards of conduct, integrity, and ethical behaviour required of Government employees in their official and personal lives
- Knowledge of the procedures for disciplinary action, penalties, and the appeals process applicable to Central Govt. employees.
- Awareness of gender equality issues, the importance of inclusive behaviour, and prevention of harassment in the workplace to foster a respectful and safe environment.
- Knowledge of the legal framework that empowers citizens to access information from public authorities, thereby promoting transparency and accountability in governance.

Note for the Instructor:

This module aims to enable trainees to understand and apply the provisions of the CCS (Conduct) Rules, 1964, the CCS (CCA) Rules, 1965, the Gender Sensitization/POSH, and the RTI Act.

Materials Required:

Provide copies of the Reading Materials and Exercises in advance.

Training techniques: Lecture method, Brainstorming, and Group Discussion.

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
5.1 CCS (Conduct) Rules, 1964		
05	Introduction	Introduction and application of CCS (Conduct) Rules, 1964.
60	Presentation	Explain the provisions of CCS (Conduct) Rules, 1964.
10	Practice – Exercise	Trainees to answer short questions.
75	Total Time (in Minutes)	
5.2 Overview of CCS (CCA) Rules, 1965		
05	Introduction	Introduction and application of CCS (CCA) Rules, 1965.
55	Presentation	Explain the key provisions of CCS (CCA) Rules, 1965
10	Practice – Exercise	Trainees to answer short questions.
70	Total Time (in Minutes)	
5.3 Gender Sensitization and the POSH Act		
10	Introduction	Explain the concept of gender, gender needs, and relevant Constitutional provisions relating to gender equality.
30	Presentation	Explain the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and related Government of India instructions on the prevention of sexual harassment at the workplace.
10	Presentation	Explain the provisions of different penalties under the

		POSH Act, 2013, and the relevant provisions under the CCS (Conduct) Rules and CCS (CCA) Rules.
10	Practice – Exercise	Trainees to answer short questions.
60	Total Time (in Minutes)	
5.4 Overview of employee welfare measures, CCS (Leave) Rules, and LTC Rules		
5	Introduction	Introduction to Welfare Measures, CCS (Leave) Rules, and Leave Travel Concession (LTC) Rules
75	Presentation	Explain the key provisions relating to Welfare Measures, CCS (Leave) Rules, and LTC Rules applicable to Central Government employees.
10	Practice – Exercise	Trainees to answer short questions.
90	Total Time (in Minutes)	
5.5 RTI Act		
5	Introduction	Explain the meaning and objectives of the Right to Information (RTI) Act.
25	Presentation	Explain the key provisions of the Right to Information (RTI) Act, 2005, and the RTI Rules, 2012
5	Practice – Exercise	Trainees to answer short questions.
35	Total Time (in Minutes)	

Time consolidation of Module 5

5.1	CCS (Conduct) Rules, 1964	75 minutes
5.2	Overview of CCS (CCA) Rules, 1965	70 minutes
5.3	Gender Sensitization and the POSH Act	60 minutes
5.4	Overview of employee welfare measures, CCS (Leave) Rules, and LTC Rules	90 minutes
5.5	RTI Act	35 minutes
	Total Time	330 Minutes

MODULE 6

Duties and Responsibilities of Stenographers & Office Management

Duties and Responsibilities of Stenographer
Office Management (File Management, Dak Receipt, etc.)
Noting & Drafting

Performance Objectives:

At the end of the training, the trainee shall have:

- A clear understanding of terms and definitions related to Office Procedure.
- The ability to handle receipt, distribution, and processing of Dak, and manage files efficiently without errors
- Knowledge of file management, including linking of files, urgent grading, referencing, opening of part files, and movement of files.
- The ability to prepare official communications and carry out noting and drafting independently and accurately in accordance with CSMOP 2022.

Note for the Instructor:

- Instructor to ensure the supply of reading material and handouts for the drafting case study.
- Instructor to keep sufficient copies of exercises
- The instructor keeps sufficient prizes to be distributed to the winners in the quiz

Materials Required :

Provide copies of reading Materials and Exercises in advance.

Training techniques: Lecture method, Brainstorming, and Group Discussion

6.1 Duties and Responsibilities of a Stenographer

10	Introduction	Explain the key activities covered in this module relating to stenographic and clerical functions.
110	Presentation – PPT	Explain the roles, duties, and responsibilities of a Stenographer in office administration.
40	Practice	Trainees are to answer the questions given in the exercise
160	Total Time (in Minutes)	

6.2 Office Management

10	Introduction	Explain the objectives and activities covered in this module related to Office Management.
10	Presentation – PPT	Explain the commonly used terms in Office Procedure.
25	Presentation – PPT	Explain the key processes related to file management, correspondence, DAK, and other office processes.
15	Practice – Quiz	Trainees may be divided into groups, and a quiz may be conducted on the terms used in Office Procedure.
60	Total Time (in Minutes)	

6.3 Noting

05	Introduction	Explain the concept, purpose, and importance of noting in office procedure
30	Presentation- PPT	Explain the principles, types, format, style, and language, abbreviations, referencing, and linking of previous correspondence used in official noting.

10	Practice – Quiz	Conduct a quiz on principles, formats, and best practices of noting to assess understanding.
45	Total Time (in Minutes)	
6.4 Drafting		
10	Introduction	Explain the concept, purpose, and importance of drafting in official correspondence.
45	Presentation- PPT	Explain the principles, types, Form of Communication (letter/DO /OM/ Notification, etc.), style, tone, referencing, numbering, enclosures, and standard office phrases used in official drafting. Explain the procedure for drafting speeches for an officer.
10	Practice – Quiz	Conduct a quiz on drafting principles, formats, and official language usage.
65	Total Time (in Minutes)	

Time consolidation of Module 6

6.1	Duties and Responsibilities of a Stenographer	160 minutes
6.2	Office Management	60 minutes
6.3	Noting	45 minutes
6.4	Drafting	65 minutes
	Total Time	330 Minutes

MODULE 7

Office Record keeping and management
 Scheduling Tours, Meetings, and Minutes Preparation
 Office Protocol & Official Etiquette
 APAR File Management
 e-Office & Sparrow Portal
 Introduction to Artificial Intelligence (AI) and its Responsible Use

Performance Objective

At the end of the module plan, the trainees will learn to:

1. Maintain office records systematically, apply record retention procedures, and manage record movement and preservation as per prescribed rules.
2. Schedule official tours and meetings, prepare agendas, and record and issue Minutes of Meetings in the prescribed format.
3. Apply office protocol and official etiquette while interacting with officers, visitors, and external stakeholders.
4. Process, maintain, and securely manage APAR files in accordance with prescribed guidelines and timelines.
5. Knowledge of e-Office and SPARROW portal functions for file processing, record management, and APAR handling as per system procedures.
6. Identify appropriate uses of AI tools and apply principles of responsible and ethical use of AI in official work.

Note for the Instructor:

- The instructor shall explain the concepts and procedures using practical examples and real-life office scenarios to enhance understanding.
- The instructor should highlight Do's and Don'ts while using AI in official work, particularly regarding the handling of sensitive or confidential information.
- The instructor should clearly explain the principles of responsible and ethical use of AI, including data privacy, confidentiality, accuracy, and avoidance of misuse.

Materials Required:

Provide copies of the reading materials and exercises in advance.

Training techniques: Lecture method, Brainstorming, and Group Discussion.

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
7.1 Office Record keeping and management		
10	Introduction	Explain the activities in this module.
60	Presentation	Explain the concept of records, types of records, the need for preservation of records, and the records life cycle.
10	Practice – Exercise 6.1	Trainees to match 'A' & 'B'.
60	Presentation	Explain the principles of effective records management and the key activities involved in records management.
10	Practice – Exercise 6.2	Trainees to match 'A' & 'B'.
150	Total Time (in Minutes)	

7.2 Scheduling Tours, Meetings, and Minutes Preparation

10	Introduction	Explain the objectives and activities covered in this module related to scheduling tours, organizing meetings, and preparing minutes.
60	Presentation	Explain the procedures for scheduling official tours, managing meetings and agendas, and preparing Minutes of meetings.
15	Presentation	Explain the procedures for managing officer schedules, appointments, and visitor handling.
15	Practice – Exercise 3.11.1	Trainees are to answer the questions given in the exercise
100	Total Time (in Minutes)	

7.3 Office Protocol & Official Etiquette		
5	Introduction	Explain the objectives and activities covered in this module
45	Presentation & Videos	Explain the principles of Office Protocol and Official Etiquette to be followed while dealing with officers and visitors.
10	Practice	Trainees are to answer the questions given in the exercise
60	Total Time (in Minutes)	

7.4 APAR File Management		
10	Introduction	Explain the objectives and activities covered in this module
40	Presentations	Explain the procedures and guidelines for APAR file management, including maintenance, processing, and safe custody of APAR records.
10	Practice	Trainees are to answer the questions given in the exercise
60	Total Time (in Minutes)	

7.5 e-Office & Sparrow Portal		
5	Introduction	Explain the objectives and activities covered in this module
10	Presentation	Explain the features, overview of functions, and usage of e-Office
30	Video	Overview of SPARROW portal and APAR processing.
10	Practice	Trainees are to answer the questions given in the exercise
55	Total Time (in Minutes)	

7.6 Introduction to Artificial Intelligence (AI) and its Responsible Use		
30	Presentations and Discussion	Explain the basic concepts of Artificial Intelligence (AI), its applications in office work, and the principles of responsible and ethical use of AI.
30	Total Time (in Minutes)	

Time consolidation of Module 7

7.1	Office Record keeping and management	150 minutes
7.2	Scheduling Tours, Meetings, and Minutes Preparation	100 minutes
7.3	Office Protocol & Official Etiquette	60 minutes
7.4	APAR File Management	60 minutes
7.5	e-Office & Sparrow Portal	55 minutes
7.6	Introduction to Artificial Intelligence (AI) and its Responsible Use	30 minutes
	Total Time	455 Minutes

MODULE 8

Communication and Interpersonal Skills

Listing and Communication Skill
 Motivation and Self-Development
 Etiquettes and Managerial Skills
 Interpersonal Behaviour and Collaboration
 Time Management and Productivity

Performance Objectives:

At the end of the module plan, the trainees will learn to:

1. Demonstrate effective listening and communication skills to convey information clearly and overcome communication barriers in workplace interactions.
2. Apply self-motivation techniques and self-development practices to enhance personal effectiveness and workplace performance.
3. Demonstrate professional etiquette and apply basic managerial skills for effective supervision, coordination, and workplace conduct.
4. Exhibit positive interpersonal behaviour and collaborate effectively with colleagues to achieve team and organizational goals.
5. Apply time management techniques and tools to prioritize tasks efficiently and improve overall productivity.

Note for the Instructor:

This module aims to cultivate the skills of communication, motivation, and team building among the trainees

Reference Material :

PPT, Videos, and Activities

Training techniques: *Lecture method, Brainstorming. Activity-based training, Case Study, Group Discussion, Games*

<i>Time in Min</i>	<i>Main units/steps/aids</i>	<i>Contents/ detailed activities/ teaching points</i>
8.1 Listing and Communication Skill		
5	Introduction	Brief introduction to communication and its importance in effective office functioning.
25	Presentation	Explain the communication process, goals, types, importance of listening skills, and communication barriers with methods to overcome them
30	Activities and videos	Listing and Communication Skill videos and related activities.
60	Total Time (in Minutes)	
8.2 Motivation and Self-Development		
5	Introduction	Brief introduction to self-motivation and personal development,
15	Presentation	Explain the concepts of intrinsic and extrinsic motivation and the importance of self-development, including goal setting, positive attitude, and continuous learning.
40	Activities and videos	Motivation video and related activities.
60	Total Time (in Minutes)	
8.3 Etiquettes and Managerial Skills		

5	Introduction	Introduce etiquette and managerial skills and their importance in professional conduct and workplace effectiveness.
15	Presentation	Explain the principles of professional etiquette and basic managerial skills required for effective workplace behaviour, supervision, coordination, and decision-making.
40	Activities and videos	Subject Videos and relevant activities.
60	Total Time (in Minutes)	
8.4 Interpersonal Behaviour and Collaboration		
5	Introduction	Brief introduction to interpersonal behaviour and collaboration, highlighting their importance in teamwork and workplace harmony
25	Presentation	Explain the principles of positive interpersonal behaviour and the importance of collaboration and teamwork for achieving organizational goals.
30	Activities and videos	Video and activities on interpersonal behaviour and collaboration
60	Total Time (in Minutes)	
8.5 Time Management and Productivity		
15	Introduction	Introduce the concepts of time management and productivity and their relevance in improving workplace efficiency.
25	Presentation	Explain the concept and importance of time management and productivity.
20	Activities and videos	Discuss commonly used time management tools and techniques for planning and prioritizing tasks
60	Total Time (in Minutes)	
8.6 Group Discussion and Scenario-Based Question–Answer Session		
110	Activities & Discussion	Group Discussion and Scenario-Based Q-A Session
110	Total Time (in Minutes)	

Time consolidation of Module 8

8.1	Listing and Communication Skill	60 minutes
8.2	Motivation and Self-Development	60 minutes
8.3	Etiquettes and Managerial Skills	60 minutes
8.4	Interpersonal Behaviour and Collaboration	60 minutes
8.5	Time Management and Productivity	60 minutes
8.6	Group Discussion and Scenario-Based Question–Answer Session	110 minutes
	Total	410 Minutes

MODULE 9

Assessment- Theory & Practical, Feedback and Result Announcement with motivational lecture from the senior officers

Performance Objectives:

At the end of the module, trainees will be able to demonstrate the knowledge and skills acquired during the training through theory and practical assessments, provide constructive feedback on the training programme, and apply motivational insights to improve their performance and professional conduct.

Note for the Instructor:

- Ensure that both theory and practical assessments are conducted in a fair and transparent manner.
- Provide clear instructions to trainees before the assessment.
- Encourage trainees to share honest feedback for improving the training programme.
- Arrange a suitable senior officer to deliver a motivational lecture focusing on professional growth, discipline, and commitment to duty.
- Ensure timely declaration of results and proper documentation of assessment/attendance records.

Time consolidation of Module 9

9.1	Assessment- Theory & Practical	120 minutes
9.2	Feedback	60 minutes
9.3	Result Announcement with motivational lecture from the senior officers	150 minutes
	Total Time	330 Minutes

Day-wise Day-wise Training Schedule
Stenographer Induction Training (Ver. 1.0)

Day	Module Name	Forenoon Subject/Topics	Afternoon Subject/Topics
DAY 1	Module- I Understanding the India Posts	Inauguration, Registration on DKY Portal, Ice-Breaking Session Vision, Mission, Organization Structure, and History.	Post Office Act, Rules, Regulations, Citizens' Charter & Annual Report,
DAY 2	Module- I Understanding the India Posts & Module- II Overview of Products and Services	Overview of Postal, RMS, and MMS Functions, PO Manuals and PO Guides, Basic Records in Post Office, RMS, and Admin Office	Overview of Products and Services, POSB Products & Services
DAY 3	Module- II Overview of Products and Services & Module- III Technology and Software	PLI & RPLI Product & Services, Jan Suraksha Schemes, Philately	Overview of APT 2.0, Employee Self-Service Management, Complaint Management & Dak Sewa App, APT - MIS and KPI Reports
DAY 4	Module- III Technology and Software	Overview of the CPGRAMS Portal, Overview of Finacle and McCamish. Overview of APT Admin Modules.	Microsoft Office Suite and Zoho Suite
DAY 5	Module- IV Field Visit to Head Post Office/GPO/HRO	Field Visit to Head Post Office/ GPO/ Head Record Office	Feedback & Discussion on Field Visits
DAY 6	Module- V Service Rules	CCS (Conduct) Rules, Overview of CCS (CCA) Rules.	Gender Sensitization and the POSH Act, Overview of employee welfare measures, CCS (Leave) Rules, and LTC Rules, RTI Act
DAY 7	Sunday		
DAY 8	Module- VI Duties and Responsibilities of Stenographers & Office Management	Duties and Responsibilities of Stenographer	Office Management, Noting, Drafting.
DAY 9	Module- VII Office Record...	Office Record keeping and management	Scheduling Tours, Meetings, and Minutes Preparation
DAY 10	Module- VII & Module- VIII Communication and Interpersonal Skills	Office Protocol & Official Etiquette, APAR File Management, e-Office & Sparrow Portal, Introduction to Artificial Intelligence (AI) and its Responsible Use	Listing and Communication Skill, Motivation and self-Development, Etiquettes.

DAY 11	Module- VIII Interpersonal Skills	Managerial Skills, Interpersonal Behavior and Collaboration, Time Management and Productivity	Group Discussion and Scenario-Based Question–Answer Session
DAY 12	Module- IV Field Visit to DO/RO/CO /Admin Office	Division/Regional/Circle Office Visit	Feedback & Discussion on Field Visits
DAY 13	Module- IX Assessment, Feedback and Valediction	Assessment- Theory & Practical, Feedback	Result Announcement with motivational lecture from the senior officers
DAY 14	Sunday		