PREPARATION OF CAPACITY BUILDING ROADMAP AND ANNUAL CAPACITY BUILDING PLAN

Annual Capacity Building Plan for

Department of Consumer Affairs

Submitted to:

Capacity Building Commission

By:

National Institute for Smart Government

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List of Abbreviations

Abbreviation	Definition
ACBP	Annual Capacity Building Plan
CDAC	Centre for Development of Advanced Computing
DoCA	Department of Consumer Affairs
ICT	Information and Communication Technology
IIM	Indian Institute of management
IIPA	Indian Institute of Public Administration
ISB	Indian Schools for Business
IT	Information Technology
LMS	Learning Management System
MDO	Ministry/ Department/ Organisation
MIS	Management Information System
MTS	Multi-Tasking Staff
NIC	National Informatics Centre
NIELET	National Institute of Electronics & Information Technology
NIFM	National Institute for Finance Management
NISG	National Institute for Smart Government
NTH	National Test House
OAC	Office Automation Cell
RO	Regional Office
SME	Subject Matter Expert
XLRI	Xavier School of Management (XLRI or formerly Xavier Labour Relations Institute)

1 Executive Summary

In any large-scale organisation, efficiency depends on two elements, the technical efficiency of the individual to do the work allotted to him and the less tangible efficiency of the organisation as a corporate body derived from the collective spirit and outlook of the individuals of which the body is composed. This is also true for Indian civil services which is largely responsible for the public administration and critical to the delivery of a range of public services and core governance-related functions. The unparalleled contribution of government officials to the proper functioning of government makes it essential that they be equipped with the right attitudes, skills, and knowledge aligned to the vision of a New India.

The Government of India in its endeavour to build an agile and future-ready civil service drive is striving for the standardisation and harmonisation of capacity building interventions across the Indian civil services landscape through the **National Programme for Civil Services Capacity Building (NPCSCB) - Mission Karmayogi**. The aim is to create a competent civil service rooted in Indian ethos, with a shared understanding of India's priorities, working in harmonisation for effective and efficient public service delivery.

Figure 1.1: Focus areas for capacity building

In this context, National Institute for Smart Government (NISG) has been entrusted with the responsibility of developing Annual Capacity building Plan (ACBP) for the Department of Consumer Affairs. The ACBP will provide a detailed analysis of individual and collective organisational needs, based on which interventions will be designed, implemented, and monitored. Regarding supply side, the focus will be on improving the government learning and development ecosystem. Targeted interventions across focus areas such as training needs assessment, learner engagement and effective convergence and collaboration will guide the civil servants to engage, perform and deliver efficiently.

During the course of preparing this ACBP, multiple interactions and interviews have taken place with various divisions, autonomous, statutory, subordinate and attached bodies of the Department of Consumer Affairs. Through this exercise, domain, behavioural, functional and organizational competency gaps and requirements, corresponding to the roles and

responsibilities have been identified which will enable them in undertaking these responsibilities efficiently in line with the overall vision and mission of the Department.

To address the gaps and requirements, appropriate initiatives for capacity building have been recommended, along with their implementation strategy and timeline. The requirements captured through focused group discussions (FGDs) and one-on-one interviews are listed in the "Priority Interventions" section of this report. Though FGDs capture a major chunk of the requirements through open-ended questions and follow-up questions, a detailed electronic Capacity Needs Analysis (CNA) form was also circulated to all the officials of the department. The requirements captured through the electronic CNA form have been listed in the "Capacity Building Plan" section of this document. The requirements captured through the above two channels have been combined, to create the **Annual Capacity Building Training Calendar.**

Further, the high priority initiatives that need immediate attention have been marked to be fulfilled in the immediate term in the Training Calendar so that maximum impact can be realized immediately.

The immediate priority interventions proposed include a 2 hour long online induction training module to familiarize the officials with their respective and other divisions of DoCA. The induction module can also be used to orient new joiners and officials who transfer across divisions within DoCA. Several domain, behavioural and functional training modules have also been proposed as part of the high priority training interventions. Further, for each of the divisions of the DoCA, non-training and organisational capacity requirements have been proposed based on interactions with the officials and the CNA. However, such issues may require a further detailed study to develop an action plan for their implementation which may entail structural/organisational changes and can be undertaken as long-term capacity enhancement initiatives.

The Capacity Building Unit (CBU) **(see Annexure 3)** comprising of members from the Department of Consumer Affairs shall carry forward the implementation process of the Capacity Building.

1.1 Blueprint

ACBP Blueprint
Vision for Capacity Building
Create better synergies among the various boards, autonomous bodies, and other stakeholders to achieve vision 2047

Three Lenses of Capacity Building		
National Priorities • Incorporate a multi-pronged approach to improve consumer awareness • Strengthening Consumer Grievance Redressal Machinery	**Emerging Technologies** Address challenges faced by consumers and to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers.	**Citizen Centricity** • Provide timely and effective consumer grievance redressal • Prevent malpractices of quality and measurements • Ensure availability of essential food commodities at reasonable prices • Enhance and strengthen trade • Move beyond consumer protection to consumer prosperity

Identifying Capacity Gaps	
Vision, Mission, and Goals of the MDO **Vision:** To enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.	**Mission:** To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality and quantity assurance through standards and their conformance; and ensure access to affordable and effective grievance redressal mechanisms.
Objectives and Goals of Divisions *Division-wise Competency Assessment*	**Capacity required at the individual and organizational level** *Capacity Building Plan*

Three Pillars of Capacity Building		
Individual Capacity Building The process of assessing and bridging the competency gaps for all personnel working at the Department of Consumer Affairs _Individual CB Interventions_	**Organizational Capacity Building** The process of building capacity of collective and shared aspects of the Department of Consumer Affairs _Non-Training_	**Institutional Capacity Building** The process of creating institutional structures - the enabling environment like policies, regulations - that guide the functioning of individuals and organisations _Not in scope_
Capacity Building Interventions		
Training Interventions These are aimed at building capacity at the individual level _Annual Capacity Building Plan (Training Calendar)_		**Organisational Interventions** These are aimed at building capacity at the organisational and institutional level _Non-Training_
List the specific tasks and timelines to achieve each goal in Year 1, Year 2, Year 3		_Annual Capacity Building Plan (Training Calendar)_

1.2 ACBP Highlights

The data required for the ACBP has been collected primarily through personal consultations with the department officials.

These consultations were held with officials ranking from the JS to ASO roles across all the divisions of DoCA. The roles and responsibilities of the officials have been gathered at this phase.

This was followed by additional round of Capacity Needs Analysis where a set questionnaire (See Annexure 1) was circulated across the divisions and inputs received were collated in the following sections.

1.2.1 Induction Modules

During the study, an urgent requirement for the development of 2 induction courses was identified- one for the Department of Consumer Affairs officials and one for the Consumer Commissions.

Induction for DoCA Officials: The induction module will help onboard new entrants to DoCA, including new joiners at ASO level, orient officials undergoing cross and intra departmental transfers by giving them an overview of DoCA and details of the work undertaken by each Division.

Apart from a generic overview of DoCA, the induction will also have detailed division-wise sub-modules that may be viewed by division-specific officials. With this improved visibility of work allocation in an easily accessible format, officials handling queries, grievances, RTIs, parliament questions may readily refer to the modules to map the queries etc., to the relevant Division for an effective and timely response.

Tentative list of topics that may be covered in the module are given below:

- Overview of Department of Consumer Affairs
- About DoCA
- Organisational structure
- Primary Roles and Functions
- Overview of Divisions
- Schemes, Policies, and Acts
- ICT Portals / Initiatives
- Emerging trends and best practices
- Division-wise sub-modules covering detailed work allocation, functions, roles and responsibilities

Induction for Consumer Courts:

This module will help on-board new officials joining Consumer Courts at various levels across the country by providing information on the Act, Consumer Courts, previous orders etc., in an accessible and interactive format. This will also help introduce them to the ways of functioning of Consumer Courts, in letter and spirit of the law.

Tentative list of topics that may be covered in the module are given below:

- Overview of Consumer Courts
- Organisational structure
- Primary Roles and Functions
- Detailed domain coverage on the Consumer Protection Act
- Spirit of the Consumer Protection Act (focus on speedy, effective, and simple processes)
- Handbook on Consumer Protection Act in a flip-book format
- Principles of drafting of orders
- Coverage of previous judgements of Consumer Court, HCs, SC
- ICT Portals / Initiatives like e-Daakhil, CONFONET
- Emerging trends and best practices

1.2.2 Snapshot of Training Calendar

Apart from the urgent need for induction modules, a snapshot of the priority interventions identified by each of the division officials and the suggestive training partners/institutions are listed below:

Sl. No.	Name of Component	Target Group	Duration	Recommended Institution(s)	Quarter	Type
1.	RTI (short modules, handbook and workshop), Training on	All divisions of DoCA, ECRE, Establishment,	IIPA: 5d	IIPA ISTM iGOT	Q1	Functional

Sl. No.	Name of Component	Target Group	Duration	Recommended Institution(s)	Quarter	Type
	RTI (rule position, responding to RTIs, drafting responses)	RTI & PG, IFD & Budget				
2.	GeM (guidelines and processes) with Hands-on workshop on the procurement and tendering (case-study based, focus on practical application)	All divisions of DoCA	1d	ISTM, iGOT	Q1	Functional
3.	Evaluation/ assessment of DPRs	All divisions of DoCA	NISG- 3d	iGOT NISG	Q1	Functional
4.	Note making (structure, layout, how to present facts, listing out various options, best option recommendation, merits demerits of each option to be presented to the decision-making authority and presenting facts, various options and their merits & demerits, best option recommendation to the decision-making authority) Advanced training to compile, format and consolidate information	All divisions of DoCA Parliament & Coordination	5d	ISTM, iGOT	Q1	Functional
5.	Training on admin rules (FR SR, Leave rules, LTC rules, medical reimbursement rules, Pension rules) FRSR PART I (General Rules) FRSR PART II (TA Rules) FRSR PART III (Leave Rules) FRSR PART IV (DA. DR & CPF) FRSR PART V (HRA & Other Allowances)	Establishment		iGOT	Q1	Functional
6.	Training on Project Management: Identify steps in project	Nomination by Supervisor	1d	iGOT	Q1	Functional

Sl. No.	Name of Component	Target Group	Duration	Recommended Institution(s)	Quarter	Type
	management Augment where focus to be given for smart project management, Assess the key issues in investment by taking up analytical exercises, Know how social value is created through investment, and Apply Randomized Controlled Trial (RCT) in project evaluation.					
7.	Digital India & e-Governance: Digital India is an Umbrella Program covering many departments and pulls together many existing schemes to be restructured and re-focused to be implemented in a synchronized manner with a distinctive focus on e-Governance.	Self-nomination basis	3 d	NISG	Q1	Functional
8.	Project Management: Introduction to Project Management Framework Project Integration Management Project Scope, Time and Cost Management Project Risk and Quality Management Project Human Resource & Communications Management	Self-nomination basis	5 d	NISG	Q1	Functional
9.	Vision & Strategy Development in e-Governance: e-Governance strategy provides the direction, helps in identifying	Self-nomination basis	3 d	NISG	Q1	Functional

Sl. No.	Name of Component	Target Group	Duration	Recommended Institution(s)	Quarter	Type
	actionable and measurable initiatives ensuring maximum utilization of resources and define path from pilot experiments to sustainable and scalable systems while achieving goals defined.					
10.	Training on Preventive Vigilance	Establishment, Vigilance	3 days	ISTM iGOT	Q1	Domain
11.	AI/ML (predictive pricing, analytics) training to augment the capacity at the Department level	PMD		NISG	Q1	Domain
12.	R, Python for predictive forecasting	PMD		Gokhale Institute of Economics and Politics	Q1/Q2	Domain
13.	Field visit to Reliance and ITC price monitoring cells	PMD		Reliance ITC	Q1	Non-Training
14.	Field visit to NAFED storage centres	PMD		NAFED	Q1	Non-Training
15.	Empathy in the Workplace	All Officials		Illumine	Q1	Behavioural
16.	Stress management	Self-nomination		iGOT	Q1	Behavioural
17.	Training on Change Management		5 days	IIPA NISG	Q1	Behavioural
18.	Business Communications	Self-nomination basis		COMMIT (Comprehensive Online Modified Modules for Induction Training)	Q1	Behavioural
19.	Time Management	Self-nomination basis	5 days	COMMIT (Comprehensive Online Modified Modules for Induction Training), IIPA	Q1	Behavioural
20.	Training on citizen centricity	Citizen facing Divisions of DoCA		Illumine	Q1	Behavioural

1.2.3 CNA Macro Picture

A comprehensive Capacity Needs Analysis has been conducted through both personal interviews and a set questionnaire, which has been circulated to the DoCA officials. The top domain, technology, functional, behavioural and non-training requirements identified across divisions have been highlighted through the below figures.
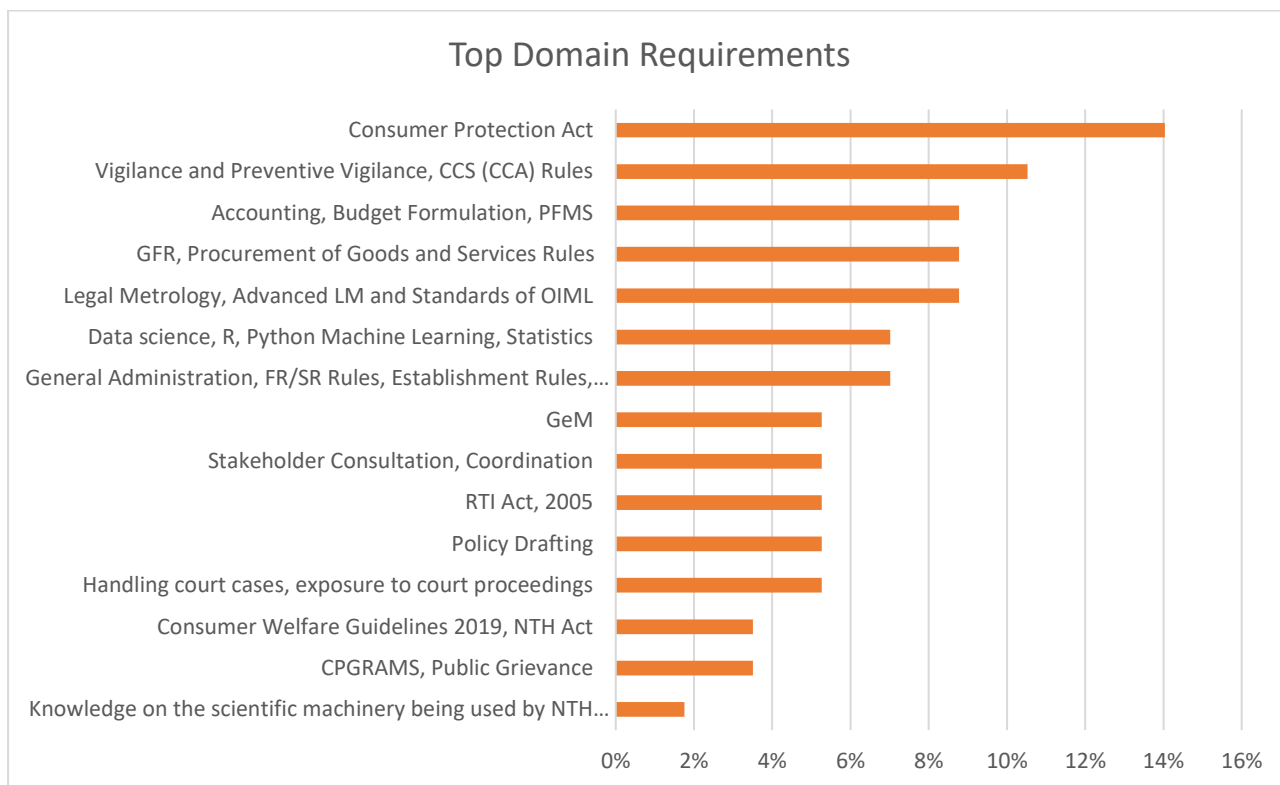
Figure 1.2: Top domain requirements
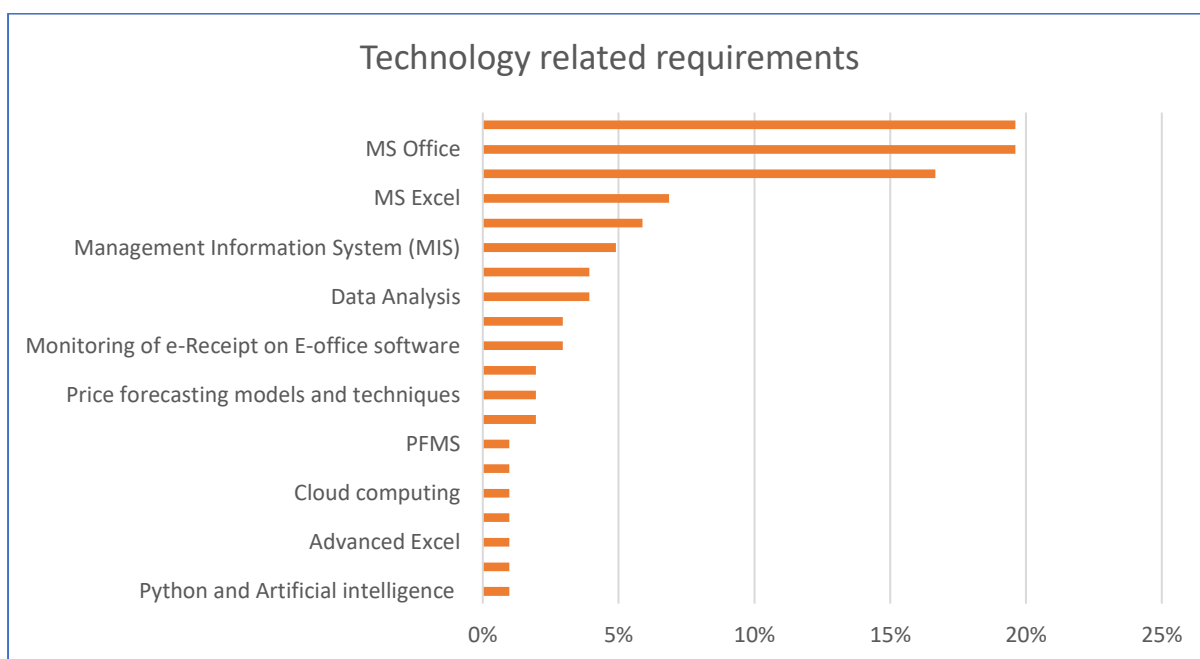
Figure 1.3: Top technology related requirements

Top 10 Behavioural Requirements
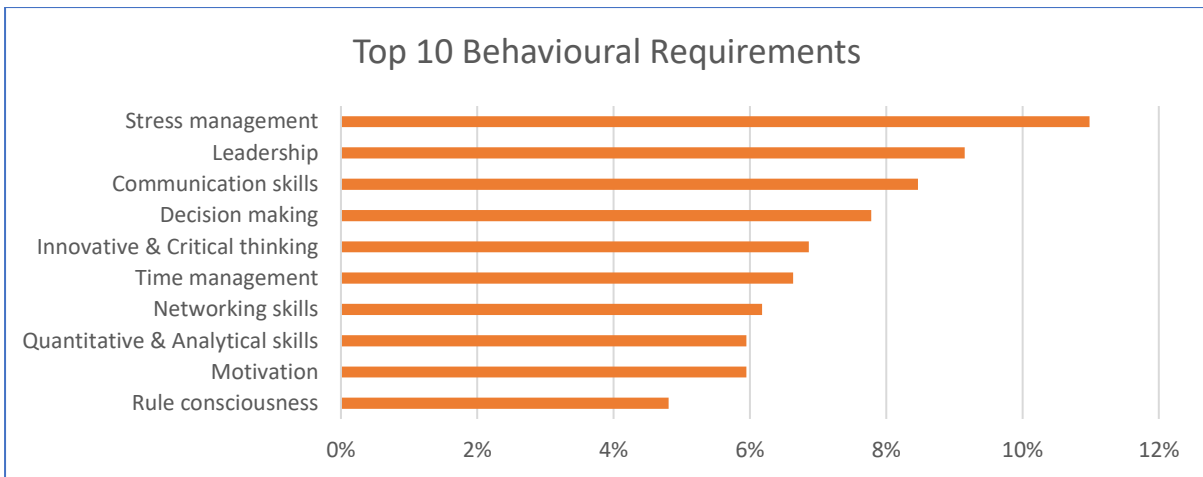
Figure 1.4: Top behavioural requirements

Top Functional Training Requirements
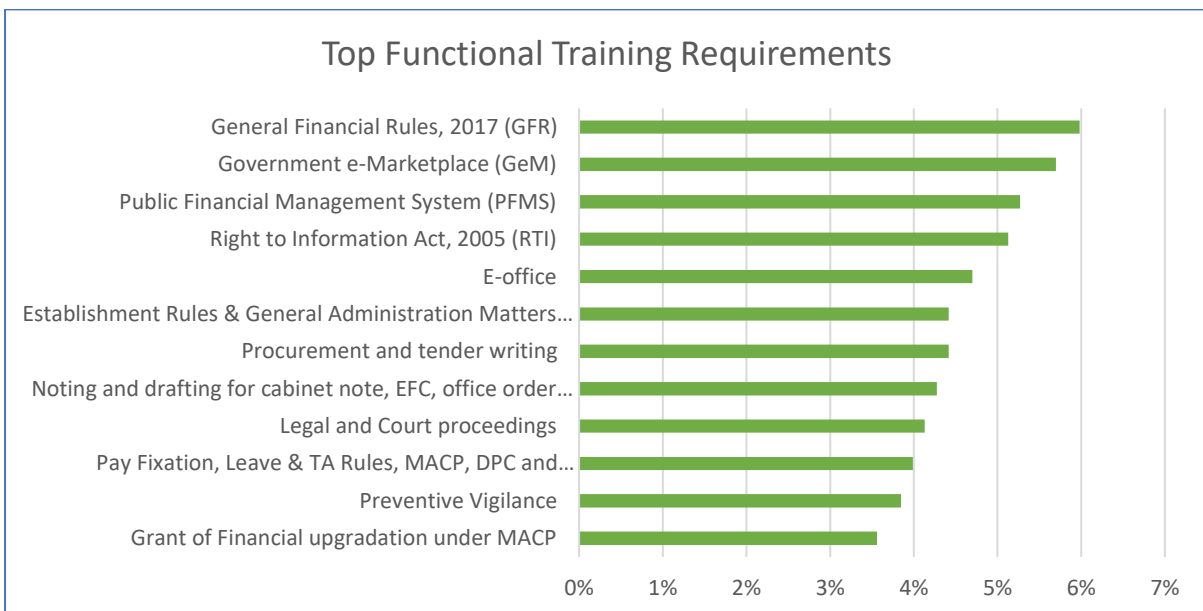
Figure 1.5: Top functional requirements

Non-Training Interventions
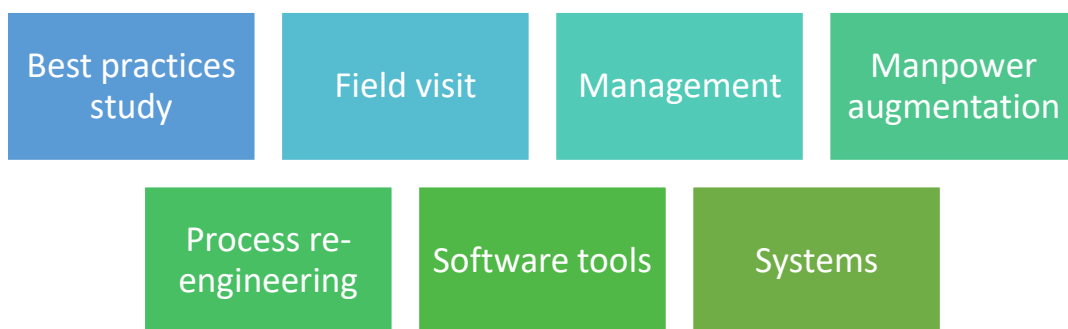
Figure 1.6: non-training interventions

2   Introduction

2.1   Introduction to Mission Karmayogi and ACBP

The Capacity Building Commission (CBC) was constituted in 2021 to fulfil the vision of Mission Karmayogi. An integral part of CBC's mandate is to facilitate preparation of Annual Capacity Building Plans (ACBPs) of Departments, Ministries, and Organizations (MDO) of the Government of India.

The objective of creating an ACBP is to (i) understand and document the capacity building needs of MDOs at the individual, organisational, and institutional levels and (ii) identifying both training and non-training capacity building interventions to bridge these needs. The ACBP is expected to assist in the development and enhancement of capacities of individuals and of MDOs.

The content of an ACBP will be based on the following two aspects:

● Three Lenses: Focus areas for capacity building exercise

● Three Pillars: Scope of capacity building exercise

Figure 2.1: CBC's Approach to Capacity Building

The above figure shows the three lenses of ACBP, namely National Priorities, Emerging Technologies, and Citizen Centricity. It also displays the three pillars of ACBP, namely individual, organisational, and institutional capacity building. Capacity building is a goal-oriented exercise. Each MDO is expected to arrive at its own capacity building goals. To facilitate this process, the CBC has identified the following three focus areas: Contribution to National Priorities, Ability to assess Emerging Technologies, and Citizen-centricity.
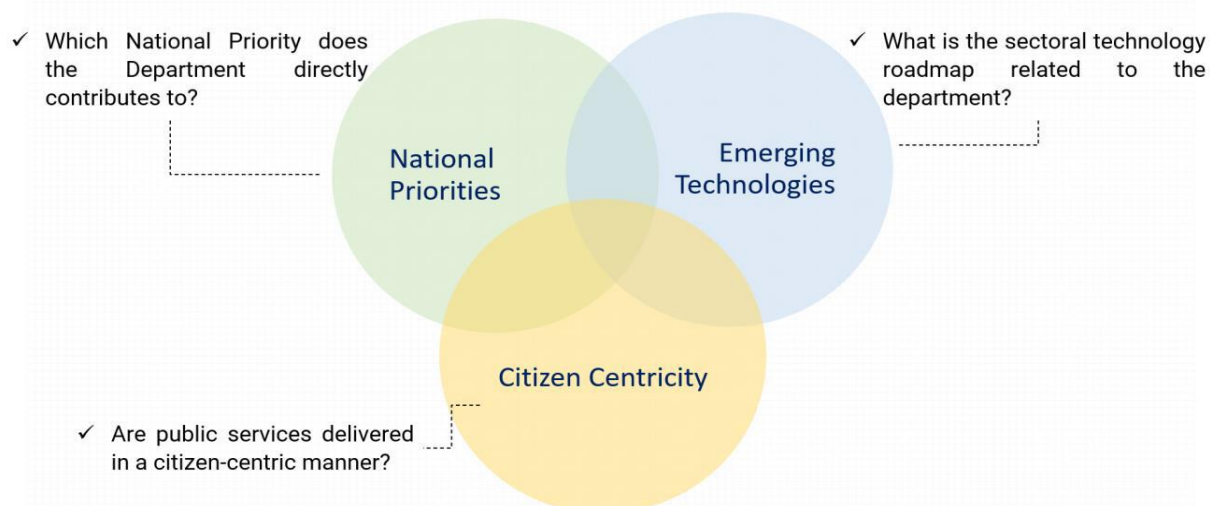
Figure 2.2: Three lenses of Capacity Building

Capacity is developed at three levels: individual, organisational, and institutional. These are referred to as the three pillars of capacity building.

Figure 2.3: The three pillars of Capacity Building

Pillar 1: At the Individual Level

Competencies form the basis of individual capacity building. A competency is defined as the combination of attitudes, knowledge, and skills that enable an individual to perform a job or task effectively. Capacity building at the individual level refers to the process of equipping individual government officials with the competencies required to effectively perform their assigned roles.

Capacity Constituents at the individual level fall under the following three categories of competencies:

- Behavioural competencies: These are a set of benchmarked behaviours displayed (or observed/ felt) by individuals across a range of roles within the MDO. For example, empathy and leadership.
- Domain competencies: These competencies enable individuals to effectively perform roles within a specialised discipline or field. Domain competencies are generally applicable to the core work of a MDO or set of related ministries/departments. For example, public health policy development and water resources management.
- Functional competencies: These competencies help cater to the operational requirements of an MDO such as administration, procurement, financial management, and so on. Functional competencies are applicable across a wide range of ministries/departments of the Government. For example, budgeting, project management, and data analysis.

Pillar 2: At the Organisational Level

This refers to the process of building the capacity of collective and shared aspects of the organisation such as existing processes, digital and physical infrastructure and technological capabilities that enable the organisation to achieve its goals.

Capacity constituents at the organisational level:

Capacity at the organisational level is assessed on the basis of the collective aspects of a ministry or department. Some examples of these aspects include:

- **Technology and Data**: This dimension deals with the technology solutions employed by the MDO to improve its functioning. Examples include software that enables shorter turnaround time on repetitive tasks, digital tools that increase efficiency or enable faster resolution of pain points, and PQSoft for management of parliamentary questions for the MDO.
- **Systems and Processes**: This dimension includes all the established systems and processes of the MDO to carry out its day-to-day functions. Examples include monitoring mechanism for schemes, standard operating procedures, Learning Management Systems, et cetera.
- **Resources and Assets**: This includes the resources and assets of the MDO such as hard and soft infrastructure that the MDO uses for its day-to-day functioning. For example: the physical premises, budgets et cetera.
- **Partnerships and Relationships**: This dimension includes all external partnerships that the MDO is part of such as those with other ministries/departments, global organisations and citizen groups.
- **Personnel Management**: This includes all the functions associated with managing human resources of the MDO such as performance appraisals, training and development, performance management, succession planning et cetera.

Pillar 3: At the Institutional Level:

Institutional capacity building refers to changes made in the norms, policies and regulations that guide the functioning of individuals and organisations. In the context of the government, institutional capacity building refers to policy level interventions that affect all

ministries and departments of the government. For example, The National Training Policy 2012, Mission Karmayogi, creation of the Capacity Building Commission.

Since institutional capacity building interventions typically affect all ministries/departments of the government, the scope of the ACBP exercise for a specific MDO is not expected to cover institutional measures. However, the MDO is encouraged to initiate pilot interventions that can serve as a best practice for the rest of the government

2.2 Approach & Methodology

The approach followed is largely driven to:

   a. Identify the national and international priorities influencing the department
   b. Identify the different stakeholders of the Ministry/department
   c. Understand the current staff strength of the Ministry/Department
   d. Mapping the roles of the department with a shift from Rule to role
   e. Define the department's priorities at Individual, Organisational and Institutional level.
   f. Sector-analysis in terms of technology, skilling needs, institutional requirements, policy interventions etc.

The broad phases of the methodology are:

   Phase 1: Secondary research
   Phase 2: Consultation and discussions
   Phase 3: As-Is analysis and assessment
   Phase 4: Capacity Needs Analysis (CNA)
   Phase 5: Annual Capacity Building Plan (ACBP)

2.2.1 Phase 1 – Secondary research

The available information about the ministry/department was collected, reviewed and analysed to understand the existing status of the ministry. This phase allowed us to understand the broad organizational structure, typical roles, various divisions, organizations, institutions, stakeholders etc. This exercise also helped to understand and know the ministry's functioning, processes and associations.

2.2.2 Phase 2 – Consultations and discussions

This phase allowed us to conduct preliminary activities required to identify all the stakeholders and bring them on board on common ground. The approach followed was largely based on the consultations with different officials of the Ministry.

The team met various officials of the identified divisions and held elaborate discussions to understand the capacity needs in terms of the domain functional and behavioural areas. A semi-structured interview was conducted to identify the existing capacity gaps and requirements of the different divisions of the Ministry.

2.2.3 Phase 3 – As-is analysis and assessment

Based on elaborative interactions and discussions held with the officials and information drawn for the relevant documents, a detailed as-is assessment for various divisions have been carried out which has been explained in detail in the subsequent sections.

2.2.4 Phase 4 – Capacity Needs Analysis

The capacity needs of all the divisions of the Department of Consumer Affairs were identified based on individual and group consultations through physical and virtual modes. A Capacity Needs Analysis form was also circulated to all department officials to capture further additional requirements.

2.2.5 Phase 5 – Annual Capacity Building Plan (ACBP)

The final stage of this exercise is to undertake the final drafting of the ACBP based on inputs collected from the above phases. The ACBP exercise will be considered complete after sharing the plan with and receiving confirmation of approval from the senior leadership of the Department of Consumer Affairs.

3 Overview of the DoCA

3.1 Vision & Mission of the DoCA

Vision:

To enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.

Mission:

To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality assurance through standards and their conformance; and ensure access to affordable and effective grievance redressal mechanisms.

3.1.1 National and international priorities influencing the department.

Table 3.1: Sustainable Development Goals (SDG) and Mapping of initiatives under DoCA

S. No.	SDG Description	SDG Target	Concerned initiative under DoCA
1	SDG 2 End hunger, achieve food security and improved nutrition and promote sustainable agriculture	• Adopt measures to ensure the proper functioning of food commodity markets and their derivatives and facilitate timely access to market information, including on food reserves, in order to help limit extreme food price volatility	Price Stabilization Fund

S. No.	SDG Description	SDG Target	Concerned initiative under DoCA
2	SDG 12 Ensure sustainable consumption and production Patterns	• By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.	Consumer Protection (including consumer awareness development)

As DoCA strives to move ahead from consumer protection towards best consumer practices and prosperity with the focus on consumer empowerment, it expects consumer driven businesses (such as, retail, e-commerce) to be mindful of the changes in the legal landscape and strive to take extra precautions against unfair trade practices and unethical business practices to avoid penal action. Moreover, as Market resources and influences are growing by the day, so should the awareness of one's consumer rights, which necessitates a multi-pronged approach to generate proper awareness among consumers in order to empower them because it recognizes the fact that an aware consumer is an asset to the society; he/she not only protects himself from exploitation but also induces efficiency, transparency and accountability into the entire system by taking up consumer welfare measures on various dimensions like consumer protection with legal measures, education and awareness programmes etc.,

The concept of 3S-Speed, Skill and Scale is to now change into 4S – Speed, Skill, Scale and Standards, as the Central Government is working towards One Nation One Standard, which makes it important to set the benchmark by working skilfully so that the approach and systems are internationally aligned.

3.1.2 Citizen centric goals

DoCA has been according high priority to better protect consumer interests and the rights of consumers by establishing authorities for timely and effective administration and simple, speedy & inexpensive settlement of consumers' dispute and to promote and protect the interest of consumers against deficiencies and defects in goods or services and secure the rights of a consumer against unfair or restrictive trade practices, which may be practiced by manufacturers and traders.

Right to Safety

Right to consumer education

Right to be informed

Right to seek redressal

Right to choose

Right to be heard
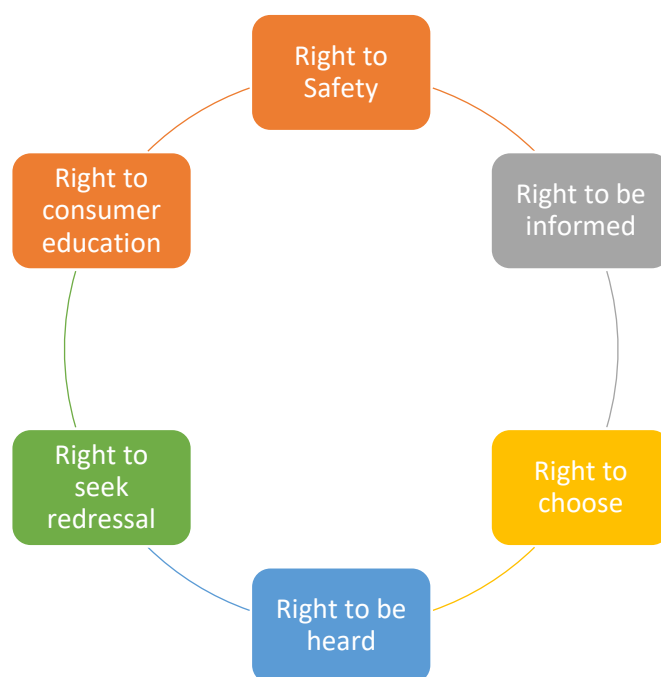
Figure 3.1: Six rights of consumers enshrined in the Consumer Protection Act, 1986

In this regard, the main objectives of the consumer protection programme are:

1. To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
2. To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
3. To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so as not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer commission, if required.
4. To educate the consumers as to be aware of their rights & social responsibilities.
5. To provide a meaningful consumer protection through proper legislation

Moreover, the Citizens' Charter of the Department of Consumer Affairs, a declaration of commitment of the Department to achieve excellence in the formulation and implementation of policies and procedures of the Department of Consumer Affairs for the benefit of consumers and the public at large, declares the vision of DoCA to be as follows:

- Provide timely and effective consumer grievance redressal
- Prevent malpractices of quality and measurements
- Ensure availability of essential food commodities at reasonable prices
- Enhance and strengthen trade
- Move beyond consumer protection to consumer prosperity

Through its Citizen's Charter, DoCA aims to provide the services mentioned below in adherence to the stated timelines:

Table 3.2: Services provided by DoCA and timelines

S. No.	Services	Timeline
1	Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund	3 to 3-1/2 months, if proposal is complete in all respects
2	Release of grants for projects for funding from Consumer Welfare Fund after receipt of necessary documents	Within 30 days
3	Release of grants or ongoing projects from Consumer Welfare Fund after receipt of complete documents along with previous Utilization Certificate (UC)	Within 30 days
4	Handling of Consumer Complaints	Within 60 days
5	Action on grievances	Within 45 days
6	Monitoring of Grievances (by senior officers)	One Review meeting and one VC every three months.
7	Issue of Model approval test report after receipt of test results.	15 days
8	Registration of Packaged commodities	15 days
9	Release of grants to States / UTs for Consumer Awareness after receipt of complete proposal with previous UC.	Within 60 days

3.1.3 Sectoral technology roadmap

The new era of commerce and digital branding ushered in by the digital age has brought along a new set of customer expectations as well as new challenges related to consumer protection. The technology roadmap envisaged by DoCA aims to address these challenges faced by consumers and to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers.

In this light, the technology roadmap envisaged by DoCA aims to address these challenges faced by consumers and to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers.

In the arena of the above-mentioned technological advancements, the following core functions of DoCA stand to be impacted:

- Enabling consumers to make informed choices
- Ensuring fair, equitable and consistent outcomes for consumers
- Facilitating timely and effective grievance redressal
- Empowering consumers through awareness and education
- Enhancing consumer protection and safety
- Prevention of unfair trade practices

- Enabling quality assurance through standards and their conformance

In this backdrop, the emerging technology goals of DoCA are given below:

- **Using advanced data analytical tools for effective price forecasting**: Deploying predictive price forecasting models to better assess the market dynamics and thus, adopt preventive measures in time.
- **Deploying advance digital marketing strategies for maximizing citizen outreach:** Given the rapid rise in e-commerce, measures to improve online trust amongst all the stakeholders, including consumers will be instrumental in spreading consumer awareness and tackling misinformation and fake news.
- **Technology enabled citizen centric grievance redressal mechanism:** Employing emerging technology to address pendency of cases by way of data analytics for better tracking of pendency and AI enabled templatization of standard documents, smart scheduling and precedent tracking.

With the changing market scenario, a realistic act to cater to the needs of the consumers in the digital era was felt strongly and the new Consumer Protection Act, 2019 is certainly a solid step towards being *caveat venditor* from the days of *caveat emptor*, with provisions related to CCPA, Consumer Commissions, Product liability, Pecuniary jurisdiction, e-Commerce and Mediation cells.

To enhance the citizen centric service delivery through e-governance initiatives, DoCA has been focusing on adopting digital interventions such as:

- Digitization of the services of Legal Metrology: Several services of Legal Metrology have been made online like approval of Model of weights and measures and Registration of Manufacturer/Packer or Importer.
- Initiatives in respect of Consumer Protection: Simplified dispute resolution process (e-filing, integration of e-Daakhil portal with CSC) and videoconferencing for hearings, Computerization and Computer Networking of Consumer Commissions to enable access of information and quicker disposal of cases.
- Price monitoring Price: Monitoring prices of 22 essential food items, dedicated Mobile App for price monitoring.
- BIS: Standards development activities have migrated to a digital platform where the standards development work is carried out online with provisions for accessing, sharing and commenting on documents/Indian Standards by any stakeholder. An integrated web portal (www.manakonline.in) is in operation to cater to all the certification activities.
- Emblem and Names: Using an online portal for receipt of references from Registrars, Sub Registrars of Societies, Organisations, Patents under States/ UTs has been developed for examination of names, emblems and references received for registration under Emblems & Names, (Prevention of Improper Use) Act, 1950.

To enable DoCA to implement the technology roadmap, this exercise intends to incorporate elements specifically focused on changing techno-economic scenario by

orienting the officials on emerging technologies. Targeted interventions include addressing requirements like data analytics, predictive forecasting and digital marketing strategies. Additionally, a periodic technology evaluation of the techno-economic scenario to address the emerging requirements is imperative.

3.2 Organizational Structure of DoCA

Department of Consumer Affairs is one of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution. It was constituted as a separate Department in June 1997 as it was considered necessary to have a separate Department to support the nascent consumer movement in the country.

The new Consumer Protection Act, 2019 came into force on July 20th, 2020, in India, replacing the previous enactment of 1986. The new Act overhauls the administration and settlement of consumer disputes in India. It provides for strict penalties, including jail terms for adulteration and for misleading advertisements. More importantly, it now prescribes rules for the sale of goods through e-commerce. Translating this mandate into action entail:

- Enabling consumers to make informed choices
- Ensuring fair, equitable and consistent outcomes for consumers and
- Facilitating timely and effective consumer grievance redress

The department is responsible for the implementation of acts such as Consumer Protection Act, 2019, Bureau of Indian Standards Act, 2016, Standards of Weights and Measures - The Legal Metrology Act, 2009, The Essential Commodities Act, 1955, Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 and the Emblems and Names Act, 1952.

The department is augmented by autonomous, statutory, subordinate and attached offices as listed below:

Autonomous body	Statutory body	Attached Office	Subordinate Office
Bureau of Indian Standards	NCDRC	National Testing House	IILM
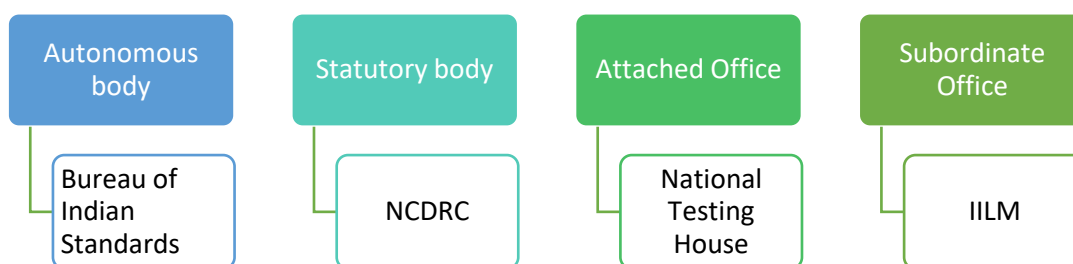
Figure 3.2: Autonomous Bodies, Statutory, Subordinate and attached offices under DoCA

The organizational units under DoCA include the Divisions under the Department, Statutory body (NCDRC), Attached office (National Test House (NTH)), Autonomous body (Bureau of Indian Standards (BIS)) and Subordinate office (Indian Institute of Legal Metrology). The list of divisions under the department are:

1. Bureau of Indian Standards
2. CONFONET & NCH
3. Consumer Protection Unit
4. Consumer Welfare Fund (CWF)

5. Cooperation
6. E-Governance
7. Emblems and Names Act
8. Essential Commodities Regulation & Enforcement
9. Establishment
10. General Administration
11. Integrated Finance
12. Legal Metrology
13. National Test House
14. Parliament and Coordination
15. Price Monitoring
16. Public Grievances
17. Publicity
18. RTI Matters
19. Vigilance

The organogram of the department as on July 12th, 2022, is given below:
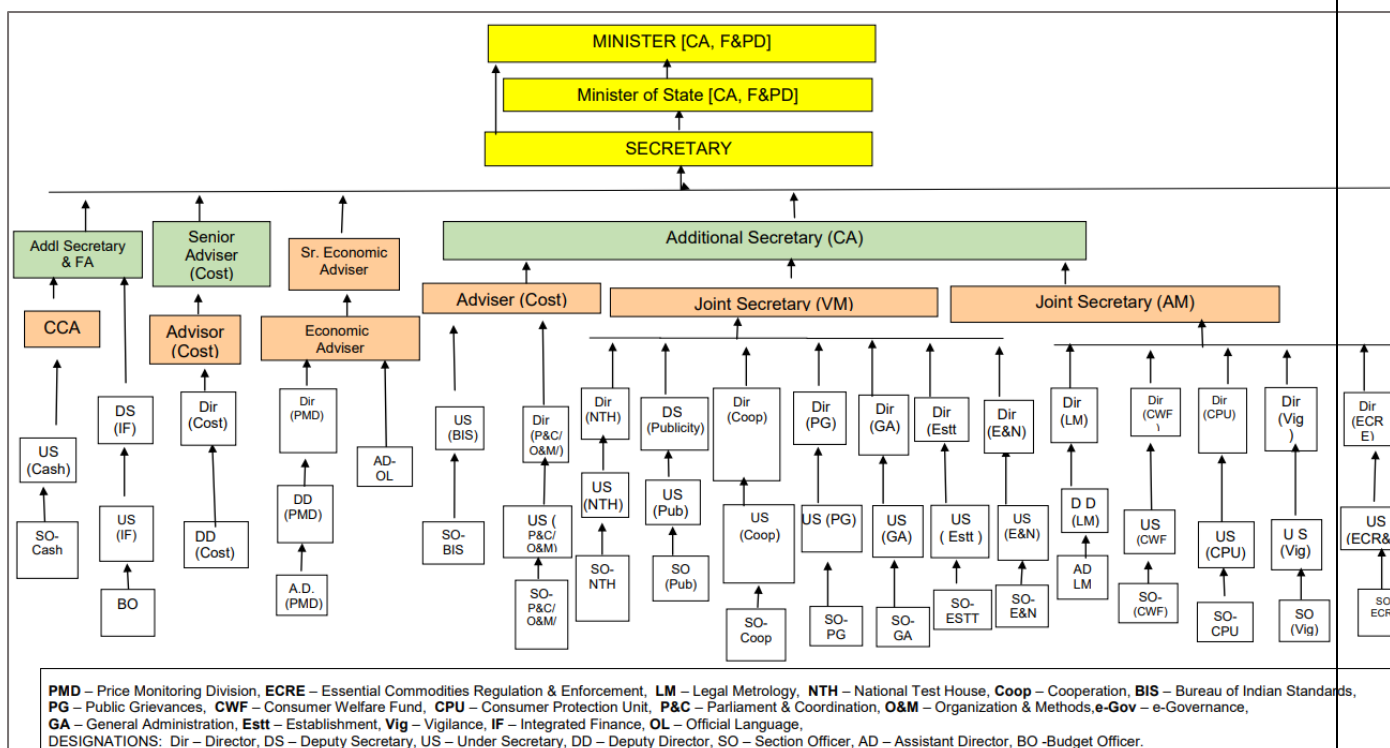
Figure 3.3: Organogram of the Department

3.3   Areas of Responsibilities of the Ministry

Department of Consumer Affairs is the nodal agency for formulation of National Consumer Policy, implementing various consumer related programmes, formulating Standards through Bureau of Indian Standards (BIS), an autonomous body and Testing & Evaluation through National Test House (NTH), a sub-ordinate office, for fulfilment of all the other objectives as mentioned in our Vision. In this process, the Department consults and collaborates with its various stakeholders/ clients.

The Department has been entrusted with administering the following:

1. The Consumer Protection Act,2019
2. The Essential Commodities Act, 1955 (Supply, Price and Distribution of Essential
3. Commodities not dealt with specifically by any other Department).
4. Prevention of the Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980.
5. Legal Metrology Act, 2009.
6. Regulation of Packaged Commodities.
7. The Standards of Weights and Measures.
8. Price Stabilisation Fund
9. The Emblems and Names (Prevention of Improper Use) Act, 1952.
10. The Bureau of Indian Standards Act, 2016.
11. Consumer Cooperatives.
12. Monitoring of prices and availability of essential commodities.
13. National Test House.

The clients/stakeholders of the department are:

- State Governments and Union Territories (Food, Consumers Protection & Legal Metrology departments)
- Two responsibility centres namely Bureau of Indian Standards (BIS) and NTH.
- National Consumer Disputes Redressal Commission (NCDRC)
- Indian Institute of Public Administration (IIPA)/National Law Schools.
- Federation of Indian Chamber of Commerce & Industry (FICCI)
- Leading Voluntary Consumer Organizations.
- All consumers under various disciplines across the country.

4 Division-wise Competency Assessment

The following sections capture the roles and responsibilities of the various divisions of the DoCA and identifies the various requirements of these division officials that are necessary for them to efficient perform their responsibilities effectively and align with the overall vision of the Ministry.

This has been done predominantly based on the interactions undertaken with the Joint Secretaries/heads of the respective divisions of the DoCA and data collected through the CNA questionnaires.

The competency requirements that were captured, have been categorized into 4 types-Behavioural (B), Domain (D), Functional (F), Technological (T) and Non-training/organisational (NT).

Behavioural competencies (B): These are a set of benchmarked behaviours displayed (or observed/ felt) by individuals across a range of roles within the MDO. For example, empathy and leadership.

Domain competencies (D): Domain competencies enable individuals to effectively perform roles within a specialised discipline or field. Domain competencies are generally applicable to the core work of a MDO or set of related ministries/departments. For example, public health policy development and water resources management.

Functional competencies (F): Functional competencies help cater to the operational requirements of an MDO such as administration, procurement, financial management, and so on. Functional competencies are applicable across a wide range of ministries/departments of the Government. For example, budgeting, project management, and data analysis.

Technological competencies (T): Technical competencies are the skills that are required to perform the role more efficiently. (e.g., Data analytics, data visualization, Microsoft word, PPT, Excel, etc.)

Non-training/organisational (NT): These include the capacities required to be developed or augmented in terms of process improvements, knowledge management and resources planning for increasing efficiency. Some of the issues also include high attrition, shortage of staff, limited development opportunities and the performance appraisal criterion.

4.1 Bureau of Indian Standards (BIS)

4.1.1 About the Division

The Division is entrusted to frame the policies relates to the protection of the interests of the consumers across the Nation. In its pursuance, the Department has enacted the BIS Act. In addition to it, the section administers the "Setting up Gold hallmarking /Assaying Centres in India" scheme which aims to set up the hallmarking centres in India.

The tasks undertaken by the BIS Section are as follows:

1. All the matters relating to administration, financial and technical of Bureau of Indian Standards body.

2. To examine the proposal/cases received from BIS in amendment in rules and regulations in BIS Act.
3. To Examine and Put up the proposal/cases of BIS like QCO, ISI and international conference for consent of the competent authority /Hon'ble Ministers.
4. Parliamentary matters like Parliament Standing Committee, Parliament Question, Parliament Assurances, special mentions etc.
5. Handling various intra and inter-departmental reference relates to BIS etc.
6. Examination of Annual Reports of BIS.
7. Various references received from Hon'ble MPs and other dignitaries.
8. Various court cases pertaining to the BIS.
9. Monitoring of Hallmarking scheme in BIS.
10. Matter relating to schemes budget of BIS.
11. Monthly D.O. to Secretary (Expenditure) material from BIS.
12. Monthly D.O. to AS&FA (Expenditure) material from BIS.
13. Handling of various representations received from Various organization/industry body etc. relating to BIS.
14. Making arrangement for organizing meetings/seminar relating to BIS.
15. Furnishing information under the RTI Act.
16. Administrative matters relating to BIS for creation of posts, engagement of experts and professional, purchasing proposal, Global Tender bids etc. and get the approval of IFD/Dept. Expenditure approval etc.
17. Foreign deputation proposal of BIS officers.

4.1.2 Competency assessment across lines of services

Table 4.1: BIS division- Competency Assessment

Role	Responsibilities	Requirements	Type
Advisor Cost	i) Vetting of accounts and finalization of Cost of PSF operations for Pulses and Onion (other Horticulture crops) ii) Advising on Cost matters to the Secretary. iii) Additional work related to BIS & Parliament & Coordination	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Government e-Marketplace (GeM)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Project appraisal	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Best Costing and Financial Management practice	F
		Coordination management	F
		Latest tools on Public Administration, Finance and Cost Managements	D

Role	Responsibilities	Requirements	Type
Deputy Secretary	To oversee functioning of BIS and NTH	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Policy Drafting	F
		Training on examining the viability of projects/schemes.	F
		Field visit to see the techniques used by NTH and BIS and by other agencies on testing/other specific roles	D
		Knowledge on the scientific machinery being used by NTH / BIS	D
		Government e-Marketplace (GeM)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Project appraisal	F
		Human resource management	F
		Project management	F
		Legal and Court proceedings	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
Assistant Section Officer	Public Grievances, RTIs, VIP references, Budget related matters etc.	Ethics	B
		Teamwork	B
		Motivation	B
		Time management	B
		MS Office	F
		Establishment Rules	D
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of	F

Role	Responsibilities	Requirements	Type
		7th Pay Commission Report	
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F

Some of the Non-Training requirements identified in the As-Is study are:

- Digitization of data and its maintenance and analysis

- Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction

- Best practice international tour for maintenance of Standardization activity and product standards.

The organisational requirements identified are:

- Software that enables shorter turnaround time on repetitive tasks

- Development of software which can be used for digitization of costing work in order to finalize the costing and accounting of PSF operations.

- Monitoring of e-Receipt on E-office software

4.2 CONFONET & NCH

4.2.1 About the Division

The CONFONET division mainly deals with the implementation of the CONFONET scheme. The scheme of 'Computerization and Computer Networking of Consumer Commissions in the country, (CONFONET)' aims to digitalize the functioning of the Consumer Commission at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an ICT solution for efficiency, transparency, systemizing of working and e-governance at the consumer commissions for speedy delivery of information to the consumers. An online Case monitoring system has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer commissions. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software.

Through the portal http://confonet.nic.in, consumers have easy access to acquire accurate and dependable information regarding cause lists, judgments, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgments is also available.

The CONFONET division is responsible for the below activities:

1. Computerization and Computer Networking of Consumer Commissions to enable access 162 of information and quicker disposal of cases

2. Centralized Online Case Monitoring System software
3. Generation / easy retrieval of Cause list, Notices, Orders/ judgments
4. MIS for backend users
5. SMS/ e-mail alerts for next date of hearing
6. Display Board, dashboard for public

4.2.2 Competency assessment across lines of services

Table 4.2: CONFONET & NCH- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	Supervision of NCH, CONFONET Project, e-gov initiatives, Publicity activities	Stress management	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Rule consciousness	B
		General Financial Rules, 2017 (GFR)	F
		Public Financial Management System (PFMS)	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Systematic research for document / report preparation	F
		Roster management	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		Bookkeeping & Accounting	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Grant of Financial upgradation under MACP	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
Section Officer	All work related to NCH, CONFONET & E-Gov.	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Rule consciousness	B
		General Financial Rules, 2017 (GFR)	F
		Public Financial Management System (PFMS)	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F

Role	Responsibilities	Requirements	Type
		Vendor management	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Systematic research for document / report preparation	F
		Roster management	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		Bookkeeping & Accounting	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Grant of Financial upgradation under MACP	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Training on Consumer Protection Act	D
		Policy Drafting	F
Assistant Section Officer		Decision making	B
		Motivation	B
		Networking skills	B
		Negotiation	B
		Stress management	B
		Rule consciousness	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Stakeholder management	B
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Human resource management	F
		Procurement and tender writing	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F

Role	Responsibilities	Requirements	Type
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		e-Office	F
		Data analytics	F
		Data visualization	F
		Training on Consumer Protection Act	D

The organisational requirements identified in the As-Is study are:

- Software tools that increase efficiency, enable faster resolution of grievances.

- Management Information System (MIS)

4.3 Consumer Protection Unit (CPU)

4.3.1 About the Division

The Division is entrusted to frame policies related to the protection of the interests of the consumers across the nation. In its pursuance, the Department has enacted the Consumer Protection Act, 2019. The Division administers the various provisions of the Consumer Protection act which inter-alia include the setting up of three-tier quasi-judicial consumer disputes redressal system at the District, State and National Level, the formation of CCPC/SCPCs etc, matters relating to the service matters of CCPA etc. In addition to it, the section administers the "Strengthening Consumer Commission" Scheme which aims to upgrade the physical infrastructure of Consumer Commissions across the country.

The tasks undertaken by the CPU Section are as follows:

1. All the matters relating to administration of the Consumer Protection Act, 2019
2. Framing of the rules and regulations etc. under the Consumer Protection Act, 2019
3. Administration of various rules framed under the Consumer Protection Act, 2019
4. Various administrative and financial matters related to NCDRC
5. Parliamentary matters like Parliament Standing Committee, Parliament Questions, Parliament Assurances, Special Mentions etc.
6. Handling various intra and inter-departmental references
7. Annual Reports
8. Various References received from Hon'ble MPs and other dignitaries
9. Various court cases pertaining to the functions of the CPU Section
10. Implementation of Strengthening Consumer Commission (SCC) Scheme

11. Matters relating to budget related aspects in the Division
12. Matters relating to CCPC/SCPC/DCPC constituted under the Consumer Protection Act, 2019
13. Monthly D.O to Secretary (Expenditure)
14. Handling of various representations received from various organizations/Industry body/VCOs etc
15. Organization of event on World Consumer Day and National Consumer Day in addition to the various conferences and workshops
16. Matters relating to Direct Selling
17. VIP References, public grievances and complaints
18. Furnishing information under the RTI Act
19. Administrative matter such as creation of posts, engagement of experts and professional etc relating to CCPA
20. Payment of bills related to CCPA

4.3.2 Competency assessment across lines of services

Table 4.3: CPU- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Supervision and monitoring of the work of divisions; Acting as CPIO of these divisions.	Time management	B
		Stress management	B
		Rule consciousness	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Vendor management	F
		Legal and Court proceedings	F
		Data analytics	F
		Data visualization	F
		Policy drafting	D
		Training on procurement and handling court cases	D
Under Secretary	Implementation of Consumer Protection Act, 2019. Framing / amendment of rules & regulation under CP Act. Release of funds to states under Strengthening Consumer Commissions scheme. Appointment of President and Members in the National Consumer Disputes Redressal Commission	Leadership	B
		Teamwork	B
		Motivation	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Stakeholder management	B
		Networking skills	B
		Negotiation	B
		Time management	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F

Role	Responsibilities	Requirements	Type
	(NCDRC). Policy matters related to NCDRC. Matters related to International Cooperation in the field of Consumer Protection, Court Cases, RTI & PG matters, Parliament Questions & assurances	Citizen Interaction/ Customer Centricity	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Human resource management	F
		Project appraisal	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Writing proficiency	F
		Calculating reservation	F
		Roster management	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Data analytics	F
		MS Office	F
		Legal & legislative drafting, court proceedings and court case related	D

Role	Responsibilities	Requirements	Type
		matters	
		Best practices being followed in the field of consumer protection	D
Section Officer	To supervise the work allotted to Consumer Protection Unit. This entails scrutiny of the cases submitted by the Dealing Officers (ASOs/SSAs etc.) in the matters relating to administration of the Consumer Protection Act, 2019, framing of sub-ordinate legislation under the CP Act, 2019, appointment of the President and Members in the NCDRC, administrative and personnel matters related to the NCDRC, conduct and vigilance in respect of the NCDRC & CCPA, financial proposals relating to release of funds under the Central Sector Schemes, procurement of goods and services, drafting of affidavits/counter affidavits in the court cases, RTI matters, VIP references, public grievances, legislative drafting etc.	Ethics	B
		Leadership	B
		Empathy	B
		Teamwork	B
		Motivation	B
		Dependability	B
		Innovative & Critical thinking	B
		Communication skills	B
		Networking skills	B
		Negotiation	B
		Time management	B
		Stress management	B
		Citizen Interaction/ Customer Centricity	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Stakeholder management	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Human resource management	F
		Project appraisal	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Marketing	F
		Social media	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on	F

Role	Responsibilities	Requirements	Type
		salary	
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Data visualization, data analytics, graphs	F
		Effective presentation skills	F
		Consumer Protection Act, 2019	D
		The Tribunal Reforms Act, 2021	D
		The RTI Act, 2005	D
Assistant Section Officer	All the matters related to SCC Scheme Budget Related Matters All the matters related to CCPC/SCPC/DCPC All administrative matters relating to the CCPA; All the matter related to Direct Selling except sub-ordinate legislation under the CP Act, Payment of Bills related to CCPA/CPU Public Grievances/Complaints; RTI Matters (CCPA & Direct Selling) Any Duties assigned by the Superior Authorities.	Stress management	B
		Time management	B
		Communication skills	B
		Innovative & Critical thinking	B
		Ethics	B
		Negotiation	B
		Leadership	B
		Networking skills	B
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Systematic research for document / report preparation	F
		Right to Information Act, 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Data analytics, data visualization	F
		MS Office	F
		Training on intricacies of the Consumer Protection Act, 2019 which may help in better performing the duties in the section.	D
Principal Private Secretary		Ethics	B
		Leadership	B
		Empathy	B
		Teamwork	B

Role	Responsibilities	Requirements	Type
		Motivation	B
		Dependability	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Networking skills	B
		Stakeholder management	B
		Negotiation	B
		Conflict resolution	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Citizen Interaction/ Customer Centricity	B
		E-office	F
		Right to Information Act, 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Systematic research for document / report preparation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Grant of Financial upgradation under MACP	F
		VAW (e-office)	D

Some of the Non-Training requirements identified in the As-Is study are:

- Physical exposure, through field visit, of the policy and schemes, architected by the Central Ministries/Departments, in order to have fair idea of the ground reality.

The organisational requirements identified in the As-Is study are:

- Need to address the paucity of staff in comparison to the ever-increasing workload.
- Proper distribution of work and incentive/ reward mechanism

- Given the magnitude, characteristics and complexities of the work allotted to Consumer Protection Unit, it needs to be restructured in a way to divide it into three to four distinct section/cell/unit and every such section/cell/unit should be manned by adequate number of officials in order to ensure smooth disposal of tasks assigned thereto.
- Sessions like yoga, meditation, lectures on different topics, training, exposure, excursions etc. for DoCA officials to boost their morale and motivation.

4.4 Consumer Welfare Fund (CWF)

4.4.1 About the Division

The key mandate of the Consumer Welfare Fund is to provide financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country.

Consumer Welfare Fund is a Public Fund, set up under the Central Excise Act, 1944, accrued mainly from the amount which could not be returned to the consumers under the Central Excise Act, 1944; and fines imposed by NCDRC. The money credited to the Fund is to be utilized by the Central Govt. (Department of Consumer Affairs) for the welfare of the consumers in accordance with the Rules framed.

Consumer Welfare Fund (CWF) is a Public Fund and not voted in Parliament.

Financial assistance from CWF is given to Central/ State Governments/ Government Bodies, Institutions including Universities, PSUs, Autonomous bodies, Voluntary Consumer Organizations (VCOs) etc. to promote, protect and advocate the welfare and interests of the consumers in India, create consumer awareness and strengthen consumer movement in the country.

Financial assistance/Grant from the CWF have so far been given for the following major projects:

- Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- Projects for spreading consumer literacy and awareness.
- Establish Corpus Fund at the State level, through co-contribution.

Grants from Consumer Welfare Fund is also given to States/UTs for creating a State/UT level Consumer Welfare (Corpus) Fund up to a seed money of Rs. 20.00 Crore. The contribution of Centre and State/UT is in the ratio of 75:25 (90:10 in the case of Special Category States/UTs), in the corpus. The money is to be deposited in a dedicated interest-bearing bank account in any Nationalised Bank to be opened and operated by the concerned State/UT. The interest generated out of the Corpus Fund is to be used by the State/UT for consumer welfare activities as per the extant CWF Guidelines and directions of the Central Government. The concerned State/UT government has to furnish to the Central Government, details of interest accrued, activities undertaken out of the above interest, Audited statement of accounts, details of the account, proof of the State share deposited etc. as required by the Central Government.

Funds are released after seeking approval of IFD of this dept. and the Secretary, being the Chairperson of Standing Committee of CWF, and is subject to post facto ratification by the Standing Committee which consists of:

1. Secretary (CA), in Chair
2. Additional Secretary (CA), DoCA
3. AS&FA, MCAF&PD
4. Joint Secretary, DoCA
5. Joint Secretary, M/o Rural Development
6. DDG (BIS), DoCA
7. Joint Commissioner (GST), Policy wing, M/o Finance
8. Director (CWF), DoCA
9. Director, M/o Information & Broadcasting
10. Deputy Commissioner (GST), M/o Finance
11. Assistant Commissioner (GST), Policy wing, CBIC, M/o Finance
12. Deputy Secretary (CWF), DoCA
13. Assistant Secretary, DoCA
14. Under Secretary (CWF), DoCA
15. Section Officer (CWF), DoCA
16. Assistant Section Officer (CWF), DoCA

4.4.2 Competency assessment across lines of services

Table 4.4: CWF- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	To release funds to states/UT for setting up state consumer commissions and National Law Universities for generating awareness among consumer	Leadership	B
		Empathy	B
		Decision making	B
		Innovative & Critical thinking	B
		Networking skills	B
		Stress management	B
		Citizen Interaction/ Customer Centricity	B
		E-office	F
		Public Financial Management System (PFMS)	F
		Right to Information Act, 2005 (RTI)	F
		Consumer protection Act, generation of awareness among consumers about their rights, filing of complaints by consumers etc	D
		Exposure through field visits in awareness generation programmes	D
Under Secretary	• Setting up of Corpus funds for consumer welfare in States/ UTs. • Funding for Capacity Building	Stress management	B
		Stakeholder management	B
		Public Financial Management System (PFMS)	F

	programmes for Commissions in National Law Universities • Establishing Chairs/ centres of excellence in institutions/ universities • Refunds from Consumer Welfare Funds as per NCDRC orders • Refunds to Consumer Welfare Fund as per CGST orders • PFMS related payments • Utilization Certificates • Prominent VCOs • Conducting Standing Committee meetings • Review of files/ weeding out • RTIs • PG Portal • CBIC related matters • Miscellaneous matters including Budget/ PAO • Miscellaneous P&C/ Notes from Minister's Office related • VIP references	General Financial Rules, 2017 (GFR)	F
		Legal and Court proceedings	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
Assistant Section Officer		Decision making	B
		Motivation	B
		Networking skills	B
		Negotiation	B
		Stress management	B
		Rule consciousness	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Stakeholder management	B
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Human resource management	F
		Procurement and tender writing	F
		Establishment Rules & General Administration Matters of Government Departments	F

		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		e-Office	F
		Data analytics	F
		Data visualization	F
		Training on Consumer Protection Act	D

The organisational requirements identified in the As-Is study are:

- Time bound work deliverables
- Adequate manpower for proper work efficiency
- Methods to enable faster resolution of grievances, Management Information System (MIS) digital tools that increase efficiency

4.5 Cooperation

4.5.1 About the Division

The Division is responsible for administering the National Cooperative Consumers' Federation of India Ltd. (NCCF) and the Super Bazar, the Cooperative Store Ltd. Both these organizations are setup under the Multi-State Cooperative Societies (MSCS) Act 2002.

NCCF is the national level consumer cooperative society having the entire country as its area of operation. It was registered in October 1965 and is functioning under the Multistate Cooperative Societies Act, 2002. As on 31.03.2018, NCCF has 162 members, which includes the Government of India, three national level cooperative organisations namely:

- National Cooperative Union of India (NCUI)
- National Cooperative Development Corporation (NCDC)
- National Agriculture Cooperative Marketing Federation of India (NAFED)

The NCCF is engaged in procurement and distribution of essential items like pulses, food grains, oils etc. through the various state civil supply corporations in the states under the welfare schemes. NCCF has also been nominated as the nodal agency by some states for procurement of paddy and wheat on the minimum support price under decentralized procurement scheme. Besides above some of the State Governments have also appointed NCCF as implementing agency for distribution of pulses under various welfare schemes like PDS, ICDS etc.

The Super Bazar is under the liquidation process since 2002. The process of liquidation is being followed as per the provisions of MSCS Act 2002 and as per the judgment of Supreme Court.

The Government of India has been taking up the request of NCCF for business promotion with various State Governments and Central Government Departments. The NCCF operates commercial activities through its branches in the categories like Grocery, General Merchandise, Confiscated Goods, Textiles, Agri-inputs, Civil Construction and Infrastructure Development, any other such business or activity as decided by the Business Committee or the Board of Directors., Sale of Subsidized Dal in the States, Paddy/Wheat procurement under MSP., Import/Export of Agriculture Commodities.

4.5.2   Competency assessment across lines of services

Table 4.5: Cooperation- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	To guide and coordinate	Dependability	B
		Data analytics, data visualization, MS Office	F

Non-Training requirements identified in the As-Is study are:

- How the GoI programmes are being carried out at Grass root level

The organisational requirements identified are:

- The department needs to have a sustainable transfer policy so that the officers posted could be in a position to start delivering in an efficient manner. Further, there should be free and fair manpower allocation to all divisions in an equitable manner.

4.6 Cost Division

4.6.1   About the division

The Costing Cell handles the vetting of claims from National Agriculture Cooperative Marketing Federation of India (NAFED), FCI, etc. under the Price Stabilisation Fund (PSF), Provisional costing and army costing. The division comprises of one Assistant Director (Cost) in the Costing cell and one Cost Executive (on contract basis) to process/initiate the files.

4.6.2 Competency assessment across lines of services

Table 4.6: Cost division- Competency Assessment

Role	Responsibilities	Requirements	Type
Advisor Cost	i) Vetting of accounts and finalization of Cost of PSF operations for Pulses and Onion (other Horticulture crops) ii) Advising on Cost matters to the Secretary. iii) Additional work related to BIS & Parliament & Coordination	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Government e-Marketplace (GeM)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Project appraisal	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Best Costing and Financial Management practice	F
		Coordination management	F
		Data Analysis	F
		Latest tools on Public Administration, Finance and Cost Managements	D
Joint Director	Data is called from the Central Nodal Agencies like NAFED, FCI, etc. On receiving the data, they are verified with respect to the accounts submitted by them. The files/reports are then put up to the Adviser (Cost) and the same will be sent to Secretary (CA) for approval.	Leadership	B
		Communication skills	B
		Negotiation	B
		Innovative & Critical thinking	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Right to Information Act, 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Data analytics and Data visualization	F
		Consumer Protection Act	D
Assistant Director	Costing, pricing and vetting of different commodities.	Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Stakeholder management	B
		Networking skills	B
		Negotiation	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		E-office	F

		Project appraisal	F
		Human resource management	F
		Project management	F
		Procurement and tender writing	F
		Marketing	F
		Social media	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Preventive Vigilance	F
		Advanced Excel	F
		Data analytics	F
		Data visualisation	F

Some of the Non-Training requirements identified in the As-Is study are:

- Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction

- Best practice international tour for maintenance of Standardization activity and product standards.

The organisational requirements identified in the As-Is study are:

- Adding Human Resources will help assist in effective rendering of services by the Costing Cell.

- Digitization of Data and its maintenance and analysis

- Development of software which can be used for digitization of costing work in order to finalize the Costing and accounting of PSF operations.

- Monitoring of e-Receipt on E-office software

4.7 E-Governance

4.7.1 About the division

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

The key activities of the division include:

1. Coordinating and supporting implementation of NeGP
2. Work in close coordination with NIC team in the Department to make a state-of-the-art Information and Communication Technology (ICT) infrastructure in the Department.

4.7.2 Competency assessment across lines of services

Table 4.7: E-governance- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	Supervision of NCH, CONFONET Project, e-gov initiatives, Publicity activities	Stress management	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Rule consciousness	B
		General Financial Rules, 2017 (GFR)	F
		Public Financial Management System (PFMS)	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Systematic research for document/report preparation	F
		Roster management	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		Bookkeeping & Accounting	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Grant of Financial upgradation under MACP	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
Section Officer	All work related to NCH, CONFONET & E-Gov.	Leadership	B
		Decision making	B
		Communication skills	B
		Networking skills	B

Role	Responsibilities	Requirements	Type
		Stress management	B
		Computer training in Excel Power point, Power Point and e-office deeply. Training on Manual of Office procedure, & Parliamentary Procedure.	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		NIC applications (email, messenger, cloud storage and others)	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Writing proficiency	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Training on Consumer Protection Act	D

Role	Responsibilities	Requirements	Type
		Policy Drafting	D
Principal Private Secretary	Typing. Taking dictation and its transcription. Screening of telephone calls before connecting to the officer. Maintaining Remainder Dairy. Preparing engagement schedule of the officer. Receiving visitors and dealing with them politely. Preparing draft letters and mails under the instructions of the officer. Coordinating with other officers in all verticals. Diarising receipts through e-Office. Booking of tickets for tour, preparing TA/DA bills and typing tour report.	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B
		Networking skills	B
		Time management	B
		Stress management	B
		E-office	F
		Writing proficiency	F
		MS Word	F

Some of the Organisational requirements identified in the As-Is study are:

- Software tools that increase efficiency, enable faster resolution of grievances.

- Management Information System (MIS)

4.8 Emblems & Names

4.8.1 About the Division

The mandate of the Emblems and Names Section is to prevent misuse of certain names and emblems specified in the Schedule of the Act, for the purpose of trade business calling or profession, or in the title of any patent, or in any trademark or design as per Emblems and Names (Prevention of Improper Use) Act 1950.

The Department receives communication from the offices of the Registrar of Societies across India, forwarding proposals for registration of societies and seeking clearance in respect of the proposed names, which appear to be in contravention of the provisions of the Emblems & Names (Prevention of Improper Use) Act, 1950.

In this regard, a policy has been formatted that all names or part of the names having a **mention of the word Bureau, Commission, Ministry, Centre, All India, National, Bhartiya** should clearly reflect private enterprise and purpose for such usage and should not explicitly or implicitly be suggestive of any government patronage to be classified as Improper Use according to the schedule under the Act.

There are 28 Names or Emblems specified in the Schedule issued under the E&M(PIU), Act which cannot be used without prior permission of Central Government or officers authorised by the Govt. for this purpose. Some names from the Schedule are as under:

1. United National Organisation
2. World Health Organisation,
3. Indian National Flags

4. Mahatma Gandhi
5. Prime Minister of India

The Department also receives complaints regarding misuse of any Name or Emblem or official seal or pictorial **representation or any colourable imitation** thereof of specified in the Schedule to the Emblems and Names (Prevention of Improper Use) Act, 1950, which after examining the same may be forwarded to the Chief Secretary of the concerned State to act as deemed appropriate under the provision of the relevant Act.

A **committee** has been constituted in the Department to consider the cases. The **collective decision** of the committee is then submitted for the approval of Secretary (CA). After approval of Secretary (CA) letters/OMs have been sent to the Concerned Registrar to communicate the decision & to various Ministries/Department for seeking clarification/comments.

An **online portal** to enable online submission of proposals seeking clearance from the Department in respect of names and emblems of Firms/Societies/ company/Government body/Other body of persons under the Emblems and Names (Prevention of Improper Use) Act has also been launched.

Other responsibilities of the division include:

- The proposals to grant No Objection Certificate received from the Registrars of Societies across India, mainly from Delhi are scrutinised in the Division.
- Agenda for the Committee constituted to consider the proposals in the Department is prepared and submitted for consideration/recommendations.
- After recommendation of the Committee several proposals are also required to be forwarded to the various concerned Ministries/Department to seek their comments.
- Decision on the recommended proposals is conveyed to the concerned registrars.

Currently, the Anumati Portal is used for receiving online proposals from various Registrars for clearance of names of Societies/Trust/Firms under the Emblem and Name (PIU) Act. Other portals used by the division include CPGRAMS, PQ Soft, RTI MIS and CONFONET.

4.8.2 Competency assessment across lines of services

Table 4.8: Emblems & Names- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary		Dependability	B
		Data analytics, data visualization, PPT, Excel	F
Under Secretary	Dealing with the Emblems & Names (Prevention of Improper Use) Act, 1950, to prevent the improper use of certain emblems and names for professional and commercial purposes. To monitor the process of references/proposals received from various Registrars of	Leadership	B
		Stress Management	B
		Human resource management	F

Role	Responsibilities	Requirements	Type
	Societies from all over India for clearance of names of Firms/Societies/Trusts etc. As a member of a committee constituted by the Department to consider the proposals, preparing Agenda for the meeting after scrutinizing the proposal.		
Assistant Section Officer		Communication skills	B
		Networking skills	B
		Stress management	B
		Deep Computer training in Excel & Power Point	B
		Training in E-office	F
		Training on MOP & Parliamentary procedure	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and	F

Role	Responsibilities	Requirements	Type
		Maintenance of Service Book	
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Knowledge of Consumer Protection Act, & Policy Drafting	D

The organisational requirements highlighted by the officials are:

- Address the delay in receiving comments from the various Ministries'/Departments for NOC of the proposals.

- Need for a sustainable transfer policy so that the officers posted would be able to start delivering in an efficient manner.

- To clear the long pendency of the cases due to non-receipts of the requisite comments from the concerned Ministries/Departments to clear the names under the E&M Act, a system to monitors reminders sent to the various Ministries/Departments is required.

4.9 Essential Commodities Regulation & Enforcement (ECR&E)

4.9.1 About the Division

Department of Consumer Affairs administers 'The Essential Commodities Act, 1955 (EC Act)' and 'Prevention of Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act)'.

The Essential Commodities Act, 1955 empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices.

Most of the powers under the Act have been delegated by the Central Government to the State Governments with the direction that they shall exercise these powers. Exercising powers under the Act, various Ministries/Departments of the Central Government and State

Governments/UT Administrations have issued Control Orders for regulating production, distribution, pricing, etc. and trading of the commodities declared as essential.

The seven commodities scheduled under the EC Act, 1955 as essential are:

1. Drugs
2. Fertilizer, whether inorganic, organic or mixed
3. Foodstuffs, including edible oilseeds and oils
4. Hank yarn made wholly from cotton
5. Petroleum and petroleum products
6. Raw jute and jute textile
7. Seeds:
    i. seeds of food-crops and seeds of fruits and vegetable
    ii. seeds of cattle fodder
    iii. jute seeds
    iv. cotton seed

Essential Commodities Act, 1955 (EC Act), 1955 - The Essential Commodities Act, 1955 is scheduled in Schedule IX of the Constitution. This Act empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices.

Prevention of Black-Marketing and Maintenance of Supplies of Essential Commodities (PBMMSEC Act), 1980 – This act was promulgated for the prevention of illegal and unethical trade practices like hoarding and black-marketing of essential commodities.

Following activities are carried out under the Essential Commodities Act, 1955:

1. Meeting with State governments/UT administrations to sensitize them on their statutory responsibilities to ensure the availability of essential commodities to the general public at a fair price.
2. An **online portal** has been created for monitoring the prices of essential commodities and the quantity of stocks held by the stockholders viz. millers, importers, stockists etc. From time-to-time meetings are held with the States/ UTs and are suggested to update the portal regularly and to hold meetings to get more stockholders registered on the portal and to have them disclose the stocks held in their go downs/ warehouses.
3. The Central Government in the public interest may also add or remove a commodity from the schedule of the EC Act, 1955 vide a notification published in the Official Gazette. Every such notification shall be laid, as soon as, may be after it is issued, before both Houses of Parliament.
4. Meeting with the group of agencies under the chairmanship of the Secretary (CA) to monitor the unscrupulous trading, black-marketing, hoarding and cartelling of essential food commodities like Pulses, Edible Oils etc. and to ensure effective and coordinated action by different enforcement agencies. 21 meetings have been held till 2022.

5. Imposition of stock limits for enabling the States/UTs to put restrictions on a particular commodity for a specified period in order to check inflation in that commodity and carry out de-hoarding/anti-black-marketing operations by the States/ UTs.
6. In order to tackle the price rise and to ensure the availability of essential food items within the reach of the common man a National Consultation Meeting of Ministers in charge of Food, Civil Supplies and Consumer Affairs is held. 5 NCMs have been held till 2022.
7. From time to time all the concerned department/ministry is requested to send an updated report on various recommendations of the Working Group on Consumer Affairs. The same is also forwarded to Prime Minister's Office.
8. Reply to Parliament questions, Cabinet Notes and private member bills associated with the EC Act and provide inputs to other Departments/ Ministries.
9. Preparation of Action Taken Reports by the States/UTs on the implementation of the EC Act and necessary follow-up.
10. Preparation of the Annual report.
11. Preparation of reply of RTI matters, VIP references, parliamentary standing committee matters, Public Grievances etc.
12. Preparation of reply to notes from Hon'ble Minister and Hon'ble Ministers of State.
13. Regular updating of data on dashboard on points discussed in SGOS meeting.

Following activities are carried out under the PBMMSEC Act, 1980:

1. Preparation of Action taken by States/UTs on the implementation of the PBMMSEC Act, 1980 and necessary follow-up.
2. Preparing Counter Affidavit for PBM cases that are received from different States. These Counter Affidavits are prepared in response to the Special Civil Applications/ High Court Petitions filed by the PBM detainee or their relatives against the detention order passed by the District Collectors/ Magistrates. In 2022, 14 such counter affidavits were filed.
3. Preparing Speaking Order in respect of PBM cases. These Speaking Orders are prepared in response to the representations made by the PBM detainee or their relatives against the detention order passed by the District Collectors/ Magistrates. In 2022, 9 such Speaking Orders were made.
4. Processing for Notarization of the prepared Counter Affidavit.
5. Handling Writ Petition, PIL and other Court cases under PBMMSEC Act, 1980.

4.9.2 Competency assessment across lines of services

Table 4.9: ECR&E division- Competency Assessment

Role	Responsibilities	Requirements	Type
Economic Advisor	Administration of Price Stabilisation Fund scheme which involves procurement, storage and disposal of pulses and onion maintained in the Govt. buffer through Central Nodal	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B

Role	Responsibilities	Requirements	Type
	Agencies such as NAFED, FCI, NCCF, SFAC etc. Monitoring daily prices of 22 essential food commodities and providing inputs for deliberations and policy decisions for control of price rise in respect of pulses and vegetables. Administration of Essential Commodities Act and Prevention of Black-marketing and Maintenance of Supplies of EC Act.	Quantitative & Analytical skills	F
		Innovative & Critical thinking	B
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Statistical and econometric analytical tools for price forecasting, commodity market	F
		Price forecasting models and techniques	F
		Pulses and vegetables markets and prices	D
		Management of stocks of pulses and onion to ensure minimal storage loss and for effective market intervention to control price rise.	D
Under Secretary	• Dealing with the Essential Commodities Act (EC Act), 1955 and the Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities (PBMMSEC) Act, 1980, • Preparation of Counter-Affidavit, Speaking Orders etc. in respect of cases received under PBMMSEC Act, 1980, • Assessment of price, production, availability of essential commodities to facilitate to take a decision to impose stock limit on it, • Convening of meeting of the Group constituted to discuss strategy to break the cartel operation in the country to jack up prices of the essential food items, • Providing inputs of Parliament Questions to other Departments/Ministries, • Processing of all the matters relating to Court Cases, RTI, VIP references, Parliamentary Standing Committee matter associated with both these Acts, • Examination of Control Orders issued by the State Governments/UTs under the EC Act and issuance of concurrence or otherwise of	Stress management	B
		Stakeholder management	B
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Legal and Court proceedings	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation,	F

Role	Responsibilities	Requirements	Type
	Central Government, • Providing comments to other department/ministries in respect of Essential Commodities Act, • Co-ordination with States/UTs with regard to effective implementation of EC Act, 1955 & PBMMSEC Act, 1980 and necessary follow up, • Review of files/ weeding out • Any other duty assigned to me by higher authorities	Leave Encashment, GPF etc.) of 7th Pay Commission Report	
Assistant Section Officer	1. Deals with the Essential Commodities Act (EC Act), 1955 and the Prevention of Black-Marketing and Maintenance of Supplies of Essential Commodities (PBMMSEC) Act, 1980.	Stress management	B
		Establishment Rules & General Administration Matters of Government Departments	F
	2. Reply of Parliament Questions associated with both these Acts and providing inputs to other Departments/ Ministries.	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
	3. Preparation of Action taken by States/UTs on the implementation of EC Act, 1955 and PBMMSEC Act, 1980 and necessary follow up.	Pension Rules, Benefits under the Old Pension Scheme	F
	4. Preparation of Annual Report. 5. Preparation of reply of RTI matters, VIP references, Parliamentary Standing Committee Matter. 6. To make Counter Affidavit for PBM cases which were received from different States.	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
	7. To prepare Speaking Order in respect of PBM cases. 8. Processing for Notarization of the prepared Counter Affidavit. 9. Handling Writ Petition, PIL and other Court cases under PBMMSEC Act, 1980. 10. To prepare Hindi Quarterly Report. 11. All other work assigned to me by my Superiors	Grant of Financial upgradation under MACP	F

The organisational requirements identified are:

- Time bound work deliverables

- Adequate manpower for proper work efficiency

4.10 Establishment

4.10.1 About the division

The Establishment division is responsible for all establishment and service matters of the Officers and Staff posted in Department of Consumer Affairs.

The division is responsible for the below activities:

1. Cadre Management, appointment / transfer / posting of CSS /CSSS / CSCS / Official Language Service officials in this Department. Administrative matters relating to IES and SSS Officers posted in the Department.
2. Matters relating to Web Based Cadre Management System for CSS & CSCS.
3. Framing / Amendment of Recruitment Rules. Recruitment / promotions / framing of Recruitment Rules in respect of Group-A & B posts of LM Cadre.
4. Filling up of the post of Registrar, NCDRC is done by Establishment Division.
5. Allocation of work among various Divisions/Officers and issue of orders relating to structural organization of the Department.
6. Transfer / posting of officers and staff posted in the RRSLs.
7. Reimbursement of Medical Expenses and grant of permission for undergoing medical treatment. Loans for purchase of conveyance, house building advance, advances / withdrawals from GPF including all other advances i.e., LTC, Festival, TA, Children Education Allowance etc.
8. Passes for Independence Day and Republic Day celebration.
9. Preparation of Pension Papers and settlement of all types of retirement benefits. Reimbursement of.
10. Matters relating to outsourcing services through contractors and engagement of Consultants and Young Professionals in the Department proper.
11. Compilation and forwarding of Periodic Reports and Returns to various Agencies within and outside the Department/matters relating to AVMS.
12. Appointment of personal staff of MoS, CA, F&PD, matters Compassionate Appointment, Engagement of Young Professionals

4.10.2 Competency assessment across lines of services

Table 4.10: Establishment division- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Ensuring availability of manpower in various Divisions of DoCA besides holding of timely Departmental Committee Meetings for promotions, amendment of Recruitment Rules, furnishing of various information relating to vacancies to DoPT etc.	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		General Financial Rules	F
		Right to Information Act	F
		Noting and drafting for cabinet note	F
		Project management	F

			Establishment Rules & General Administration Matters of Government Departments	F
			Preventive Vigilance	F
			CCS (CCA) Rules	D
			Pensions Rules	D
			MS Office	F
			Conduct of Vigilance Inquiry	D
			Leadership	B
			Motivation	B
			Innovative & Critical thinking	B
			Communication skills	B
			Networking skills	B
			Stress management	B
			Quantitative & Analytical skills	F
			Rule consciousness	B
			Time management	B
			E-office	F
			Government e-Marketplace (GeM)	F
			Public Financial Management System (PFMS)	F
			General Financial Rules, 2017 (GFR)	F
			Right to Information Act, 2005 (RTI)	F
			NIC applications (email, messenger, cloud storage and others)	F
			Noting and drafting for cabinet note, EFC, office order or files.	F
			Legal and Court proceedings	F
			Procurement and tender writing	F
			Social media	F
			Calculating reservation	F
			Establishment Rules & General Administration Matters of Government Departments	F
			Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
			Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F

		Pension Rules- Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Data analysis	F
		Financial management.	F
		Policy drafting Stakeholder Consultation	D
		HR Management	F
Under Secretary	All the activities relating to the Consumer Awareness Scheme, inter alia, involving examining and processing of the proposals received under the Scheme; coordination with various line departments/agencies; floating of tenders; evaluating tenders/giving work orders, etc. Dissemination of information through social media tools. Coordinating meetings.

As Head of Office, matters related to medical claims, LTC advance, GPF advance, leave encashment, pensionary benefits to retiring officials/officers, pay fixation of Group B and below officials, sanction of salary of Consultants and Young Professionals. Besides, all the administrative and financial matters like MACP, finalization of Seniority lists of LM cadre, processes relating to appointments of Consultants and Young Professionals, transfer and postings and all other service issues. Parliament, PMO and Cabinet Secretariat related matters; VIP references and RTI applications. | Leadership | B |
		Motivation	B
		Innovative & Critical thinking	B
		Communication skills	B
		Networking skills	B
		Stress management	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Time management	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Calculating reservation	F

		Establishment Rules & General Administration Matters of Government Departments	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules- Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Data analysis	F
		Financial management.	F
		Policy drafting Stakeholder Consultation	D
		HR Management	F
Section Officer	A Section Officer has overall responsibility for supervising the activities and performance of the Section with the help of dealing officers and clerical support besides; a) distribution of work among staff, training, helping, advising them in the matter of work, maintenance of discipline and team spirit in the Section; b) monitoring of efficient and expeditious disposal of cases; c) timely submission of reports and returns to higher officers and other concerned units and; d) managing effective person-independent information management and records	Leadership	B
		Ethics	B
		Empathy	B
		Communication skills	B
		Decision making	B
		Citizen Interaction/ Customer Centricity	B
		Motivation	B
		Teamwork	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Pay Fixation, Leave & TA Rules,	F

	management in the Section;	MACP, DPC and Maintenance of Service Book	
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Establishment Rules	D
		Field Visit to Subordinate/Attached Offices specially to North-Eastern Areas for getting aware with the diverse cultural activities which may help in policy framing.	D
Assistant Section Officer	1. All the Establishment matters relating to CSS/CSSS/IES/SSS/ICoAS/ITS Cadre; Accounts Cadre; Central staffing Scheme and other cadres. 2. All matter relating to Assistant Secretaries; 3. Matters related to Web based Cadre management System for CSS, CSSS & CSCS; 4. Matters related to channel of submission/Level of disposal; 5. Reporting of vacancies to SSC with regard to steno and MTS; 6. Engagement of Consultant for the post above US level; 7. Proposal to UPSC for promotion to the post of Director (LM); 8. RTI and Court- Cases concerned with the allocated subject; 9. Matter related to Induction Material; 10. Verification of data on CSCMS portal; All other work assigned by So (Estt.)/US(Estt.) and other higher	Leadership	B
		Communication skills	B
		Networking skills	B
		Negotiation	B
		Conflict resolution	B
		Stress management	B
		Citizen Interaction/ Customer Centricity	B
		Teamwork	B
		Quantitative & Analytical skills	F
		Decision making	B
		Time management	B
		Motivation	B
		Rule consciousness	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Right to Information Act, 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and	F

	authorities from time to time.	others)	
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Human resource management	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Writing proficiency	F
		Roster management	F
		Calculating reservation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules, Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Big data analysis	F
		Data visualization	F
		Cybersecurity	F
		MS Office	F
		knowledge of Consumer Protection Act	D
		Predictive pricing	D
		Stakeholder consultation	D
		Policy Drafting	D
		NTH Act	D

4.11 General Admin

4.11.1 About the division

The General administration division works to help organize the overall structure for the department. They play a key role in overall budgeting, planning, managing resources, and facilitating general workflow processes.

The division is responsible for the below activities:

1. Identity Cards and Temporary passes.
2. Maintenance of Conference Room No. 46, Krishi Bhawan, New Delhi.
3. Staff Car-purchase, maintenance and use of staff cars.
4. Purchase, maintenance and issue of office equipment like Computers, Printers, Fax machines, duplicating machines, photocopiers, Calculators, ACs, Furniture items, Heaters, Briefcases, Call bells, Air Purifiers etc.
5. Stationery articles (a) Government E-Marketing (GeM) /Local Purchase (b) Issue of those items.
6. Printing works & Binding works.
7. Stamps (Rubber & others) and Brass seals, Banner & Name plates.
8. Payments of refreshment bills of official meetings and hospitality facility.
9. Preparation of budget estimates, revised estimates, relating to "Office Expenses", "Other Administrative Expenses (OAE)", and "Other Charges (OC)".
10. Issue of "NOC" & "NO DEMAND" certificate.
11. Electrical items like fluorescent tubes, LED - Bulbs, Table Lamps, Table fans, Emergency lights etc.
12. Printing of Directory of Department of Consumer Affairs.
13. Payments for Book/ Periodicals / Newspapers of Reference Library.
14. Telephones/Inter-com installation, Disconnection and payments of bills.
15. Reimbursement of news-paper bills of the officers.
16. RTI Matters relating to above subjects.
17. Opening and closing of Rooms.
18. Cleaning of Rooms.
19. Liaison with CPWD (Civil) for white washing and repair in the rooms.
20. Liaison with CPWD (Electrical).
21. AMC for Electrical, Cleanness, Security, Taxies, supply of foliage plants, Photocopier, Computer etc.
22. R&I Section and Library.

4.11.2 Competency assessment across lines of services

Table 4.11: General Admin- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Supervision and monitoring of the work of divisions; Acting as CPIO of the division.	Time management	B
		Stress management	B
		Rule consciousness	B

Role	Responsibilities	Requirements	Type
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules, 2017 (GFR)	F
		Vendor management	F
		Legal and Court proceedings	F
		Data analytics	F
		Data visualization	F
		Policy drafting	D
		Training on procurement and handling court cases	D
Under Secretary	General Administration Division: 1. Procurement of products and Services through GeM and their supply 2. Work relating to Care Taking and beautification of office buildings 3. Processing RTI applications/ appeals 4. Work relating to Finance/Budget /Parliament Matter 5. Disposal/Auctioning of obsolete/unserviceable items/equipment 6. Organizing meetings of the Department, facilitating conduct of meeting by other divisions by arranging venue, refreshments, travel arrangements, banners, poster, etc. 7. Organizing special Campaign viz. cleanliness drive including observation of Swachchta Pakhwada, vaccination drive etc. 8. Provision of information on various portals 9. Field visits to offices located in various buildings of the department 10. Visits to various places for looking out additional/alternate	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Time management	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Negotiation	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		NIC applications (email messenger cloud storage and others)	F
		Vendor management	F
		Procurement and tender writing	F
		Marketing	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Preventive Vigilance	F
		MS Office	F
		General Administration and Vigilance	D
		e-procurement and preventive vigilance	D

Role	Responsibilities	Requirements	Type
	space for office accommodation	Procurement and preventive vigilance	F
		Project management, collaborations, scheme evaluation, etc.	F
Section Officer	Identity Cards and Temporary Passes, Maintenance of office premises, Maintenance and use of Staff car, Stationery items procurement, Purchase, maintenance and issue of office equipment, GeM, Local purchase, Refreshment during meetings, printing works, Stamps banners and seals, Budget preparation and inputs, Telephones and intercoms, AMC for all services rendered in the department, Miscellaneous purchases, Library, R and I Unit monitoring.	Stakeholder management	B
		Stress management	B
		Teamwork	B
		Government e-Marketplace (GeM)	F
		Vendor management	F
		NIC applications (email, messenger, cloud storage and others)	F
		General Financial Rules, 2017 (GFR)	D

4.12 Integrated Finance Division & Budget

4.12.1 About the division

The Internal Finance Wing of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by Additional Secretary and Financial Adviser.

Budget related duties for dept. Of food & public distribution & dept. Of consumer affairs:

To oversee the preparation/submission/follow up of the budget proposal, outcome budget and performance budget of the two Departments, a duty which, inter-alia, would include the following:

1. Ensuring that the schedule for preparation of budget is adhered to by Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
2. Scrutinizing budget proposals thoroughly before sending them to Ministry Finance.
3. Watching and reviewing the progress of expenditure against sanctioned grant
4. Screening the proposals for supplementary demands for grants.

Financial management duties of department of consumer affairs:

The duties and responsibilities performed/discharged during the period under report included, inter alia, examination of the following items of work are:

1. Proposals seeking expenditure concurrence on Plan Budget received from Publicity / CWF /BIS /LM / CPU / IT Desk and NTH for implementing National / State level Schemes /Projects, etc.
2. Proposals seeking expenditure concurrence on Non Plan Budget for implementing CWF funded projects and the Schemes for providing subsidy to PSUs for meeting losses on import of Pulses
3. Proposals for foreign deputation of officers working in the sections. of the Department and in organizations under its administrative Control.
4. Matters related to internal / statutory audit, CAG Paras.
5. Proposals received in respect of budgetary matters i.e., RE/BE, supplementary Grants, Reappropriations, Detailed Demands for Grants, Outcome Budget, replies to Parliament Standing Committee / material for Annual Report, quarterly returns to Finance Ministry, etc.
6. EFC/SFC proposals for continuation of ongoing Schemes during 12th Plan.
7. Comments on agenda Items included in the meetings of EC / FC of BIS and steering Committees for BIS Plan schemes
8. Creation/continuation/conversion/revival of posts; grant of higher scale to categories of posts in BIS and NTH.
9. Financial Advice on Policy matters refereed.
10. To ensure that all financial proposals adhere to Ministry of Finance Guidelines.
11. RTI matters pertaining to Budget Division

4.12.2 Competency assessment across lines of services

Table 4.12: Integrated Finance Division- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	To supervise the works related to Budget and Integrated Finance (IF) of Dept. of Consumer Affairs. Also facilitate and co-ordinate these works with the Ministry of Finance, Dept. of Expenditure.	Decision making	B
		Motivation	B
		Decision making	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		Procurement and tender writing	F
		Data analytics	F
		Data visualization	F
		MS Office	F
Under Secretary	An Under Secretary is in charge of a Branch in a Ministry/Department consisting of one or more Sections/ Units/ Cells and	Ethics	B
		Leadership	B
		Empathy	B
		Teamwork	B
		Motivation	B

Role	Responsibilities	Requirements	Type
	exercises control both in regard to the disposal of business and maintenance of discipline. As Branch Officer, he disposes off as many cases as possible at his own level, but he/she takes the orders of Deputy Secretary or higher officers on important cases. He/she is inter-alia responsible for development and maintenance of aids to processing as tools of manual and electronic knowledge management.	Decision making	B
		Communication skills	B
		Citizen Interaction/ Customer Centricity	B
		Rule consciousness	B
		Negotiation	B
		Conflict resolution	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Roster management	F
		Writing proficiency	F
		New Pensions Scheme (Gratuity Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		MS Office	F
		Procurement of Goods and Services Rules	D
		Budget Formulation	D

Some of the Non-Training requirements identified in the As-Is study are:

- Exposure through field visits and mentorship programmes.
- Officers of DoCA should be given opportunity to visit Regional Office of BIS and NTH for having exposure to understand the work being done by them.

The organisational requirements identified are:

- Digital tools that increase efficiency
- Enable faster resolution of grievances.
- Management Information System (MIS) etc.

4.13 Legal Metrology/Weights & Measures

4.13.1 About the Division

Legal Metrology (LM) Division is responsible for the implementation of the Legal Metrology Act, 2009 and Rules made thereunder. The Legal Metrology Act, 2009 is established to enforce standards of weights and measures, regulate trade and commerce in weights, measures and other goods which are sold or distributed by weight, measure or number. Central Government is responsible for inter-state trade and commerce of weights and measures including pre-packaged commodities. It is also responsible for establishing standards of weights and measures and maintaining traceability of standards relating to Legal Metrology.

The primary responsibilities of the Director are in the nature of Regulation, Enforcement and Research, Regulation and Enforcement functions to undertake technical field inspections, searches, seizures, registration of offices and launching prosecutions.

The enforcement of Legal Metrology is done by the State Governments by the Controller of Legal Metrology and other Legal Metrology Officers as per the provisions of Act.

To meet the national and international requirements of Legal Metrology, the LM division consists of **07 Regional Reference Standard Laboratories (RRSL**) and one Training Institute named as **Indian Institute of Legal metrology (IILM), Ranchi.**

RRSL:

The objective of the RRSL's is to perform the testing, calibration of Legal metrology standards and work as a recognized laboratory for testing the model of various weights & measures, weighing & measuring instruments in connection to issue the certificate of approval of model by the Central Government. RRSL's also execute the periodical verification of the Secondary Standard Laboratories of the State/UTs. RRSL's maintain up to the reference standard traceability as per international standard.

To maintain the accuracy of weights and measures and to complete the traceability chain from National Prototype to weights and measures used in trade in commerce, the Regional Reference Standards Laboratories are established at Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati and Varanasi. These laboratories maintain Reference Standards of appropriate accuracy to provide verification of Legal standards of the States and to calibrate & test models of weights and measures. All RRSLs have been accredited by National Accreditation Board of Laboratories (NABL).

IILM: Indian Institute of Legal Metrology (IILM), Ranchi is a statutory body established by the Government of India under the provisions of the Standards of Weights and Measures Act, 1976 (60 of 1976), deemed to have been established under section 21 of the Legal Metrology Act, 2009.

The institute imparts free of cost training to the Legal Metrology officers of Central Govt. / State Govt. / UT's in the field of Legal Metrology (Legal and Technical aspects) which includes Act / Rules and OIML Recommendations

4.13.2 Competency assessment across lines of services

Table 4.13: Legal Metrology- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	RTI, Parliament Matter, Legal Metrology Act and Rule, Public Grievance, Budget, Rule and Amendments, All Administration Related Work, Plan and Non-Plan Works, RRSL and IILM Ranchi Administration Works, Court Cases, And Other Work Assign By Senior Officer, Model Approval, Laboratories Report Inspection, OIML Work, Public Comments, Packaged Commodities Report Registration Etc.	Time management	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Dependability	B
		Innovative & Critical thinking	B
		Citizen Interaction/ Customer Centricity	B
		Conflict resolution	B
		Technical Skills	B
		Government e-Marketplace (GeM)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		NIC applications (email messenger cloud storage and others)	F
		Human resource management	F
		Project appraisal	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Marketing	F
		Social media	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Roster management	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pay Fixation	F
		Leave & TA Rules	F
		MACP	F
		DPC and Maintenance of Service Book	F

Role	Responsibilities	Requirements	Type
		Pension Rules	F
		Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity Commutation Leave Encashment GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Handling of Public Grievances	F
		Technical on Legal metrology and metrology	F
		Data Analysis	F
		MS Office	F
		Training in standards	D
		Advanced legal metrology	D
		International training OIML and its members	D
		Sector-specific skills linked to various roles at Department of Consumer Affairs like knowledge of Consumer Protection Act, Predictive pricing, Stakeholder consultation, Policy Drafting	D
		Public grievance	F
		RTI	F
		Legal metrology	D
		RTI and Public Grievance	F
		Ethics	B
		Leadership	B
		Empathy	B
		Teamwork	B
		Motivation	B
		Dependability	B
		Decision making	B

Role	Responsibilities	Requirements	Type
		Innovative & Critical thinking	B
		Communication skills	B
		Stakeholder management	B
Deputy Director	Act & Rules Related Matter, Enforcement, RTI, Public Grievances, Court Cases, Parliamentary Matters, Plan & Non Plan works, Budget, Administration of IILM & RRSL related matters, Legal Metrology Related matters like Model Approval etc & miscellaneous works Administrative and technical work allotted by the Department of Consumer Affairs, LM Division	Motivation	B
		Stakeholder management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Teamwork	B
		Negotiation	B
		Citizen Interaction/ Customer Centricity	B
		Innovative & Critical thinking	B
		Quantitative & Analytical skills	F
		Stress management	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		Right to Information Act 2005 (RTI)	F
		Human resource management	F
		Legal and Court proceedings	F
		Marketing	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Pay Fixation	F
		Leave & TA Rules	F
		MACP	F
		DPC and Maintenance of Service Book	F
		New Pensions Scheme (Gratuity GPF etc.) of 7th Pay Commission Report	F
		Commutation	F
		Leave Encashment	F
		General Financial Rules 2017 (GFR)	F
		E-office	F
		NIC applications	F
		Noting and drafting for cabinet	F

Role	Responsibilities	Requirements	Type
		note	
		EFC	F
		Vendor management	F
		Project appraisal	F
		Project management	F
		Procurement and tender writing	F
		Social media	F
		Roster management	F
		Calculating reservation	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pension Rules	F
		Benefits under the Old Pension Scheme	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Data analytics, data visualization	F
		MS Office	F
		Management Information System (MIS)	F
		Training in Standards	D
		Advanced training on Legal Metrology in NMIs of Germany, France, UK, USA	D
		International Trainings through OIML and its members	D
		Advanced Legal Metrology	D
		PFMS	F
		Training in Legal Metrology and Standards of OIML	D
		Leadership	B
		Empathy	B
		Teamwork	B

Role	Responsibilities	Requirements	Type
		Motivation	B
		Decision making	B
		Communication skills	B
		Stakeholder management	B
		Networking skills	B
		Negotiation	B
Assistant Director	Administrative and technically work as allotted by DOCA. dealing with Legal Metrology Act, 2009 and rules made thereunder, organizing training, Budget and Plan related work, RTI etc.	Decision making	B
		Innovative & Critical thinking	B
		Citizen Interaction/ Customer Centricity	B
		Leadership	B
		Communication skills	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Stress management	B
		Negotiation	B
		Time management	B
		Teamwork	B
		Motivation	B
		Networking skills	B
		Conflict resolution	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		Legal and Court proceedings	F
		Establishment Rules & General Administration Matters of Government Departments	F
		NIC applications	F
		Noting and drafting for cabinet note	F
		EFC	F
		Office order or files.	F
		Vendor management	F
		Human resource management	F
		Procurement and tender writing	F
		Roster management	F

Role	Responsibilities	Requirements	Type
		Pay Fixation	F
		Leave & TA Rules	F
		MACP	F
		DPC and Maintenance of Service Book	F
		Pension Rules	F
		Benefits under the Old Pension Scheme	F
		New Pensions Schem	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		Bookkeeping & Accounting	F
		Preventive Vigilance	F
		Data Analytics	F
		MS Office	F
		Management Information System (MIS)	NT
		Training in Legal Metrology in OIML member countries,	D
		Management and mentorship program in IIM, ISTM etc.	F
		RTI	F
		Training in the Legal Metrology and Standards may be done to be able to effectively deliver the services in the field of Legal Metrology	D
		Capacity building in the field of Legal Metrology to the team	D
		Communication skills	B
		Networking skills	B
		Time management	B
		Conflict resolution	B
		Leadership	B
Metrological Assistant	Administrative and technical work allotted by the Legal Metrology Division, Department	Networking skills	B
		Negotiation	B
		Time management	B

Role	Responsibilities	Requirements	Type
	of Consumer Affairs Administrative office for rules and acts enforcement.	Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Citizen Interaction/ Customer Centricity	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		NIC applications	F
		Noting and drafting for cabinet note	F
		EFC	F
		Vendor management	F
		Human resource management	F
		Project appraisal	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Marketing	F
		Social media	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		Roster management	F
		Calculating reservation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pay Fixation	F

Role	Responsibilities	Requirements	Type
		Leave & TA Rules	F
		MACP	F
		DPC and Maintenance of Service Book	F
		Pension Rules	F
		Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity Commutation Leave Encashment GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Bookkeeping & Accounting	F
		Data Analysis	F
		MS Office	F
		Legal Metrology	D
		Project Management	F
		Finance	F
		Problem-solving	F
		Data science	F
		Understanding consumer needs	D

Some of the Non-Training requirements identified in the As-Is study are:

- Foreign Nation Visit

- Mentorship from IIMs for management

- Field Visits to BIS and other laboratories

The organisational requirements identified are:

- Software that enables faster resolution of grievances

- Management Information System (MIS)

- Digital tools that increase efficiency

4.14 National Test House (NTH)

4.14.1 About the Division

The National Test House (NTH) division at the Department of Consumer Affairs mainly monitors the administrative work of NTH along with considering the proposals which are related to development of testing at NTH.

The Division is responsible for all the recruitment for Group A Officers of NTH vis promotion, direct recruitment and appointment on deputation.

The DS (NTH) is responsible for overseeing the proper functioning of NTH Division. US (NTH) and ASO (NTH) are responsible for initiating various administrative proposals of NTH along with proposals which are related to   testing development of NTH.

Some of the other responsibilities of the division are as listed below:

1. Dealing with accounts/budget, administration and establishment work of National Test House (NTH), a subordinate office under administrative control of this department i.e., Department of Consumer Affairs.
2. Dealing with proposals relating to filling up of various posts like Director General, Scientific Officer, Administrative Officer, MTS in National Test House on Direct Recruitment basis, Deputation basis and promotion basis.
3. Direct recruitment and promotion of all Group A Officers including direct Recruitment of Group B Officers.
4. Granting In-situ promotions to NTH Scientists from Sc. B to Sc. C under FCS Scheme
5. Dealing with transfer/posting policy in NTH.
6. Furnishing information w.r.t RTI applications received online/Offline under RTI Act 2005.
7. Litigation related work including Court Cases.
8. Dealing with Parliament questions/Assurances relating to NTH Division.
9. Submitting of monthly reports from NTH Section (Monthly Statistics Report/ Brief achievements of NTH/Monthly Expenditure Reports/ Quarterly report on implementation of RTI Act, 2005/ Annual report of NTH.
10. Dealing with representations/complaints received from employees of NTH regarding transfer /posting/ voluntary retirement and all other service matters and disposal of Public Grievances received on PG Portal.

4.14.2 Competency assessment across lines of services

Table 4.14: NTH division- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	To oversee functioning of BIS and	Leadership	B
		Decision making	B

Role	Responsibilities	Requirements	Type
	NTH	Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Government e-Marketplace (GeM)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		Project appraisal	F
		Human resource management	F
		Project management	F
		Legal and Court proceedings	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		LIMS	F
		The skill to examine the viability of the projects / schemes.	D
		Knowledge on the scientific machinery being used by NTH/BIS	D

Some of the Non-Training requirements identified in the As-Is study are:

- Field visit to see the techniques used by NTH and BIS and by other agencies on testing/other specific roles.

The organisational requirements identified are:

- Software that enables shorter turnaround time on repetitive tasks

4.15 Parliament & Cooperation

4.15.1 About the division

The goal of the Parliament and Coordination division is to ensure timely and effective response to parliamentary queries. The division mainly deals with the below activities:

1. Coordination of work connected with both Houses of Parliament including Parliament
2. Questions/Assurances
3. Parliament Consultative Committee.
4. Parliament Standing Committee- Examination of Demands for Grants.
5. Preparation of materials for the speech of President and Ministers.
6. Zonal Council, Governors/Chief Ministers Conferences.

7. Preparation of the Fortnightly/Monthly Summaries for the Cabinet.
8. Annual Report of the Department of Consumer Affairs.
9. Award related matter.
10. Collection of information in respect of Parliament Question, Short-notice Question, Calling Attention Motions and Cut-Motions, etc. from various sections of Department (Where more than one section is concerned), coordinating and furnished the same to other Ministries/Departments.
11. General liaison with the NITI AAYOG.
12. O&M Returns.
13. Observation of Flag Day/Communal Harmony and Anti-Terrorist Day.

4.15.2 Competency assessment across lines of services

Table 4.15: Parliament & Coordination- Competency Assessment

Role	Responsibilities	Requirements	Type
Joint Director (Cost)	Internal Correspondences (IC) are received by the P&C Division. P&C Division has to either send them to the divisions concerned or to collect data from the divisions and compile them and send to the relevant addressees after getting approval from the competent authority. P&C division handles the Parliament Questions / Assurances during the sessions. There are two Assistant Section Officers in the P&C division. The division is headed by Adviser (Cost) and under him JD (Cost) has been allotted the division / P&C work.	Leadership	B
		Communication skills	B
		Negotiation	B
		Innovative & Critical thinking	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Right to Information Act 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Consumer Protection Act	D
		Data analytics and Data visualization	F
		MS Office	F
Adviser Cost	a) Costing Cell: i) Vetting of accounts and finalization of Cost of PSF operations for Pulses and Onion (other Horticulture crops). ii) Advising on Cost matters to the Secretary. Additional work related to: - b) BIS c) Parliament & Coordination	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Government e-Marketplace (GeM)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		Project appraisal	F
		Financial Management – Budgeting	F

Role	Responsibilities	Requirements	Type
		Accounting & Auditing Techniques and Income Tax on salary	F
		Best Costing and Financial Management practice	F
		Public Administration and Financial management	F
		Coordination management	D

Some of the Non-Training requirements identified in the As-Is study are:

- Best Mandi operation and storage for agriculture commodities along with its recording of transaction
- Best practice international tour for maintenance of Standardization activity and product standards

The organisational requirements identified are:

- Development of software which can be used for digitization of costing work in order to finalize the Costing and accounting of PSF operations.
- Monitoring of e-Receipt on E-office software

4.16 Price Monitoring Division (PMD)

4.16.1 About the Division

Price Monitoring Division of Department of Consumer Affairs was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability and ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMD was monitoring prices of 14 essential commodities from 18 centres in the country. Over the span of 20 years of its creation, the scope of PMD has been expanded and as of today the coverage of commodities monitored has been expanded to 22 and the number of reporting centres has increased to 340.

The 22 commodities being monitored by PMD include five item groups i.e.,

1. Cereals (Rice & Wheat),
2. Pulses (Gram, Tur, Urad, Moong, Masur),
3. Edible Oils (Groundnut Oil, Mustard Oil, Vanaspati, Soya Oil, Sunflower Oil, Palm Oil),
4. Vegetables (Potato, Onion, Tomato), and
5. Other items (Atta, Sugar, Gur, Milk, Tea, and Salt)

Price Monitoring System (PMS) App: To improve the quality of price data, the department launched a Mobile App on January 1st, 2021, the PMS App, for the reporting of daily prices by the price reporting centres. The App has inbuilt features to calculate the average of retail

prices collected from three markets and geo-tag the location from where prices are collected and uploaded.

Price Monitoring Cell (PMC): Price Monitoring Cell monitors the daily wholesale and retail prices of 22 essential food items from 340 price reporting centres housed in 35 States/UTs through PMS mobile app. These daily prices are important for policy making and control prices of essential commodities. The daily price reports are being communicated to the highest level to take appropriate decision in time bound manner.

Price Stabilization Fund (PSF): Prices of some of the horticulture commodities especially onion, potato and pulses are highly volatile. At the harvest time and soon thereafter, a steep fall in the wholesale and retail prices is normally observed. With depletion of the stored stocks, the prices tend to increase. This phenomenon is more apparent in the case of onions, potatoes and pulses. Price volatility affects consumers in a big way. Abnormal increase in price of these commodities affect the consumers by way of increase in food consumption budget. Wide price fluctuations also lead to speculation which further impact prices in retail market.

To mitigate hardships to consumers, a new central sector scheme for providing working capital and other incidental expenses for procurement and distribution of agri-horticultural commodities has been approved. For this purpose, a corpus – "Price Stabilisation Fund" is being created. The intervention is expected to regulate price volatility through procurement by State/UT Government and Central agencies/Central PSUs/Cooperative organisations as decided by respective Ministries of selected produce, maintenance of buffer stocks and regulated release into the market. The overarching objective is to maintain the optimum stock of pulses and onion, and also unleashes in market in staggered manner to control the prices, if prices are moving beyond the reasonable level.

4.16.2 Competency assessment across lines of services

Table 4.16: PMD- Competency Assessment

Role	Responsibilities	Requirements	Type
Economic Adviser	Administration of Price Stabilisation Fund scheme which involves procurement, storage and disposal of pulses and onion maintained in the Govt. buffer through Central Nodal Agencies such as NAFED, FCI, NCCF, SFAC etc. Monitoring daily prices of 22 essential food commodities and providing inputs for deliberations and policy	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B
		Quantitative & Analytical skills	F
		Innovative & Critical thinking	B
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Statistical and econometric analytical tools for price forecasting	F
		commodity market	F
		Data Analytics	F
		Data Visualisation	F
		MS Office	F

Role	Responsibilities	Requirements	Type
	decisions for control of price rise in respect of pulses and vegetables. Administration of Essential Commodities Act and Prevention of Black-marketing and Maintenance of Supplies of EC Act.	Price forecasting models and techniques	D
		Pulses and vegetables markets and prices	D
		Management of stocks of pulses and onion to ensure minimal storage loss and for effective market intervention to control price rise.	D
Deputy Director	Procurement operations of buffer stock of pulses, PSF Budget related work etc.	Decision making	B
		Communication skills	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Stakeholder management	B
		Stress management	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		Right to Information Act 2005 (RTI)	F
		Procurement and tender writing	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and Income Tax on salary	F
		General Financial Rules 2017 (GFR)	F
		E-office	F
		Writing proficiency	F
		Data Analytics	F
		MS Office	F
		Buffer Stock Management tools	D
		Two weeks induction training may be very beneficial to understand the Department followed by yearly 1-2 days session to refresh/ update the schemes/ programmes of DoCA.	D
Senior Statistical Officer	Compilation of data on prices, imports, exports, production, demand-supply etc. of essential commodities.

Assist in preparation of various commodity notes | Quantitative & Analytical skills | F |
		Motivation	B
		Decision making	B
		Time management	B
		Communication skills	B
		Leadership	B
		Writing proficiency	F
		Public Financial Management System	F

Role	Responsibilities	Requirements	Type
	for various high-level meeting as desired by PMO and Cabinet Secretariat. Assisted in the weekly meeting of IMC to review of prices of agricultural commodities. Coordinate with State Govt./UTs for collection of prices and release of infrastructure assistance to State for strengthening of Price Monitoring cell. disposal of pulses	(PFMS)	
		Government e-Marketplace (GeM)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		E-office	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		MS Office	F
Junior statistical officer	1. Checking of daily price report and variation in prices. 2. Contacting centres where variations are observed. 3. Preparing weekly reports for crop weather watch group meeting, PMO and minister office, 4. Work relating to addition of centres, 5. Financial assistance to state government, 6. PMD budget, preparation of annual report. 7. Public grievance. 8. Parliament questions	Leadership	B
		Teamwork	B
		Decision making	B
		Communication skills	B
		Innovative & Critical thinking	B
		Networking skills	B
		Stress management	B
		Quantitative & Analytical skills	F
		Citizen Interaction/ Customer Centricity	B
		PFMS	F
		RTI	F
		Economic tools like R	F
		Training on data analytical & Artificial intelligence	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Human resource management	F
		Vendor management	F
		Financial Management – Budgeting	F
		Accounting & Auditing Techniques and	F

Role	Responsibilities	Requirements	Type
		Income Tax on salary	
		Grant of Financial upgradation under MACP	F
		Pension Rules	F
		Benefits under the Old Pension Scheme	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Calculating reservation	F
		Roster management	F
		Systematic research for document / report preparation	F
		Writing proficiency	F
		Social media	F
		Marketing	F
		Procurement and tender writing	F
		Project management	F
		Project appraisal	F
		Legal and Court proceedings	F
		Proposal analysis (both policy and financial)	F
		Python and Artificial intelligence	F
		MS Office	F
		Data analytics and Data visualization	F
		An integrated software/ dashboard of various Govt. Departments/ Organisations for data on Agri-Horticultural Commodities.	D
		Noting Drafting	D
		PFMS	D
		GFRs	D
		CoS/ CCEA Note drafting	D
		R	D
		Python, Machine Learning	D
		Statistical and Data knowledge	D
		Best storage practices adopted globally	D
		Programme or workshop relate to data management	F
		Data analytics	F

Some of the Non-Training requirements identified in the As-Is study are:

- Field visit to State Price Reporting Centres

- Field visit of Pulses/ Onion procurement centres

- Visit to States/ UTs to sensitize/ motivate them for creating State Level PSF

The organisational requirements identified are:

- Management Information System

- Software for Price Monitoring Dashboard under procurement

4.17 Public Grievance

4.17.1 About the division

The Public Grievances Division of the Department is responsible for coordinating and monitoring of issues regarding redress of public grievances relating to Consumer issues. A web based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has been designed and implemented by Department of Administrative Reforms & Public Grievances in all the Ministries / Departments of Government of India.

The Public Grievances Division also works in close coordination with National Consumer Helpline (NCH) to provide better Consumer Grievance Redressal system to the consumers. A link has been provided in the CPGRAM portal for accessing NCH portal for registration of consumer specific grievances.

To address the problem of misleading advertisements, the Department of Consumer Affairs has launched a dedicated web portal http://gama.gov.in to serve as a central registry for the complaints by consumers / citizens. Complaints on various misleading advertisements that are being aired through TV misleading advertisements that are being aired through TV channels, Radio or published through Newspapers, handbills, wall writing etc. could be lodged through this portal.

The division is mainly responsible for the below activities:

1. Handling the grievances from consumers and from others on various issues that are received both online (CPGRAMS)/ emails/ PMOPG/ President Secretariat and offline through letters 24x7 which are to be attended promptly.
2. Grievances are received in the PG Section in DoCA and forwarded to the concerned Division/ Subordinate Organization/ NCH/ State/ Ministry/ Department on a daily basis.
3. Prompt and timebound response to the grievances as the grievances received on CPGRAMS Portal are to be disposed of in less than 45 days.

4.17.2 Competency assessment across lines of services

Table 4.17: Public Grievances division- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Strengthening of Weights and	Decision making	B

Role	Responsibilities	Requirements	Type
	Measure, Nodal Officer of the Consumer Affairs Department for Public Grievances and RTI	Conflict resolution	B
		Right to Information Act 2005 (RTI)	F
		Handling of Public Grievances	F
		Public Grievance	D
		Legal Metrology	D
Junior statistical officer	Matter related to Public Grievances on various issues received online (CPGRAM/PMO PG/President Secretariat) and offline through letters, which have to be attended promptly and resolved to the optimum. Matter related to RTI, VIP, PMO PG etc and movement of Files under e-office etc.	Leadership	B
		Innovative & Critical thinking	B
		Time management	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Citizen Interaction/ Customer Centricity	B
		Rule consciousness	B
		E-office	F
		Right to Information Act 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Establishment Rules & General Administration Matters of Government Departments	F
		MS Office (Excel)	F
		Data Analytics	F
		e-Office	F
		CPGRAMS	D
		Consumer Protection Act.	D
Principal private secretary	Typing. Taking dictation and its transcription. Screening of telephone calls before connecting to the officer. Maintaining Remainder Dairy. Preparing engagement schedule of the officer. Receiving visitors and dealing with them politely. Preparing draft letters and mails under the instructions of the officer. Coordinating with other officers in all verticals. Diarising	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B
		Networking skills	B
		Time management	B
		Stress management	B
		E-office	F
		Writing proficiency	F
		Microsoft Excel	F

Role	Responsibilities	Requirements	Type
	receipts through e-Office. Booking of tickets for tour, preparing TA/DA bills and typing tour report.	e-office	F
		Stress Management	B
		Time Management.	B

4.18 Publicity

4.18.1 About the Division

The Publicity division mainly handles the **Consumer Awareness Scheme** launched by the Department of Consumer Affairs. The objective of the Consumer awareness scheme is to launch an effective, sustained and intensive consumer awareness campaign, the impact of which should reach urban, rural and remote areas.

Publicity Division processes proposals aimed at spreading consumer awareness among the consumers and public at large, strengthening consumer protection in the process.

The division has undertaken various initiatives towards this objective driving the consumer rights and information activity.

As a part of the "Consumer Awareness" scheme, Publicity Division has been conducting country-wide multimedia awareness campaigns titled **"Jago Grahak Jago"** which started in 2006. Through simple messages, consumers are made aware of fraudulent practices and problems and the mechanism to seek redressal.

The consumer awareness campaign is implemented in form of print, electronic and outdoor media through Bureau of Outreach and Communication (formerly, DAVP), Doordarshan (DD), All India Radio (AIR), Lok Sabha TV (LSTV), National Film Development Corporation (NFDC), Indian Railway Catering and Tourism Corporation (IRCTC), Common Service Centres (CSCs) and many other organizations. Joint campaigns with other Departments / Organisations are also run. The power of social media is also harnessed to spread consumer awareness.

The provision for grant in aid /support to State/ UTs has been one of the key components of the Consumer Awareness scheme.

The division is responsible for the following activities:

1. Maximum utilization of the allocated budget for Consumer awareness scheme
2. Ensuring the campaigns are executed properly by the agencies
3. Creation of short films/video spots to be utilized for the campaign
4. Participation in maximum rural fairs/festivals/events to increase the reach of the campaign on Pan-India basis.
5. Ensuring that desired help is given to other divisions of the Department for Publicity-Exhibitions and hoardings are set up at various events organized by Department like National Consumer Day.
6. Ensuring to reach the consumer awareness campaign in North-eastern regions-Specific media plans are designed for consumer awareness in North-eastern areas.

7. Ensuring that the amount allocated for releasing Grants-in-aid to States/UTs is properly disbursed- States/UTs are released grants-in-aid on submission of proper proposals for utilization for the proposed amount and previous utilization certificates.
8. Awareness through social media platforms
9. Coordination with States/UTs for requesting them to send proposals, details of implementing agencies, etc to receive grant-in-aid for consumer awareness

4.18.2 Competency assessment across lines of services

Table 4.18: Publicity division- Competency Assessment

Role	Responsibilities	Requirements	Type
Deputy Secretary	Supervision of NCH, CONFONET Project, e-gov initiatives, Publicity activities	Stress management	B
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace	B
		Rule consciousness	B
		General Financial Rules 2017 (GFR)	F
		Public Financial Management System (PFMS)	F
		E-office	F
		Government e-Marketplace (GeM)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Project management	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Systematic research for document / report preparation	F
		Roster management	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Calculating reservation	F
		Bookkeeping & Accounting	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Grant of Financial upgradation under MACP	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
Under Secretary	All the activities relating to the Consumer Awareness	Leadership	B
		Motivation	B

Role	Responsibilities	Requirements	Type
	Scheme, inter alia, involving examining and processing of the proposals received under the Scheme; coordination with various line departments/agencies; floating of tenders; evaluating tenders/giving work orders, etc. Dissemination of information through social media tools. Coordinating meetings. As Head of Office, matters related to medical claims, LTC advance, GPF advance, leave encashment, pensionary benefits to retiring officials/officers, pay fixation of Group B and below officials, sanction of salary of Consultants and Young Professionals. Besides, all the administrative and financial matters like MACP, finalization of Seniority lists of LM cadre, processes relating to appointments of Consultants and Young Professionals, transfer and postings and all other service issues. Parliament, PMO and Cabinet Secretariat related matters; VIP references and RTI applications.	Innovative & Critical thinking	B
		Communication skills	B
		Networking skills	B
		Stress management	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Time management	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Legal and Court proceedings	F
		Procurement and tender writing	F
		Social media	F
		Calculating reservation	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Pension Rules- Benefits under the Old Pension Scheme	F
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report	F
		Grant of Financial upgradation under MACP	F
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary	F
		Preventive Vigilance	F
		Data analysis	F
		Financial management.	F
		Policy drafting Stakeholder Consultation	F

Role	Responsibilities	Requirements	Type
		Outdoor Publicity	D
		HR Management	F
Assistant Section Officer	Examine publicity proposals, noting, drafting, creating tendering document etc.	Leadership	B
		Motivation	B
		Innovative & Critical thinking	B
		Communication skills	B
		Stakeholder management	B
		Networking skills	B
		Time management	B
		Stress management	B
		Quantitative & Analytical skills	F
		Citizen Interaction/ Customer Centricity	B
		E-office	F
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vendor management	F
		Human resource management	F
		Project management	F
		Project appraisal	F
		Procurement and tender writing	F
		Marketing	F
		Social media	F
		Writing proficiency	F
		Systematic research for document / report preparation	F
		MS Office	F
		Social media analytics	D
		Social media management	D
		Software that enables shorter turnaround time on repetitive tasks	NT

The organisational requirements identified are:

- Software that enables shorter turnaround time on repetitive tasks
- Digital tools that increase efficiency
- Enable faster resolution of grievances.
- Management Information System (MIS)

- Lack of Manpower
- Shortage of adequate number of staff

4.19 RTI

4.19.1 About the division

The Right to Information Act, 2005 empowers citizens to get information from any 'public authority'. The Central Public Information Officer (CPIO) assigned to each of the divisions plays a pivotal role in making the right of a citizen to information a reality. The CPIOs for each of the divisions of DoCA have been listed on the departmental website. A citizen who desires to obtain any information under the Act, should make an application to the Central Public Information Officer (CPIO) of the concerned public authority in writing in English or Hindi or in the official language of the area in which the application is made.

The key activities of the division are:

1. Regularly post all tender notices and other important decisions of public importance on the website.
2. The information required to be made available suo moto to the citizens under Section 4 of the Right to Information Act, 2005 is to be posted on the Departmental website.
3. Coordinate with the CPIOs for timely responses.

4.19.2 Competency assessment across lines of services

Table 4.19: RTI division - Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Strengthening of Weights and Measure, Nodal Officer of the Consumer Affairs Department for Public Grievances and RTI	Decision making;	B
		Conflict resolution	B
		Right to Information Act 2005 (RTI)	F
		Handling of Public Grievances	F
		MS Office	F
		Public Grievance	D
		RTI	D
		Legal Metrology	D
Principal Private Secretary	Typing. Taking dictation and its transcription. Screening of telephone calls before connecting to the officer. Maintaining Remainder Dairy. Preparing engagement schedule of the officer. Receiving visitors and dealing with them politely. Preparing draft letters and mails under the instructions of the officer. Coordinating with other officers in all verticals. Diarising	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B
		Networking skills	B
		Time management	B
		Stress management	B
		E-office	F
		Writing proficiency	F
		MS Word	F

Role	Responsibilities	Requirements	Type
	receipts through e-Office. Booking of tickets for tour, preparing TA/DA bills and typing tour report.		

4.20 Vigilance

4.20.1 About the division

The Vigilance Section of the Department of Consumer Affairs is responsible for vigilance activities in the organization under the general superintendence of the Central Vigilance Commission (CVC), the apex organization of the Government of India that controls anti-corruption measures and probity in public life. It caters to vigilance functions in respect of officers/officials posted in Department of Consumer Affairs. The Department has a part-time Chief Vigilance Officer (CVO). The Director (Vigilance), Under Secretary (Vigilance) and the Vigilance Section support the CVO for conduct of investigations, disciplinary proceedings and other follow-up actions.

The Vigilance division of the DoCA is responsible for action on the following matters:

1. Complaints in the form of public grievances (having vigilance angle only) against gazetted and non-gazetted officers under the Department.
2. Court cases and carrying out preliminary investigations ancillary to disciplinary proceedings having vigilance angles only.
3. Appointment of Chief Vigilance Officer & Vigilance Officer in the office/Public Sector Undertaking under the administrative control of Dept.
4. Disciplinary proceedings (having vigilance angle only) concerned against gazetted officers in or under the Dept and cases investigated in the CBI and departmental enquires from time to time.
5. To maintain APAR/ACR in r/o all Gazetted and Non-Gazetted Officers of the Department offline and online (SPARROW Portal). It includes disclosure and safe custody of the APAR in the Department and transmitting to DOP&T/Cadre Controlling Authority along with Data inputs in the web-based software solution for Cadre management of CSS Officers (maintained by DOP&T).
6. To examine/scrutinize intimation/permission for sale/purchase in r/o Movable/Immovable properties and to maintain Annual Income Property Return.
7. Annual Vigilance Inspections of attached/subordinate offices.
8. Various vigilance reports and returns to be submitted to DOP&T and CVC etc.
9. Anti-corruption activities in consultation with CBI/CVC.
10. Issue of vigilance clearance, Major/Minor penalty Certificate and Integrity Certificate in r/o all Officers under this Department.
11. Assistance to CBI.
12. Vigilance set-up declaration and staffing.
13. General Vigilance Administration.
14. Monthly updating of PROBITY portal of DoPT
15. Observance of Vigilance Awareness Week.

4.20.2 Competency assessment across lines of services

Table 4.20: Vigilance division- Competency Assessment

Role	Responsibilities	Requirements	Type
Director	Providing Vigilance clearance, handling of complaints, furnishing information on probity portal etc.	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Communication skills	B
		General Financial Rules 2017 (GFR)	F
		Right to Information Act 2005 (RTI)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Project management	F
		Establishment Rules & General Administration Matters of Government Departments	F
		Preventive Vigilance	F
		CCS (CCA) Rules	D
		Pensions Rules	D
		MS Office	F
		Conduct of Vigilance Inquiry	D
Under Secretary	Matter relating to vigilance viz. issue of vigilance clearance, integrity, no penalty certificates, appointment of CVO in the Department and attached and subordinate offices, processing of complaints having vigilance angle, disciplinary proceedings, generation and maintenance of APARs, conduct of vigilance awareness week, etc.	Leadership	B
		Decision making	B
		Innovative & Critical thinking	B
		Time management	B
		Conflict resolution	B
		Stress management	B
		Quantitative & Analytical skills	F
		Negotiation	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		General Financial Rules 2017 (GFR)	F
		NIC applications (email, messenger, cloud storage and others)	F
		Vendor management	F
		Procurement and tender writing	F
		Marketing	F
		Establishment Rules & General Administration Matters of	F

Role	Responsibilities	Requirements	Type
		Government Departments	
		Preventive Vigilance	F
		MS Office	F
		General Administration and Vigilance	D
		e-procurement and preventive vigilance	D
		Procurement and preventive vigilance	F
		Project management, collaborations, scheme evaluation, etc.	F
Section Officer	Handling all type of vigilance matters and IFD matters.	Decision making	B
		Rule consciousness	B
		Ethics leadership	B
		Preventive Vigilance	F
		Government e-Marketplace (GeM)	F
		General Financial Rules 2017 (GFR)	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		Vigilance matters	F
		MS Office	F
		Policy drafting	D
		Understanding of how schemes are implemented at ground level	D
Assistant Section Officer	1. Generation, disclosure and finalisation of APARs of officers/officials posted in the Department. 2. Maintaining Annual Immoveable Property Returns of officers/officials posted in the Department. 3. Processing of cases of prior sanction / intimation under Rule 18 of CCS(Conduct) Rules, 1964. 4. Submission of details regarding Review under FR 56(J) to ensure probity among government Servants on Probity Portal. 5. Examination of complaints	Decision making	B
		Innovative & Critical thinking	B
		Negotiation	B
		Conflict resolution	B
		Quantitative & Analytical skills	F
		Rule consciousness	B
		Citizen Interaction/ Customer Centricity	B
		Government e-Marketplace (GeM)	F
		Public Financial Management System (PFMS)	F
		Preventive Vigilance	F
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book	F
		Establishment Rules & General Administration Matters of	F

Role	Responsibilities	Requirements	Type
	having administrative/vigilance angle. 6. Handling disciplinary proceedings, prosecution, appeals and petitions relating to vigilance case falling under the purview of CCS(Conduct) Rules, 1964; CCS(CCA)Rules, 1965 and CCS (Pension) Rules, 1972. 7. Handling matters regarding appointment of CVO in BIS / NCCF and Vigilance Officers in NTH and IILM. 8. Vigilance Administration including assistance to CVC, CBI. 9. Observance of Vigilance Awareness Week.	Government Departments	
		Writing proficiency	F
		Legal and Court proceedings	F
		Noting and drafting for cabinet note, EFC, office order or files.	F
		General Financial Rules 2017 (GFR)	F
		SPARROW portal	F
		Competencies on the procedure of imposition of major / minor penalty	D
		serving of charge sheet	D
		consultation with CVC / UPSC etc	D
		Administrative Vigilance	D
Principal Private Secretary	Typing. Taking dictation and its transcription. Screening of telephone calls before connecting to the officer. Maintaining Remainder Dairy. Preparing engagement schedule of the officer. Receiving visitors and dealing with them politely. Preparing draft letters and mails under the instructions of the officer. Coordinating with other officers in all verticals. Diarising receipts through e-Office. Booking of tickets for tour, preparing TA/DA bills and typing tour report.	Leadership	B
		Teamwork	B
		Motivation	B
		Communication skills	B
		Networking skills	B
		Time management	B
		Stress management	B
		E-office	F
		Writing proficiency	F
		MS Word	F

4.21 Autonomous Bodies/Attached Offices

4.21.1 NTH

A detailed electronic Capacity Needs Analysis (CNA) form was circulated to all the officials of the NTH, across all the regional offices. The requirements captured through the electronic

CNA form have been listed under each RO in the subsequent sections. To address the gaps and requirements, appropriate initiatives for capacity building have been recommended. Parallelly, another CNA form, designed to capture the organisational needs of the NTH has been circulated to the respective Directors of the 8 regional offices of NTH.

The current state assessment and organisational requirements of each of the regional offices have been listed in the below sections of this report, while the individual competency and organisational requirements captured through the electronic CNA form have been listed in Annexures 4, 5 and 6.

4.21.1.1 About the organisation

National Test House (NTH), a subordinate office under the administrative control of Department of Consumer Affairs, is a premier Scientific Institution of the Country, established way back in 1912 at Alipore in Kolkata, under the then Railway Board. Since then, it has grown into a laboratory of national importance in the field of testing, quality evaluation and ensure the quality of almost all sorts of industrial and consumer products except drugs, arms and ammunition by issuing test certificate in accordance with the national / international or customer standard and specification.

NTH works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, Calibration of measuring equipment /instruments and devices on chargeable basis. NTH works by issuing test certificates in scientific & engineering fields conforming to national/international specification or customer standard specification.

It plays a pivotal role in the development of indigenous industries and serves as a vital link between industrial research and manufacture of finished products under rigid quality control. National Test House has its **Headquarters at Kolkata** and has a network of **6 regional offices at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati.**

Information cum facilitation centre: At each Region of NTH, an information cum facilitation centre is setup, which functions as a help desk for customer needs and caters to every query under the administrative control of Regional-Head of each Region.

At this centre the customer can get a ready reference for fee structure of all tests and evaluation criteria of the samples as per national /international standard specifications. In assistance for the testing of special type of samples, the centre works as a bridge between the respective Laboratory Heads and the Customers. The Test certificates are also being dispatched by hand delivery through this centre. In order to make the entire administrative process more customer-friendly and to minimize time lag, in future, a Service Request Form (SRF) will be created from this desk. The Facilitation Centre is being manned by a senior scientist along with supporting staff from each respective region.

The services offered by NTH are listed below:

1. Test and evaluation of materials, products, equipment's, modules, system and sub-system in practically all branches of science & technology.
2. Calibration in the field of Electrical and non-electrical measurement against appropriate Reference Standards having traceability to National Standards.

3. On-site testing and calibration at the premises of the customer.
4. Test and Certification of Welders under the scheme of Central Authority for Testing and Certification of Welders.
5. Assist industries in developing indigenous products for export promotion and import substitution besides their quality assurance programme.
6. Assist BIS in formulation of National Standards.
7. Assist industries and users' organization with R & D work in Test Engineering.
8. Assisting National Accreditation Board for Testing & Calibration Laboratories (NABL) in accreditation of Testing & Calibration Laboratories in the country.
9. Provides Training to the Scientists, Technologists and Technicians of various industries, users organizations and professional Institutions in the areas of technology viz: Chemical, Civil Engineering, Electrical Engineering, Mechanical Engineering, Non-destructive, Metrology and Calibration, Rubber, plastic and Textile.

4.21.1.2 NTH Regional Offices and their requirements

a. NTH NER (Guwahati)

   i. About NTH NER

Vision	To offer world class quality testing services at very economical cost & shortest possible time to the country men and uplift the NTH to international level.
Key Focus Areas	Testing of consumer products such as water, building materials, fertilizers and food products etc.
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	National Priorities: Improve economy for job creation by agriculture reforms, Infrastructure development & consumer protection. a. Domain specific goals: new facility creation in fertilizer, building material, & packaged Drinking water, respectively to align with the objective of national priorities. b. Technology specific goals: Create world class facility for the above sample testing. c. Citizen centric goals: The newly developed MIS will be updated as and when required in order to make it more customer friendly and provide quality testing at minimum time at affordable cost.
Key Performance Indicators	• New test facilities created and augmented • Number of test facilities maintained with NABL accreditations and BIS LRS products. • Number / type of customers &consumers served e.g., BIS, Govt, PSU and other Private Organisations • Number of samples tested, and revenue generated
Government online portals used by the RO for administrative, financial activities	PFMS, GeM, RTI Portal, BIS LIMS, NTH MIS
Functions of the RO	Testing & Evaluation:

	• Chemical Laboratory
	• Civil Engineering Laboratory
	• Mechanical Engineering Laboratory
	• Rubber, Plastic, Paper & Textile Testing Laboratory
	• Services offered by the RO: NTH(NER) Services in each domain
	    • Chemical:
	      a. Metal-Alloys & Ores
	      b. Water for construction purpose
	      c. Drinking Water
	      d. Packaged drinking water
	      e. Building materials
	      f. Admixtures
	      g. Fertilizers & many more
	    • Civil:
	      a. Building Materials such as cement, sand, aggregates, tiles, bricks etc.,
	      b. Concrete mix design
	    • Mechanical:
	      a. TMT bars, valves, pipes & Structural steels
	      b. Aluminium products
	      c. Pressure Cooker, Utensils & Domestic Gas Stoves,
	      d. Utility lighters
	    • RPPT:
	      a. PVC/HDPE Pipes for Water Supply.
	      b. Gunny Bags for packing Sugar, Food grains etc

ii. Detailed work allocation of all roles at the RO (Scientific and non-scientific)

Role	Detailed Work Allocation
Scientist In-Charge	The Scientist In-charge is responsible for the overall management of a Regional Laboratory in respect of administrative and technical matters. He is responsible for nominating Quality Manager, Divisional Heads, Technical Managers and Laboratory In-charges. He controls and supervises all laboratory activities in administrative and technical domain.
Quality Manager	The Quality Manager, nominated by the Scientist In charge, is of Scientist C/B level, with adequate training on IS/ISO/IEC 17025 and experience in the field of accreditation of laboratories. He is responsible for ensuring effective implementation of the Quality Management System in his laboratory. He directly reports to the Director/Scientist In-charge in respect of quality related activities.
Deputy Quality Manager	The Deputy Quality Manager is of Scientist C/B/SO level. He assists the Quality Manager for implementation and control of Quality Management System.
Divisional Head/Technical Manager	Generally, senior most Scientist C/B of a division is nominated as Divisional Head. All cases pertaining to testing of samples are placed before the Divisional Head for his concurrence and approval. He is responsible for the part of the work assigned to him related to

	establishment, purchase, library, workshop, audit etc. by the Director/Scientist In-charge. He undertakes the following responsibilities:
	- Allotment of samples/ sample case files to Laboratory In-charge for testing. - Planning of R&D in testing/calibration and evaluation of materials. - Implementation and surveillance of Quality Management System in the relevant field of specialization. - Monitoring PT/ILC/QC checks and Intermediate Checks. - Organizing training and Quality improvement programmes in the divisions. - Assisting the Director/Scientist In-charge in planning, development and other related administrative activities. - Embossing & Signing Final Test /Calibration Certificates as approving authority. - Attending to any other work assigned to him by his superiors. In the absence of a Divisional Head, the senior-most Laboratory In-charge discharges his functions with the approval of Director/Scientist In-Charge. All other scientists of the laboratory function as Lab. In-charge/working scientists.
Laboratory In-Charge	Generally, the senior-most Scientist of a laboratory is nominated as Laboratory In-charge. The senior most Laboratory In-charge in a division works as the Divisional Head in the absence of the Divisional Head. He is responsible for managing the laboratory under his supervision and control. He is responsible for carrying out the following jobs: - After receiving the file for sample testing from the Divisional Head, He scrutinizes the test request and plans for testing in the laboratory, verifies testing charges, quantity and identity of the sample received, etc. He obtains clarifications from the customer related to tests, if required. - He allocates the samples for testing to respective Scientist/ Scientific Officer/ Scientific Assistant. - He supervises the day-to-day laboratory activities and sorts out technical and/or - administrative problems. - He provides guidance to working Scientists in technical and administrative matters. - He scrutinizes and signs draft test certificates and Lab Registers of testing personnel before forwarding the same to the Divisional Head. - He signs the Final Test Certificates as "Checked By". - After checking, he forwards test /calibrations certificates to the Divisional Head for approval and embossing. - He assists Divisional Head in planning/development of infrastructural facilities.

	• He is responsible for Implementation of Quality Management System in his laboratory. • He Organizes PT/ILC/QC/Training activities for quality assurance and validity of test results. • He assists Divisional Head in all technical, purchase and administrative work. • He attends to any other work assigned to him by his superiors • All other scientists of the laboratory function as working scientists.
Working Scientist	Except Division Head / Lab In-charges, all other Scientists of a division are working scientists. Their work is supervised by the concerned Lab In-charge of the laboratory where they are placed. Working Scientists are responsible for testing and calibration activities, up keeping the equipment including planning for calibration and maintenance, maintaining the records for testing/calibration, logbook of equipment, environmental records etc., preparation of draft test/calibration certificates and signing the test/calibration certificate as 'Tested by'. Any other work assigned to him time to time by the Lab In-charge.
Technical Staff	Laboratory Assistants, Senior Operators, Operators, Maintenance & workshop supervisors and Lab Attendants are responsible for day-to-day works related to preparation of test samples, operation &maintenance of machines. They are responsible for any other work as assigned by their seniors.
Administration Officer	Overall, in charge of administration
Office Superintendent	Supporting AO in all administrative work and supervising the LDC, UDC & Operators
Storekeeper	Maintaining the Store / stock
LDC/UDC	Supporting the OS and AO in all administrative work.

iii. Organizational Requirements of NTH NER:

Key skills required by each division in the RO to deliver the desired results	Specialised technical training to be imparted to scientific staff to improve the testing skill in their respective disciplines. Interpersonal skills Management of manpower & test equipment
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	Lack of sufficient manpower in both scientific & operator level
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling	Scientist In-charge and OIC Sample cell Customer facilitation centre Marketing Team Administrative officer Purchase Section

grievance/ complaints, etc.)	
If any training provided that would enable the officers to interact with citizens directly	Nil
If there is a requirement for Partnerships/MoUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	Partnership with BIS, PSU, CII for increasing sample flow. Partnership with IIT's to train staff in testing technology both current trends & emerging testing technology. Partnership with IIMs for training staff in marketing & HRM aspects
Need for industry/academia/government exposure and to develop inhouse capacity	Brainstorming sessions, Interaction from IIT's for technology & IIMs for Management on monthly basis (even online will do) field visits & study tours to industry leaders will help develop in-house capacity.
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	Training in technology and management will do. Motivation lectures to staff on monthly basis from experts. Filling up of vacant supporting staff Powers for the Regional head shall be enhanced to engage a greater number of casual labour as and when required

b. NTH NR (Ghaziabad)

i. About NTH NR

Vision	NTH should be centre of excellence in the field of testing and evaluation of the Engineering products (As per our existing Quality Policy)
Key Focus Areas	To maintain Quality Testing as per ISO/IEC 17025:2017. in the area of Chemical, Mechanical, Electrical, Civil, RPPT & NDT.
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH:	• Domain specific goals: Creation of test facility for the Food, Solar energy accessories, Electric vehicle battery home appliances, and other consumer products. • Technology specific goals: Up-gradation of the existing laboratory with the latest /modernised equipment & technology. • Citizen centric goals: Process reforms to maintain timelines. Transparency in work culture etc
Key Performance Indicators	Assessment by the reporting officer through APAR
Government online portals used by the RO for administrative, financial activities	RTI, PFMS, GeM, Bharatkosh etc.,

ii. Organizational Requirements of NTH NR:

Key skills required by each division in the RO to deliver the desired results	Product related specific advanced training in their domain to the testing scientist will be required.
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	Shortage of manpower at the basic supporting level staff (i.e., MTS, Technician & Technical staff) Lack of funds for infrastructure developments Training to the employees
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling grievance/ complaints, etc.)	OICs of the respective laboratories/sections are only authorised to interact with the public for communication, handling grievance/ complaints, etc.
If any training provided that would enable the officers to interact with citizens directly	No such kind of training provided to OICs
If there is a requirement for Partnerships/ MOUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	Yes, strongly recommended for the MoU for benefits of the organization i.e. in the area of business development, technology upgradation etc.
Need for industry/academia/government exposure and to develop inhouse capacity	Yes, required in the RO to achieve the goals.
Need for automation of any manual tasks to help in efficient functioning of the RO	E-office & E-sparrow implementation will be helpful for the efficient functioning.
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	(i) Periodic training is required at all the levels of employees. (ii) 24x 7 Helpdesk with toll free no's will be helpful. (iii) Time bound incident resolution mechanism system is required. (iv) restructuring in Group A officer (v) Resource through contract service (vi) Publicity etc.

c. NTH WR (Mumbai)

i. About NTH WR

Vision	World Class Superior Quality Development of testing laboratories with State of Art modern equipment catering the domestic and international needs of industries.)
Key Focus Areas	• Abreast with modern technology to develop the best quality testing laboratories • Serving the Indian industry to support Make in India policy • Compete internationally in the areas of Testing, Evaluation, Research and Development. • Consumer Centric and Support common man in the quality assessment of consumer products
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	• Domain specific goals: As third-party independent testing laboratories, it is aimed to provide more testing facilities for meeting the requirements of domestic industry, Bureau of Indian Standards, Enforcement authorities and Conformity Assessment bodies. • Technology specific goals: Creation of test facilities for Li-ion Batteries for Electrical Vehicles and Electric Vehicle Supply Equipment (EVSE), Test facility for Packaged Drinking Water (PDW), Enhancing test facilities for structural steel, high strength concrete and HDPE & PVC pipes. • Citizen centric goals: Elaborate the coverage of Consumer utility products in the domain of Quality testing.
Key Performance Indicators	Revenue earnings and Quantum of samples tested.
Government online portals used by the RO for administrative, financial activities	RTI, PFMS, E-sampada

ii. Organizational Requirements of NTH WR:

Key skills required by each division in the RO to deliver the desired results	Technological skills in the domain areas of concerned discipline of testing, Laboratory management and upgradation.
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	Financial and Human resources, lack of exposure to modern technology and Industry interaction nationally and internationally.
Direct interaction of any division in the RO with citizen stakeholders (e.g.,	Office is having the system of handling complaints and grievances of customers/stakeholders. The

public announcement communication, handling grievance/ complaints, etc.)	nominated officers perform the above jobs.
If any training provided that would enable the officers to interact with citizens directly	No.
If there is a requirement for Partnerships/ MOUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	Yes, certainly needed to improve the business and knowledge base.
Need for industry/academia/government exposure and to develop inhouse capacity	Yes, help to understand the needs of the stakeholders and in turn helps to improve the business and knowledge base.
Need for automation of any manual tasks to help in efficient functioning of the RO	Usage of E-Office, SPARROW, inventory management systems for saving the time and resources. Automated state of art equipment will help to produce high precision and accurate results
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	More autonomy in Fund management, Administration and Decision-making powers are needed.

d. NTH SR (Chennai)

i. About NTH SR

Vision	• Uplift the NTH to international level and establish the status of NTH as a National Referral Laboratory in Testing and Quality Assurance Programs of the Country to address the needs of the Society.
Key Focus Areas	• Testing Laboratories: Civil, Chemical, Electrical, Mechanical, Non-Destructive Testing, and Rubber, Plastic, Paper & Textiles • Calibration Laboratories: Electro Technical, Mechanical and Thermal

Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	• Domain specific goals:
	    o Impulse Voltage Test facilities for Transformer and High Voltage line materials
	    o Distribution Transformer test facilities
	    o Current and Potential transformer test facilities
	    o Domestic Pressure Cooker and Utensils test facilities

	- o Helmet testing facilities - o Packaged Drinking water test facilities - o Domestic Gas stove test facilities - o Sports footwear facilities - o Fertilizers test facilities • Technology specific goals: - o Impulse Voltage Test facilities for Transformer and High Voltage line materials - o Distribution Transformer test facilities - o Current and Potential transformer test facilities • Citizen centric goals: - o Domestic Pressure Cooker and Utensils test facilities - o Helmet testing facilities - o Packaged Drinking water test facilities - o Domestic Gas stove test facilities - o Sports footwear facilities - o Fertilizers test facilities
Key Performance Indicators	• Number of new test facilities created • Number of test facilities augmented • Number of test facilities maintained with accreditations. • Number / type of customers &consumers served • Number of samples handled • Revenue earned
Government online portals used by the RO for administrative, financial activities	GeM, PFMS, RTI Portal, BIS LIMS, NTH MIS
Functions of the RO	• Testing & Evaluation • Chemical Laboratory • Civil Engineering Laboratory • Electrical Engineering Laboratory • Mechanical Engineering Laboratory • Non-Destructive Testing Laboratory • Rubber, Plastic, Paper & Textile Testing Laboratory • Calibration • Mechanical • Electro-Technical and Thermal • Services offered by the NTH SR: • Chemical: a. Metal-Alloys & Ores b. Water for construction purpose c. Packaged drinking water d. Cheque paper e. Building materials f. Industrial gases

- g. Paints
- h. Fertilizers & many more
- Civil:
  - a. Building Materials such as cement, sand, aggregates, tiles, bricks etc.,
  - b. Timber & Timber Products
  - c. Concrete mix design
  - d. Mineral wool & Gypsum boards & many more
- Electrical:
  - a. Cable, FRLS Cable and Conductors
  - b. High Voltage Line Materials of 200kV and High Current 4000A
  - c. Note sorting machines for Banks
  - d. Batteries, Electrical Accessories & home appliances
- Electro Technical & Thermal Calibration:
  - a. Voltage (AC & DC), Current (AC & DC), Resistance DC, Frequency, Power & Temperature
- Mechanical
  - a. TMT bars, valves, pipes & Structural steels
  - b. Aluminium products
  - c. Pressure Cooker, Utensils & Domestic Gas Stoves,
  - d. Utility lighters
- Mechanical Calibration
  - a. Length, Angle, Force, Hardness, Pressure, Torque & Mass
- NDT
  - a. Radiographic, Ultrasonic Testing & Metallographic examinations
  - b. Welding electrodes & Failure analysis.
- RPPT
  - a. Paper and paper products for writing, printing& packaging.
  - b. Textile Fabrics, Coated Fabrics, Life jacket & Tarpaulin
  - c. PVC/HDPE Pipes for Water Supply.
  - d. Gunny Bags for packing Sugar, Food grains etc.
  - e. Rubber Hoses & Products
  - f. Water Proofing Membranes
  - g. School bags, Socks, woollen sweaters, raincoat, Geometry box, wax crayons,

Role	Detailed work allocation
Director/ Scientist In-Charge	The Director/Scientist In-charge is responsible for the overall management of a Regional. Laboratory in respect of administrative and technical matters. He is responsible for nominating Quality Manager, Divisional Heads, Technical Managers and Laboratory In-charges. He controls and supervises all laboratory activities in administrative and technical domain.
Quality Manager	The Quality Manager, nominated by the Director /Scientist in charge, is of Scientist D/C/B level, with adequate training on IS/ISO/IEC 17025 and experience in the field of accreditation of laboratories. He is responsible for ensuring effective implementation of the Quality Management System in his laboratory. He directly reports to the Director/Scientist In-charge in respect of quality related activities.
Deputy Quality Manager	The Deputy Quality Manager is of Scientist C/B.SO level. He assists the Quality Manager for implementation and control of Quality Management System.
Divisional Head/Technical Manager	Generally, senior most Scientist D/C/B of a division is nominated as Divisional Head. All cases pertaining to testing of samples are placed before the Divisional Head for his concurrence and approval. He is responsible for the part of the work assigned to him related to establishment, purchase, library, workshop, audit etc. by the Director/Scientist In-charge. He undertakes the following responsibilities: • Allotment of samples/ sample case files to Laboratory In-charge for testing. • Planning of R&D in testing/calibration and evaluation of materials. • Implementation and surveillance of Quality Management System in the relevant field of specialization. • Monitoring PT/ILC/QC checks and Intermediate Checks. • Organizing training and Quality improvement programmes in the divisions. • Assisting the Director/Scientist In-charge in planning, development and other related administrative activities. • Embossing &Signing Final Test /Calibration Certificates as approving authority. • Attending to any other work assigned to him by his superiors. • In the absence of a Divisional Head, the senior-most Laboratory In-charge discharges his functions with the approval of Director/Scientist In-Charge. All other scientists of the laboratory function as Lab. In-charge/working scientists.

Laboratory In-charge	Generally, the senior-most Scientist of a laboratory is nominated as Laboratory In-charge. The senior most Laboratory In-charge in a division works as the Divisional Head in the absence of the Divisional Head. He is responsible for managing the laboratory under his supervision and control. He is responsible for carrying out the following jobs: • After receiving the file for sample testing from the Divisional Head, He scrutinizes the test request and plans for testing in the laboratory, verifies testing charges, quantity and identity of the sample received, etc. He obtains clarifications from the customer related to tests, if required. • He allocates the samples for testing to respective Scientist/ Scientific Officer/ Scientific Assistant. • He supervises the day-to-day laboratory activities and sorts out technical and/or • administrative problems. • He provides guidance to working Scientists in technical and administrative matters. • He scrutinizes and signs draft test certificates and Lab Registers of testing personnel before forwarding the same to the Divisional Head. • He signs the Final Test / Calibration Certificates as "Checked By". • After checking, he forwards test /calibrations certificates to the Divisional Head for approval and embossing. • He assists Divisional Head in planning/development of infrastructural facilities. • He is responsible for Implementation of Quality Management System in his laboratory. • He Organizes PT/ILC/QC/Training activities for quality assurance and validity of test results. • He assists Divisional Head in all technical, purchase and administrative work. • He attends to any other work assigned to him by his superiors • All other scientists of the laboratory function as working scientists.
Working Scientist	Except Division Head / Lab In-charges, all other Scientists of a division are working scientists. Their work is supervised by the concerned Lab In-charge of the laboratory where they are placed. Working Scientists are responsible for testing and calibration activities, up keeping the equipment including planning for calibration and maintenance, maintaining the records for testing/calibration, logbook of equipment, environmental records etc., preparation of draft

	test/calibration certificates and signing the test/calibration certificate as 'Tested by / Calibrated by'. Any other work assigned to him time to time by the Lab In-charge.
Technical Staff	Laboratory Assistants, Senior Operators, Operators, Maintenance & workshop supervisors and Lab Attendants are responsible for day-to-day works related to preparation of test samples, operation &maintenance of machines. They are responsible for any other work as assigned by their seniors.
Administration Officer	Overall in charge of administration
Steno Gr.I & Gr.II	Secretarial Work for Director & AO
Jr. Hindi Translator	Hindi translation requirements for official work
Library Information Assistant	Maintaining office library
Office Superintendent	Supporting AO in all administrative work and supervising the LDC, UDC& MTS(Non-Tech)
Storekeeper	Maintaining the Store / stock
Hindi Typist	Supporting the Jr. Hindi Translator
LDC/UDC	Supporting the OS and AO in all administrative work.
Clerk- Canteen	Maintaining the accounts pertains to the canteen
Canteen Attendant	Supporting the Canteen clerk
Staff Car Driver	Driving and maintaining the staff car
MTS(Non-Tech)	Supporting the AO, OS and all other administrative staff

iii. Organizational Requirements of NTH SR:

Key skills required by each division in the RO to deliver the desired results	- Knowledge on various specification and new development in the particular domain. - Knowledge and training on concept on which the test / calibration equipment is working - Basic computer skills - Interpersonal skills - Creating new test facilities as per the demand - Diversification of laboratory domain and adding new facility accordingly - Management of manpower & test equipment
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives?	Nil
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling grievance/ complaints, etc.)	Director Customer facilitation centre Marketing Team Administrative officer
If any training provided that would enable the officers to	The Director went for the training on "Leadership Qualities" at Administrative Staff College, Hyderabad

interact with citizens directly	
If there is a requirement for Partnerships/MoUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	This office is exploring possibility of MOUs with different organization to increase / stabilize the sample flow such as ICF, OCF, TNEB, TNCSC, Tamil Nadu Text Book corporation. Apart from this MOUs with management and technology institutions will greatly help this organisation to achieve its desired goals.
Need for industry/academia/government exposure and to develop inhouse capacity	Yes, this will help this office.
Need for automation of any manual tasks to help in efficient functioning of the RO	• All manual test gadgets shall be replaced / augmented with automatic data capturing and reporting wherever possible • Cleaning and maintaining of laboratories • State of art test / calibration equipment with minimum human interface
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	• Cadre restructure • Regional head financial power in various heads shall be enhanced • Filling up of vacant supporting staff • Powers for the Regional head shall be enhanced to engage a greater number of casual labour as and when required

e. NTH NWR (Jaipur)

i. About NTH NWR

Vision	The NTH shall have test facility & Infrastructure and follow best practices at par with international standards.
Key Focus Areas	Providing Quality Assurance services for Industries under Atmanirbhar Bharat and for Consumers.
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	• Domain specific goals: The NTH Jaipur proposed to be developed Integrated Transformer testing and testing for other relevant products used in Power Industries. • Technology specific goals: All Equipment and Instruments are to be latest in technology for giving accurate and authentic test results. • Citizen centric goals: The NTH Jaipur shall deliver excellent test facility to Consumers.
Government online portals used by the RO	PFMS, Bharatkosh, RTI Portal, GEM, NTH MIS and Bhavishya.

for administrative, financial activities	

ii. Organizational Requirements of NTH NWR:

Key skills required by each division in the RO to deliver the desired results	1. Organization Skills 2. IT Skills 3. Project planning and Implementation 4. Budget, Purchase and Establishment 5. Leadership Skills 6. Technical upgradation in each domain of testing
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	Lack of Technical knowhow for developing and implementing new testing projects.
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling grievance/ complaints, etc.)	Grievance Cell is headed by Head of Office. Any public/customer can approach Head of office for resolve of his Grievance.
If any training provided that would enable the officers to interact with citizens directly	No.
If there is a requirement for Partnerships/ MOUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	Partnerships/MoUs with government entities (BIS, PSUs, etc.), Private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices are always benefited to NTH.
Need for industry/academia/government exposure and to develop inhouse capacity	Each Scientist and Staff shall have at least five days training/ Industrial Interaction / visit to other reputed Laboratory in a Year.
Need for automation of any manual tasks to help in efficient functioning of the RO	Testing shall be carried out on software based Computerised Equipment and Instrument. Test Results shall be generated using software.
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	Implementation of E -office, E- testing and E procurement.

f. NTH Varanasi

i. About NTH NWR

Vision	National Test House, Varanasi is committed to provide quality testing, evaluation of various engineering products/materials in the scientific and engineering fields conforming to applicable national/international standards to all its customers as per the requirements.
Key Focus Areas	Key Focus Areas: Testing of consumer products such as Drinking water, construction water, Fabrics, Garments, textiles, carpets, paper etc as per national and international standards.
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	**Domain specific goals**: Creation of test facility for the Drinking water, textiles, paper, carpet, and other consumer products with well-equipped modern sophisticated instruments with better accuracy to align with the objectives of national priorities. **Technology specific goals**: Unique facility development and Up-gradation of the existing laboratory test facilities with the latest /modernised equipment & technology. **Citizen centric goals**: Process reforms to maintain timelines. Transparency in work culture etc
Key Performance Indicators	- Participation in Setup of laboratory - Number of test facilities maintained with NABL accreditation and BIS LRS products. - Number/type of customers & consumers served e.g., BIS, Govt., PSU, and other private organisations. - Number of samples tested, and revenue generated. - Assessment by the reporting officer through APAR
Government online portals used by the RO for administrative, financial activities	PFMS, GeM, RTI portal, BIS LIMS, NTH MIS are the government online portals used by the RO

ii. Organizational Requirements of NTH WR:

Key skills required by each division in the RO to deliver the desired results	Specialised technical training to be implemented to scientific staff to improve the quality testing skill in their respective discipline. Interpersonal skills & management of manpower.
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	- Frequently power cut in working hours - Lack of computers - Set up of modular RPT and Chemical laboratory. - Drainage system in chemical lab to be

	constructed
	• Training to the employees.
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling grievance/ complaints, etc.)	• Scientist-in-charge and OIC testing/calibration • Customer felicitation centre • Business promotion nodal officer • Administrative officer are only authorised to interact with the public for communication, handling grievance/ complaints, etc.
If any training provided that would enable the officers to interact with citizens directly	No such kind of training provided to OICs.
If there is a requirement for Partnerships/ MOUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	• Partnership with BIS, PSU, CII for increasing sample flow. • Partnership with IITs, CSIR laboratories and other premier scientific institutes to train staff in testing technology in both current as well as emerging trends. • Partnership with IIM's and other premier management institutes for training of staff in marketing and HRD aspects.
Need for industry/academia/government exposure and to develop inhouse capacity	• Interaction with R&D Institutions for the development of new testing facilities. • Development of complete infrastructure of the laboratories in consultation with • IITs, CSIR laboratories and other premier scientific institutes.
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	• Periodic training of technical and administrative staff is required for their skill development. • Time bound incident resolution mechanism system is required. • Resource through contract service • Review of Purchase system

g. NTH ER (Kolkata)

i. About NTH ER

Vision	Committed to provide reliable testing evaluation of various products/ materials and calibration in the scientific & engineering fields conforming to National/ International Standards.
Key Focus Areas	• Testing & Evaluation of Materials & Products in the domain of Chemical, Mechanical, Electrical, Civil Engineering, Rubber Plastic, Paper & Textile, Non-Desting Testing of Metal products. • Calibration of equipment & Machines in the field of Mechanical, Electrical & Thermal • Training to the engineers & Technologists. • Consultancy to the industries & other user organisations through

	Testing & Evaluation
Objectives of the RO for next 3-5 years and how these objectives aligned with National Priorities of NTH	• Domain specific goals: ○ Development of Electrical Vehicle Battery testing laboratory ○ Development of LT/HT Cable laboratory ○ Development of Electrical low rating transformer testing laboratory ○ Up gradation and expansion of domestic Appliances laboratory ○ Development of Fatigue testing laboratory ○ Development of Force calibration laboratory ○ Development of Soil testing laboratory ○ Development Fire resistance door testing laboratory ○ Development of Resin testing laboratory ○ Automation of Radiography laboratory ○ Automation of coal testing laboratory ○ Up gradation of HOPE Pipe testing laboratory • Technology specific goals: Increase use of automation & digitalisation. • Citizen centric goals: To develop testing facilities for consumer use.
Key Performance Indicators	• New testing facilities created. • Number. of samples/ Consultancy/ trainings undertaken • Number of Test Certificates generated
Government online portals used by the RO for administrative, financial activities	PFMS, GeM, RTI, CIC

ii. Organizational Requirements of NTH ER:

Key skills required by each division in the RO to deliver the desired results	Trainings in testing technology Refresher course
Key competency challenges faced by the RO while pursuing domain/technology/citizen-centric objectives	Lack of trainings in emerging areas
Direct interaction of any division in the RO with citizen stakeholders (e.g., public announcement communication, handling grievance/ complaints, etc.)	Sample & Information facilitation Centre interacts with the public Director/ Quality Manger handles the grievance/ complaints
If any training provided that would enable the officers to interact with citizens directly	No.
If there is a requirement for	Yes, with government entities (BIS, PSUs, etc.),

Partnerships/ MOUs with government entities (BIS, PSUs, etc.), private institutes, global think tanks, academic institutes (IITs, IIMs, etc.), multilateral agencies (World Bank) to improve exchange of information and best practices	private institutes, global think tanks, academic institutes (IITs, IIMs, etc.)
Need for industry/academia/government exposure and to develop inhouse capacity	Yes, in the field of Chemical, Mechanical, Electrical, Civil Engineering, Rubber Plastic, Paper & Textile, Metal casting, forging, welding, fabrication.
Need for automation of any manual tasks to help in efficient functioning of the RO	Manual file management & office procedure
If any policy changes are required at the RO level in the areas of technology, infrastructure, training, R&D, recruitment, process re-engineering, etc. to fulfil the goals of the RO	Financial power to be enhanced under head, Machinery & Equipment, recurring & non- recurring expenditure under OE, material and supply and information & technology.

4.21.1.3.   Organisational Capacity Needs Analysis

To reach every individual of the NTH at all of the regional offices, an electronic Capacity Needs Analysis form (see Annexure 2) has been circulated to the officials. The organisational requirements captured through the form are listed below:

Table 4.21: Organizational CNA of NTH by Regional Offices

NTH RO	Requirement	Category
NTH NER	Mobile or Web-based application for grievance redressal and better citizen outreach	Technology and Data
	Hands-on/online training for use of testing equipment at the RO to be used a refresher and induction purposes	Personnel Management
	Fellowship programme and other initiatives employees for upskilling and exposure to new developments in the field	Personnel Management
	A dedicated unit for Capacity Building and training activities	Personnel Management
	Provision for onboarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
NTH NR	All module of the LIMS should be made functional.	Technology and Data
NTH WR	Dashboards/CRM/ERP tools for monitoring & evaluation of schemes, projects, processes, performance, data on samples received etc., Data Management software for General Administration	Technology and Data
	Mobile or Web-based application for grievance redressal and better citizen outreach	Technology and Data

NTH RO	Requirement	Category
	Online Inventory Management System to manage all equipment, assets and resources along with their maintenance, disposal.	Technology and Data
	Knowledge dissemination mechanism for sharing information about the RO to external stakeholders through monthly/quarterly newsletter, journals, etc.	Knowledge Management
	Knowledge Transfer mechanism for seamless handover of information during exit/onboarding process	Knowledge Management
	Software for faster resolution of internal issues	Technology and Data
	Hands-on/online training for use of testing equipment at the RO to be used a refresher and induction purposes.	Personnel Management
	Knowledge Exchange mechanism where colleagues share their experiences withing the RO and with other ROs	Knowledge Management
	Simulation-based training programs	Personnel Management
	Performance Management System	Personnel Management
	Apprenticeship programme to on-board interns/young professionals	Personnel Management
	Fellowship programme or other initiatives in place for employees for upskilling and exposure to new developments in the field	Personnel Management
	A dedicated unit for Capacity Building and training activities	Personnel Management
	Provision for onboarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
NTH SR	Office automation be extended to administrative section of the office	Systems and Processes
	If all data capturing is integrated and available as per required structure, it will help the laboratory to reduce the turnaround time.	Technology and Data
	Simulation training for high value test facilities	Personnel Management
	Exploring the feasibility of creating such dedicated units for capacity building and training activities	Personnel Management
	Provision for hiring/appointing/onboarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
NTH NWR	Mobile application based 'NTH care App' for testing may be developed.	Technology and Data
	Dashboards/CRM/ERP tools for monitoring & evaluation of schemes, projects, processes, performance, data on samples received, etc.	Technology and Data
	Data Management software to handle data collection, privacy, and cleaning as per industry recognized quality	Systems and Processes

NTH RO	Requirement	Category
	standards	
	Software for encryption of sensitive data	Technology and Data
	Simulation-based training programs	Personnel Management
	Hands-on/online training for use of testing equipment at the RO to be used a refresher and induction purposes	Personnel Management
	Online Inventory Management System to manage all equipment, assets and resources along with their maintenance, disposal	Systems and Processes
	Software based Annual Procurement Plan may be developed.	Systems and Processes
	Fund Development Plan (Based on the long-term goals of the RO and budget projections, outlining and managing annual target goals, and managing donor relations)	Systems and Processes
	Software for faster resolution of internal issues	Technology and Data
	Mobile or Web-based application for grievance redressal and better citizen outreach	Technology and Data
	Mechanism to document all feedback obtained from customers: May be developed as also required in NABL accreditation as per ISO/IEC: 17025:2017	Systems and Processes
	Performance appraisal: E sparrow may be implemented	Personnel Management
	Performance Management System	Personnel Management
	Apprenticeship programme to on-board interns/young professionals	Personnel Management
	Fellowship programme or other initiatives in place for employees for upskilling and exposure to new developments in the field	Personnel Management
	A dedicated unit for Capacity Building and training activities	Personnel Management
	Provision for hiring/appointing/on boarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
	Knowledge dissemination mechanism for sharing information about the RO to external stakeholders through monthly/quarterly newsletter, journals, etc.	Knowledge Management
	Knowledge dissemination mechanism for sharing information about the RO to internal stakeholders through monthly/quarterly seminars, newsletter, journals, etc.	Knowledge Management
	Knowledge Transfer mechanism for seamless handover of information during exit/onboarding process	Knowledge Management
	Knowledge Exchange mechanism where colleagues share their experiences within the RO and with other ROs	Knowledge Management

NTH RO	Requirement	Category
	Knowledge Repository in place consisting of SOPs, Manuals, Reference Documents, etc	Knowledge Management
NTH Varanasi	Hands-on/online training for use of testing equipment at the RO to be used a refresher and induction purposes	Personnel Management
	Mobile or Web-based application for grievance redressal and better citizen outreach	Technology and Data
	Mechanism to document all feedback obtained from customers	Systems and Processes
	Apprenticeship programme to on-board interns/young professionals	Personnel Management
	Fellowship programme or other initiatives in place for employees for upskilling and exposure to new developments in the field	Personnel Management
	A dedicated unit for Capacity Building and training activities	Personnel Management
	Provision for hiring/appointing/on boarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
NTH ER	LIMS: To be tuned to meet the need and objectives of lab	Technology and Data
	Data Management software to handle data collection, privacy, and cleaning as per industry recognized quality standards	Technology and Data
	Software for encryption of sensitive data	Technology and Data
	Simulation-based training programs/practice	Technology and Data
	ISO standards followed for documentation	Systems and Processes
	Hands-on/online training for use of testing equipment at the RO to be used a refresher and induction purposes	Personnel Management
	Online Inventory Management System to manage all equipment, assets and resources along with their maintenance, disposal	Systems and Processes
	Annual Procurement Plan for scheduling, forecasting, and procuring resources and assets	Systems and Processes
	Fund Development Plan (Based on the long-term goals of the RO and budget projections, outlining and managing annual target goals, and managing donor relations)	Systems and Processes
	Software for faster resolution of internal issues	Technology and Data
	Mobile or Web-based application for grievance redressal and better citizen outreach	Technology and Data
	Mechanism to document all feedback obtained from customers	Systems and Processes
	Performance Appraisal: More objectivity in appraisal	Personnel

NTH RO	Requirement	Category
		Management
	Performance Management System	Personnel Management
	Apprenticeship programme to on-board interns/young professionals	Personnel Management
	Fellowship programme or other initiatives in place for employees for upskilling and exposure to new developments in the field	Personnel Management
	A dedicated unit for Capacity Building and training activities	Personnel Management
	Provision for onboarding subject matter experts (non-trainers) either on a part-time or full-time basis	Personnel Management
	Knowledge dissemination mechanism for sharing information about the RO to external stakeholders through monthly/quarterly newsletter, journals, etc.	Knowledge Management
	Knowledge dissemination mechanism for sharing information about the RO to internal stakeholders through monthly/quarterly seminars, newsletter, journals, etc.	Knowledge Management
	Knowledge Transfer mechanism for seamless handover of information during exit/onboarding process	Knowledge Management
	Knowledge Exchange mechanism where colleagues share their experiences within the RO and with other ROs	Knowledge Management
	Knowledge Repository in place consisting of SOPs, Manuals, Reference Documents, etc	Knowledge Management

4.21.1.3 Individual Capacity Needs Analysis for NTH

To reach every individual of the NTH at all of the regional offices, an electronic Capacity Needs Analysis form (see Annexure 2) has been circulated to the officials. The individual requirements captured through the form are listed below:

Behavioral Competencies required to perform the role better

Figure 4.1: Top behavioral requirements for NTH organization
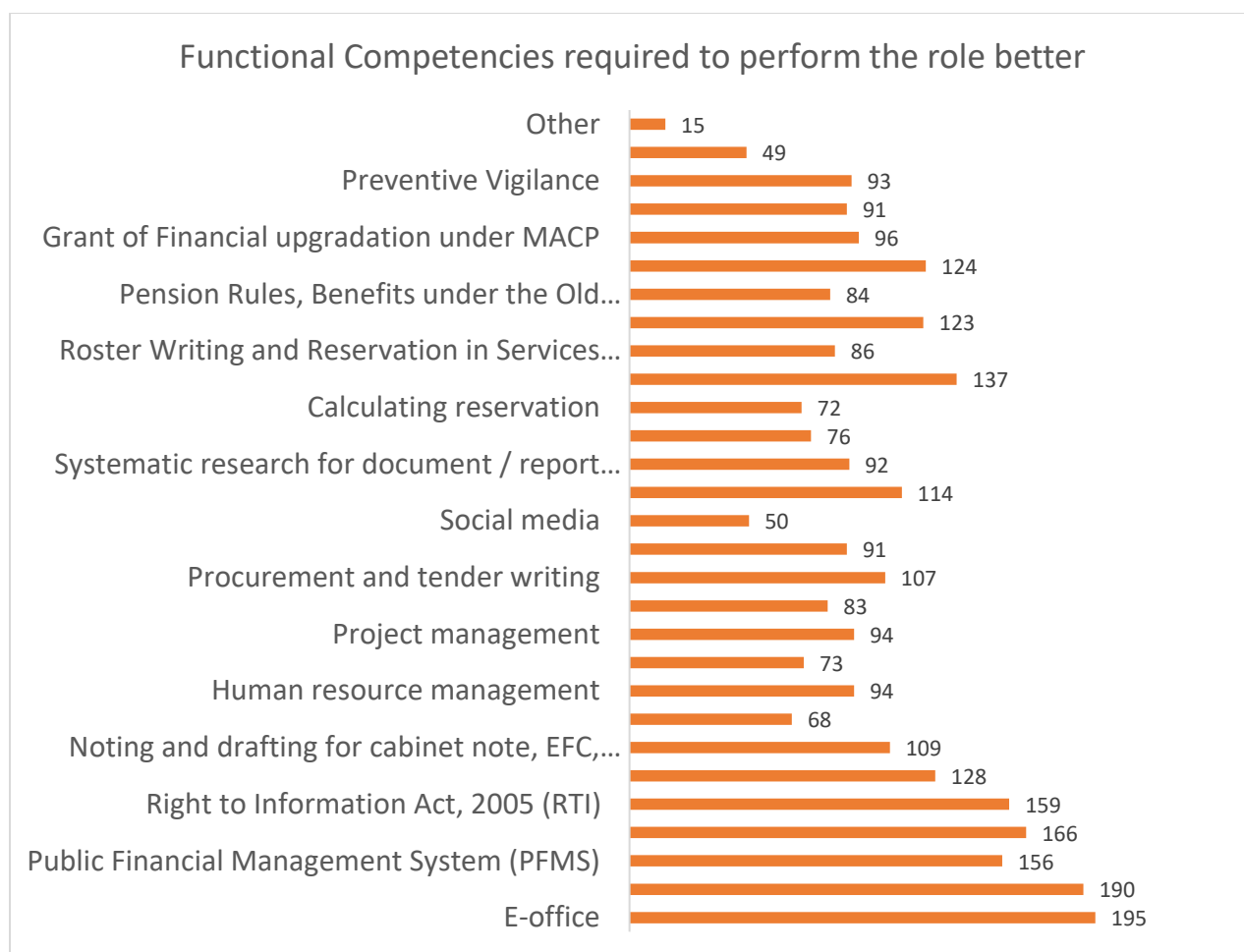
Figure 4.2: Top functional requirements for NTH organization

Sl. No.	Competency Requirement	Type
1.	Organizational success	Behavioural
2.	Complaint redressal	Behavioural
3.	Decision making	Behavioural
4.	Customer relationship management	Behavioural
5.	Marketing	Behavioural
6.	Better management of subordinate stuff	Behavioural
7.	Motivating co-workers on improving their performance with respect to demanding environment	Behavioural
8.	Multitasking	Behavioural
9.	Business Acumen	Behavioural
10.	Communication skills in Hindi	Behavioural
11.	Interview skills for intra-departmental transfers and promotions	Behavioural
12.	Leadership	Behavioural
13.	Communication skills	Behavioural
14.	Rule consciousness	Behavioural
15.	Group discussion	Behavioural
16.	Quantitative & Analytical skills	Functional

SI. No.	Competency Requirement	Type
17.	Conflict resolution	Behavioural
18.	Innovative thinking	Behavioural
19.	Stakeholder management	Behavioural
20.	Anger management	Behavioural
21.	Aspects of work group dynamics	Behavioural
22.	Innovative and critical thinking	Behavioural
23.	Critical Evaluation	Behavioural
24.	Relationship Management	Behavioural
25.	Organisational Psychology	Behavioural
26.	Human Psychology.	Behavioural
27.	Sociology	Behavioural
28.	Philosophy	Behavioural
29.	Accounting	Functional
30.	Administrative rules	Functional
31.	Assessment of management and quality assurance	Functional
32.	Bill payments.	Functional
33.	Business promotion	Functional
34.	Calculation of Uncertainty Measurement	Functional
35.	Computer operating and file management	Functional
36.	Consultation.	Functional
37.	Cyber Security - To safeguard and protect official data from Hackers, cyberbullying etc.,	Functional
38.	Documentation, NABL document management in Laboratory	Functional
39.	DoPT rules	Functional
40.	Establishments rules like Promotion, DPC, roster preparation, pay fixation, leave rules.	Functional
41.	Financial Management.	Functional
42.	Function of Accounts officer and DDO	Functional
43.	General Administrative rules	Functional
44.	General Establishment related work	Functional
45.	General Financial Rules, 2017 (GFR)	Functional
46.	General Management	Functional
47.	Good Lab Practice GLP/ ISO and NABL Auditor course	Functional
48.	Government e-Marketplace (GeM)	Functional
49.	Human Resource Management	Functional
50.	Industrial visit for better understanding of manufacturing process & analytical quality aspects	Functional
51.	ISO 45001 (global standard for Occupational Health and Safety Management Systems)	Functional
52.	ISO/IEC 17043:2010 as Proficiency testing provider.	Functional
53.	Laboratory Management System.	Functional
54.	Lean six-sigma for business process improvement and quality management	Functional
55.	Learn about secretarial works.	Functional

Sl. No.	Competency Requirement	Type
56.	Letter drafting official format for govt dept	Functional
57.	PFMS	Functional
58.	Purchase of different equipment for testing	Functional
59.	Purchase related administrative procedures, other administrative rules & regulations	Functional
60.	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules.	Functional
61.	Systematic research for document / report preparation	Functional
62.	Vigilance	Functional
63.	RTI	Functional
64.	Microsoft office skills- PowerPoint, Excel, Word, Access	Functional
65.	Advance welding technology and failure analysis of metals	Domain
66.	Basic knowledge of working procedure and operation of various instruments, knowledge of units & measurement, basic computer knowledge	Domain
67.	Testing: Complete type Testing of Distribution and Power Transformers including short circuit and Impulse Testing, Complete type Testing of RCCB, Cable Testing, Testing on Fertilizers, Advance Level of mechanical testing and R&D, Advance material testing in civil engineering field, Mechanical Testing & Mechanical calibration, High Voltage and Short Circuit Testing	Domain
68.	Calibration & testing as per method of Indian Standards and International Standards. - Calibration of assigned samples, In-house calibration of laboratory standard, On-site calibration, Calibration of Mass, Standard Weights	Domain
69.	Chemical analysis of Water Coal, Biomass briquettes, Sand, Quartz, Coarse and Fine Aggregate, Iron ore, TMT Bars, Building Material samples using classical as well instrumental methods.	Domain
70.	Domain engineering	Domain
71.	ISO standards: NABL Technical Assessor's training course as per ISO/IEC 17025:2018, NDT Testing, ISO 17025 Induction	Domain
72.	PT, RMP	Domain
73.	Hands on Training on Different sophisticated instrument Like-HPLC, GCMS, FTIR, XRF, LCMS, NMR	Domain
74.	R&D on PVC and XLPE materials, material for testing	Domain
75.	Instrumental analysis & training: effective handling of various spectrophotometers, chromatography systems, etc.	Domain
76.	Interpretation of test results with decision rule	Domain
77.	Knowledge of BIS manuals for performing different electrical tests and calibration	Domain
78.	New Instrumental test methods for various products	Domain
79.	Preparation of control charts on the working condition of equipment	Domain
80.	Publishing	Domain

Sl. No.	Competency Requirement	Type
81.	Radiographer training	Domain
82.	Sample Collection	Domain
83.	Training at CPRI, Bangalore for electrical testing such as partial discharge, short circuit test, High voltage test facility	Domain
84.	Training in the field of proper sampling and sample preparation, instrument operation for smooth functioning of the lab	Domain
85.	Uncertainty Calculation, Uncertainty Measurement (MU) of Testing.	Domain
86.	Welding & Inspection related course for higher knowledge.	Domain

4.21.2 Consumer Commissions

4.21.2.1 About the organisation

The Consumer Protection Act, 2019 (New Act) aims to protect the rights of consumers by establishing authorities for timely and effective administration and settlement of consumers' dispute.

The Act mandates establishment of Consumer Protection Councils at the Centre as well as in each State and District, with a view to promoting consumer awareness. The Central Council is headed by Minister In-charge of the Department of Consumer Affairs in the Central Government and the State Councils by the Minister In-charge of the Consumer Affairs in the State Governments. It also provides for a 3-tier structure of the National and State Commissions and District Commissions for speedy resolution of consumer disputes.

To provide inexpensive, speedy and summary redressal of consumer disputes, quasi-judicial bodies have been set up in each District and State and at the National level, called the District Commissions, the State Consumer Disputes Redressal Commissions (SCDRC) and the National Consumer Disputes Redressal Commission (NCDRC) respectively. At present, there are 678 District Commissions and 35 State Commissions with the NCDRC at the apex.

Each District Commission is headed by a person who is or has been or is eligible to be appointed as a District Judge and each State Commission is headed by a person who is or has been a Judge of High Court. The National Commission is presently headed by a former Judge of the Supreme Court of India as President and has ten Members

In order to help achieve the objects of the Consumer Protection Act, the National Commission has also been conferred with the powers of administrative control over all the State Commissions by calling for periodical returns regarding the institution, disposal and pendency of cases. The National Commission is empowered to issue instructions regarding:

1. adoption of uniform procedure in the hearing of the matters,
2. prior service of copies of documents produced by one party to the opposite parties,
3. speedy grant of copies of documents, &

4. generally over-seeing the functioning of the State Commissions and the District Commissions to ensure that the objects and purposes of the Act are best served, without interfering with their quasi-judicial freedom.

4.21.2.2 Competency Assessment across lines of services

Table 4.22: Consumer Commissions- Competency Assessment

Sl. No.	Competency Requirement	Type
1	Unlearning standard court procedures to move towards simple, quick and effective grievance redressal	Behavioural
2	Motivation to use IT and to promote proactive usage of digital systems and processes, by moving past the existing inhibitions on use of IT and digital systems which leads to excessive dependence on support staff.	Behavioural
3	Awareness and familiarization with the digital systems like e-Daakhil and general IT skills required in redressal of consumer grievances.	Functional
4	Training on order/ judgement drafting to members possessing a legal background with a focus to produce simple, concise, and easy to understand judgements.	Domain
5	Training on legal/ judgement drafting to members not possessing a legal background to equip them in drafting judgements in accordance with the provisions of the law.	Domain
6	Templatization initiative where templates can be adopted by consumer courts which can be customized as per requirement.	Non-Training
7	Training on legislative drafting, Counter Affidavits drafting and data analysis	Domain
8	Domain, Functional and Behavioural training on Judgement/ legal drafting (D), IT skills (F), Unlearning standard court procedures to move towards simple, quick and effective grievance redressal (B) with a focus on IT skills to better support the members	Domain, functional, behavioural

4.21.3 NCCF

4.21.3.1 About the organisation

The National Cooperative Consumers' Federation (NCCF) was established on 16th October 1965 to function as the apex body of consumer cooperatives in the country. It is registered under the Multi-State Co-operative Societies Act, 2002. It operates through a network of 24 Branch Offices located in different parts of the country.

NCCF, as an organization to promote consumer cooperative movement in the country, aspires to facilitate the voluntary formation and democratic functioning of cooperatives, based on self-reliance and mutual aid for overall economic betterment and financial autonomy.

As an apex organization for the Consumer Cooperatives, NCCF is committed to apply the knowledge and resources acquired over years of its functioning to ensure the following:

- To satisfactorily meet the requirement of consumers

- To maintain transparency and focus on consumer satisfaction
- To continuously strive to achieve higher standards of performance
- To enable growth of all its member co-operatives through dissemination of best practices and use of technology
- To achieve higher growth, better market penetration and keeping the best interests of consumers in mind
- To undertake the civil electrical, construction, maintenance, ARM, infrastructure work covered under GFR section 133 of Government/Autonomous/Institutional bodies

4.21.3.2 Competency Assessment

Table 4.23: NCCF- Competency Assessment

Sl. No.	Competency Requirement	Type
1	Training on stakeholder management as interaction with various stakeholders is a key component of NCCF's activities	Behavioural
2	Team management	Behavioural
3	Team building	Behavioural
4	Effective communication skills	Behavioural
5	Procurement and tendering	Functional
6	Office management (especially for clerical grade staff), drafting and noting	Functional
7	Word, Excel and PowerPoint	Functional
9	On management of cooperatives	Functional
10	Contract management	Functional
11	Training on conducting disciplinary action (including drafting charge sheet and enquiry report)	Functional
12	FR/ SR	Functional
13	GFR	Functional
14	GeM	Functional
15	Exposure to debt realization and refresher courses	Functional
16	Accounting and budgeting	Functional
17	Maintenance of records (especially to regional branches)	Functional
18	Training to impart knowledge on development of cooperative movement in India	Domain
19	Imparting knowledge on new pulses, organic products and other novel items, to augment the capacity of NCCF officials	Domain
20	Awareness required on export/ import processes, procedure for exports, management of imports/ exports	Domain
21	Training on cooperative law	Domain
22	Training and exposure to new cooperative policy (soon to be announced)	Domain

Sl. No.	Competency Requirement	Type
23	Exploring partnerships/ collaboration with export arm of GOI (Ministry of Commerce, Customs) to support in capacity building of NCCF in export of items like groceries	NT
24	ERP module for regional branches and HQ may be explored	NT
25	Creation of an IT vertical at NCCF may be considered to anchor various digitalization initiatives	NT
26	Digitalization of NCCF's services including internal processes and record management	NT
27	Manpower audit and organization re-structuring of NCCF may be explored to enable manpower augmentation of NCCF	NT
28	Incorporation of a Data Management System at NCCF may be explored	NT
29	Personnel management strategy can be revisited to explore inviting management trainees, young professionals, apprentices, interns.	NT
30	Initiating a robust performance appraisal system may be explored	NT
31	Partnerships, support and expert consultation	NT

4.22 As-is assessment of enabling environment at the organization level

During the interactions with the officials of Department of Consumer Affairs, gaps were identified at the organizational level in the key systems and processes which, if fulfilled, could enable a more efficient working ecosystem for the department. A summary of the observations is as listed below. Division specific requirements have been highlighted in the sections above.

Table 4.24: 4.22 As-is assessment of enabling environment at the organization level

Dimension Type	Capacity Needs Identified
Technology and data	Data Analytics Platform and Hands-on Training: A data analytics platform consisting of past data with division specific data and training to create custom reports, forecast, research and help formulate policies. Repetitive Tasks: The officials have highlighted the need to incorporate software tools and processes that automate manual processes and increase efficiency, enable faster resolution of pending grievances.
Systems and processes	Milestone and reward-based work assignments: Work may be assigned based on KPIs and KRAs to device a reward mechanism that will motivate the officials to push themselves to bring out timely and quality output.
Resources and assets	Mentorship programme: Mentorship programmes among officials aims to provide them with guidance from other officials with specific skills and

Dimension Type	Capacity Needs Identified
	knowledge. In the same way, mentors become more competent as leaders and communicators as they guide and help improve others. Manpower augmentation: A manpower audit may help assess and streamline workload across the divisions.
Partnerships and relationships	Partnerships with COEs and Training institutes: The department may leverage the existing partnerships with Centres of Excellence and establish new partnerships with IIMs and domain related institutions to facilitate periodic upskilling and refresher training programmes. Field visits and industry exposure: ASO/SO/US should be given the opportunity to participate in field visits to expand their domain knowledge and to help the officials stay current with best practices.
Personnel management	Motivation & Empathy: Regular skilling and upskilling at the workplace will inspire job satisfaction and motivation. Incorporation of yoga and meditation sessions will improve the overall mental and physical health of the workforce.

5 Capacity Building Plan

To strengthen the capacity of the Department of Consumer Affairs, detailed consultations have been held with the officials of all the divisions of DoCA to understand the competencies, as listed in the previous section. The Capacity Building Plan section summarises the additional behavioural, domain and functional competencies required to perform their responsibilities effectively.

Apart from the capacity building requirements of individual officials, the plan outlines the capacity building interventions required to improve the shared aspects of the organisation that enable to achieve the department's goals.

5.1 Individual CB Interventions

5.1.1 Domain

Table 5.1: Individual CB Domain Interventions

Domain Training Interventions		
Division	**Role**	**Requirements**
Publicity	Under Secretary	Policy drafting
		Stakeholder Consultation
	Assistant Section Officer	Social media management
CONFONET, NCH and e-Daakhil	Section Officer	Knowledge of Consumer Protection Act
		Policy Drafting
	Assistant Section Officer	GFR rules, FR/SR rules
		Accounting
		Consumer Welfare Guidelines 2019
		Consumer Protection Act
		Budget
National Test House	Deputy Secretary	The skill to examine the viability of the projects / schemes.
Integrated Finance Division & Budget (IFD)	Under Secretary	Procurement of Goods and Services Rules
		GeM and Budget Formulation
Public Grievance	Director IILM, DOCA	Public Grievance
		RTI

Domain Training Interventions		
Division	**Role**	**Requirements**
	Junior Statistical Officer	Legal Metrology
		CPGRAMS
		Consumer Protection Act.
	Principal Private Secretary	Computer related skills.
Legal Metrology/Weights & Measures	Director	Public Grievance
		RTI
		Legal Metrology Technical Skill
	Deputy Director	Training in Legal Metrology and Standards of OIML
	Assistant Director	Training in the Legal Metrology and Standards may be done to be able to effectively deliver the services in the field of Legal Metrology
	Metrological Assistant	Problem-solving
		Data science
		Understanding consumer needs
Parliament & Coordination	Adviser Cost	Coordination management
	Joint Director (Cost)	Consumer Protection Act
	ASO	Parliament matters
Price Monitoring Division (PMD)	Economic Adviser	Pulses and vegetables markets and prices
	Deputy Director	Buffer Stock Management tools
	Junior statistical officer	Noting Drafting
		PFMS
		GFRs
		CoS/ CCEA Note drafting
		R
		Python Machine Learning
		Statistical and Data knowledge
		Best storage practices adopted globally
RTI	Director	Public Grievance

Domain Training Interventions		
Division	**Role**	**Requirements**
		RTI
		Legal Metrology
Vigilance	Under Secretary	General Administration and Vigilance
		e-procurement and preventive vigilance
	Director	CCS (CCA) Rules
		Pensions Rules
	Section Officer	Policy drafting
	Assistant Section Officer	Competencies on the procedure of imposition of major / minor penalty
		Serving of charge sheet
		Consultation with CVC / UPSC etc
		Administrative Vigilance
BIS	Advisor Cost	Latest tools on Public Administration, Finance and Cost Managements
	Deputy Secretary	Field visit to see the techniques used by NTH and BIS and also by other agencies on testing/other specific roles
		Knowledge on the scientific machinery being used by NTH / BIS
	Assistant Section Officer	GFR
		PFMS
		Establishment Rules
CONFONET & NCH	Section Officer	Consumer Protection Act
		Policy Drafting
	Assistant Section Officer	Training on Consumer Protection Act
Consumer Protection Unit (CPU)	Director	Policy drafting
		Training on procurement and handling court cases
	Under Secretary	Legal & legislative drafting, court proceedings and court case related matters

Domain Training Interventions		
Division	**Role**	**Requirements**
		Best practices being followed in the field of consumer protection
	Section Officer	Consumer Protection Act, 2019
		The Tribunal Reforms Act, 2021
		The RTI Act, 2005
	Assistant Section Officer	Training on intricacies of the Consumer Protection Act, 2019 which may help in better performing the duties in the section.
	Principal Private Secretary	VAW (e-office)
CWF	Deputy Secretary	Consumer protection Act, generation of awareness among consumers about their rights, filing of complaints by consumers etc
	Deputy Secretary	Exposure through field visits in awareness generation programmes
	Assistant Section Officer	Training on Consumer Protection Act
	Joint Director	Consumer Protection Act
Cost Division	Advisor Cost	Latest tools on Public Administration, Finance and Cost Managements
	Section Officer	Training on Consumer Protection Act
E-Governance	Section Officer	Policy Drafting
	Assistant Section Officer	Knowledge of Consumer Protection Act, & Policy Drafting
Emblems & Names	Economic Advisor	Pulses and vegetables markets and prices
ECRE	Economic Advisor	Management of stocks of pulses and onion to ensure minimal storage loss and for effective market intervention to control price rise.
	Section Officer	Establishment Rules
Establishment	Section Officer	Field Visit to Subordinate/Attached Offices specially to North-Eastern Areas for getting aware with the diverse cultural activities which may help in policy framing.
	Assistant Section Officer	Knowledge of Consumer Protection Act
	Assistant Section Officer	Predictive pricing

Domain Training Interventions		
Division	**Role**	**Requirements**
		Stakeholder consultation
	Under Secretary	Policy Drafting
		NTH Act
		Policy drafting
		Stakeholder Consultation
	Director	CCS (CCA) Rules
		Pensions Rules
	Under Secretary	General Administration and Vigilance
General Admin	Under Secretary Director	e-procurement and preventive vigilance
		Policy drafting
	Director	Training on procurement and handling court cases
	Section Officer	General Financial Rules, 2017 (GFR)

5.1.2 Behavioural

Table 5.2: Individual CB Behavioural Interventions

Behavioural Training Interventions		
Division	**Role**	**Requirements**
Publicity	Deputy Secretary	Stress management
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Rule consciousness
	Assistant Section Officer	Leadership
		Motivation
		Innovative & Critical thinking
		Communication skills

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Stakeholder management
		Networking skills
		Time management
		Stress management
		Quantitative & Analytical skills
		Citizen Interaction/ Customer Centricity
	Under Secretary	Leadership
		Motivation
		Innovative & Critical thinking
		Communication skills
		Networking skills
		Stress management
		Quantitative & Analytical skills
		Rule consciousness
		Time management
CONFONET, NCH and e-Daakhil	Deputy Secretary	Stress management
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Rule consciousness
	Section Officer	Leadership
		Decision making
		Communication skills
		Networking skills
		Stress management
		Computer training in Excel Power point
		Power Point and e-office deeply
		Training on Manual of Office procedure

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		& Parliamentary Procedure
	Assistant Section Officer	Decision making
		Motivation
		Networking skills
		Negotiation
		Stress management
		Rule consciousness
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Stakeholder management
		Health management
		Family-work balance
Cooperation	Deputy Secretary	Dependability
National Test House	Deputy Secretary	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Quantitative & Analytical skills
Integrated Finance Division & Budget (IFD)	Director	Decision making
		Motivation
	Under Secretary	Ethics
		Leadership
		Empathy
		Teamwork
		Motivation

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Decision making
		Communication skills
		Citizen Interaction/ Customer Centricity
		Rule consciousness
		Negotiation
		Conflict resolution
Public Grievance	Director IILM, DOCA	Decision making
		Conflict resolution
	Junior Statistical Officer	Leadership
		Innovative & Critical thinking
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Citizen Interaction/ Customer Centricity
		Rule consciousness
	Principal Private Secretary	Leadership
		Teamwork
		Motivation
		Communication skills
		Networking skills
		Time management
		Stress management
Legal Metrology/Weights & Measures	Assistant Director	Decision making
		Innovative & Critical thinking
		Citizen Interaction/ Customer Centricity
		Leadership

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Communication skills
		Quantitative & Analytical skills
		Rule consciousness
		Stress management
		Negotiation
		Time management
		Teamwork
		Motivation
		Networking skills
		Conflict resolution
	Deputy Director	Communication skills
		Networking skills
		Time management
		Conflict resolution
		Leadership
		Motivation
		Stakeholder management
		Stress management
		Quantitative & Analytical skills
		Teamwork
		Negotiation
		Citizen Interaction/ Customer Centricity
		Innovative & Critical thinking
		Quantitative & Analytical skills
		Stress management
	Director	Leadership
		Empathy

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Teamwork
		Motivation
		Decision making
		Communication skills
		Stakeholder management
		Networking skills
		Negotiation
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Dependability
		Innovative & Critical thinking
		Citizen Interaction/ Customer Centricity
		Conflict resolution
		Technical Skills
	Metrological Assistant	Ethics
		Leadership
		Empathy
		Teamwork
		Motivation
		Dependability
		Decision making
		Innovative & Critical thinking
		Communication skills
		Stakeholder management
		Networking skills

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Negotiation
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Rule consciousness
		Citizen Interaction/ Customer Centricity
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
Parliament & Coordination	Joint Director (Cost)	Leadership
		Communication skills
		Negotiation
		Innovative & Critical thinking
	Adviser Cost	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Quantitative & Analytical skills
	ASO	Motivation
		Dependability
		Innovative & Critical thinking
		Networking skills
		Time management
		Stress management
		Gender sensitivity & prevention and redressal of sexual

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		harassment of women at workplace
Price Monitoring Division (PMD)	Deputy Director	Decision making
		Communication skills
		Quantitative & Analytical skills
		Rule consciousness
		Stakeholder management
		Stress management
	Economic Adviser	Leadership
		Teamwork
		Motivation
		Communication skills
		Quantitative & Analytical skills
		Innovative & Critical thinking
	Junior statistical officer	Leadership
		Teamwork
		Decision making
		Communication skills
		Innovative & Critical thinking
		Networking skills
		Stress management
		Quantitative & Analytical skills
		Citizen Interaction/ Customer Centricity
	Senior Statistical Officer	Quantitative & Analytical skills
		Motivation
		Decision making
		Time management
		Communication skills

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Leadership
RTI	Principal Private Secretary	Leadership
		Teamwork
		Motivation
		Communication skills
		Networking skills
		Time management
		Stress management
	Director	Decision making
		Conflict resolution
Vigilance	Principal Private Secretary	Leadership
		Teamwork
		Motivation
		Communication skills
		Networking skills
		Time management
		Stress management
	Assistant Section Officer	Decision making
		Innovative & Critical thinking
		Negotiation
		Conflict resolution
		Quantitative & Analytical skills
		Rule consciousness
		Citizen Interaction/ Customer Centricity
	Section Officer	Decision making
		Rule consciousness
		Ethics leadership

Behavioural Training Interventions		
Division	**Role**	**Requirements**
	Under Secretary	Leadership
		Decision making
		Innovative & Critical thinking
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Negotiation
	Director	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
BIS	Advisor Cost	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Quantitative & Analytical skills
	Deputy Secretary	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Quantitative & Analytical skills
	Assistant Section Officer	Ethics

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Teamwork
		Motivation
		Time management
CONFONET & NCH	Assistant Section Officer	Decision making
		Motivation
		Networking skills
		Negotiation
		Stress management
		Rule consciousness
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Stakeholder management
	Section Officer	Leadership
		Decision making
		Communication skills
		Networking skills
		Stress management
		Computer training in Excel Power point, Power Point and e-office deeply. Training on Manual of Office procedure, & Parliamentary Procedure.
	Deputy Secretary	Stress management
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Rule consciousness
Consumer Protection Unit (CPU)	Under Secretary	Leadership
		Teamwork
		Motivation

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Decision making
		Innovative & Critical thinking
		Communication skills
		Stakeholder management
		Networking skills
		Negotiation
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Citizen Interaction/ Customer Centricity
	Director	Time management
		Stress management
		Rule consciousness
	Section Officer	Ethics
		Leadership
		Empathy
		Teamwork
		Motivation
		Dependability
		Innovative & Critical thinking
		Communication skills
		Networking skills
		Negotiation
		Time management
		Stress management
		Citizen Interaction/ Customer Centricity

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Stakeholder management
	Principal Private Secretary	Ethics
		Leadership
		Empathy
		Teamwork
		Motivation
		Dependability
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Networking skills
		Stakeholder management
		Negotiation
		Conflict resolution
		Quantitative & Analytical skills
		Rule consciousness
		Citizen Interaction/ Customer Centricity
	Assistant Section Officer	Stress management
		Time management
		Communication skills
		Innovative & Critical thinking
		Ethics
		Negotiation

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Leadership
		Networking skills
CWF	Assistant Section Officer	Decision making
		Motivation
		Networking skills
		Negotiation
		Stress management
		Rule consciousness
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Stakeholder management
	Under Secretary	Stress management
		Stakeholder management
	Deputy Secretary	Leadership
		Empathy
		Decision making
		Innovative & Critical thinking
		Networking skills
		Stress management
		Citizen Interaction/ Customer Centricity
Cost Division	Joint Director	Leadership
		Communication skills
		Negotiation
		Innovative & Critical thinking
	Assistant Director	Decision making
		Innovative & Critical thinking
		Communication skills

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Stakeholder management
		Networking skills
		Negotiation
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Rule consciousness
	Advisor Cost	Leadership
		Decision making
		Innovative & Critical thinking
		Communication skills
		Time management
		Stress management
		Quantitative & Analytical skills
E-Governance	Section Officer	Leadership
		Decision making
		Communication skills
		Networking skills
		Stress management
		Computer training in Excel Power point, Power Point and e-office deeply. Training on Manual of Office procedure, & Parliamentary Procedure.
	Deputy Secretary	Stress management
		Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
		Rule consciousness
	Principal Private Secretary	Leadership

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Teamwork
		Motivation
		Communication skills
		Networking skills
		Time management
		Stress management
Emblems & Names	Deputy Secretary	Dependability
	Under Secretary	Leadership
		Stress Management
	Assistant Section Officer	Communication skills
		Networking skills
		Stress management
		Deep Computer training in Excel & Power Point
ECRE	Under Secretary	Stress management
		Stakeholder management
	Assistant Section Officer	Stress management
	Economic Advisor	Leadership
		Teamwork
		Motivation
		Communication skills
		Quantitative & Analytical skills
		Innovative & Critical thinking
Establishment	Section Officer	Leadership
		Ethics
		Empathy
		Communication skills
		Decision making

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Citizen Interaction/ Customer Centricity
		Motivation
		Teamwork
	Assistant Section Officer	Leadership
		Communication skills
		Networking skills
		Negotiation
		Conflict resolution
		Stress management
		Citizen Interaction/ Customer Centricity
		Teamwork
		Quantitative & Analytical skills
		Decision making
		Time management
		Motivation
		Rule consciousness
	Under Secretary	Leadership
		Motivation
		Innovative & Critical thinking
		Communication skills
		Networking skills
		Stress management
		Quantitative & Analytical skills
		Rule consciousness
		Time management
	Director	Leadership
		Decision making

Behavioural Training Interventions		
Division	**Role**	**Requirements**
		Innovative & Critical thinking
		Communication skills
General Admin	Under Secretary	Leadership
		Decision making
		Innovative & Critical thinking
		Time management
		Conflict resolution
		Stress management
		Quantitative & Analytical skills
		Negotiation
	Director	Time management
		Stress management
		Rule consciousness
	Section Officer	Stakeholder management
		Stress management
		Teamwork

5.1.3   Functional

Table 5.3: Individual CB Functional Interventions

Functional Training Interventions		
Division	**Role**	**Requirements**
Publicity	Deputy Secretary	General Financial Rules 2017 (GFR)
		Public Financial Management System (PFMS)
		E-office
		Government e-Marketplace (GeM)

Functional Training Interventions		
Division	**Role**	**Requirements**
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Systematic research for document / report preparation
		Roster management
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
		Bookkeeping & Accounting
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Grant of Financial upgradation under MACP
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Assistant Section Officer	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Human resource management
		Project management
		Project appraisal

Functional Training Interventions		
Division	**Role**	**Requirements**
		Procurement and tender writing
		Marketing
		Social media
		Writing proficiency
		Systematic research for document / report preparation
	Under Secretary	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Calculating reservation
		Establishment Rules & General Administration Matters of Government Departments
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules- Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
CONFONET, NCH	Deputy Secretary	General Financial Rules 2017 (GFR)

Functional Training Interventions

Division	Role	Requirements
and e-Daakhil		Public Financial Management System (PFMS)
		E-office
		Government e-Marketplace (GeM)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Systematic research for document / report preparation
		Roster management
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
		Book Keeping & Accounting
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Grant of Financial upgradation under MACP
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Section Officer	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		NIC applications (email, messenger, cloud storage and others)
		Legal and Court proceedings

Functional Training Interventions		
Division	**Role**	**Requirements**
		Procurement and tender writing
		Writing proficiency
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules
		Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
	Assistant Section Officer	Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Human resource management
		Procurement and tender writing
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance

Functional Training Interventions		
Division	**Role**	**Requirements**
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
National Test House	Deputy Secretary	Government e-Marketplace (GeM)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Project appraisal
		Human resource management
		Project management
		Legal and Court proceedings
		Establishment Rules & General Administration Matters of Government Departments
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		LIMS
Integrated Finance Division & Budget (IFD)	Director	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR
		Right to Information Act 2005 (RTI)
		Procurement and tender writing
	Under Secretary	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Legal and Court proceedings
		Procurement and tender writing
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary

Functional Training Interventions		
Division	**Role**	**Requirements**
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Establishment Rules & General Administration Matters of Government Departments
		Roster management
		Writing proficiency
		New Pensions Scheme (Gratuity Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
Public Grievance	Director IILM, DOCA	Right to Information Act 2005 (RTI)
		Handling of Public Grievances
	Junior Statistical Officer	E-office
		Right to Information Act 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Establishment Rules & General Administration Matters of Government Departments
	Principal Private Secretary	E-office
		Writing proficiency
Legal Metrology/Weights & Measures	Assistant Director	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Legal and Court proceedings
		Establishment Rules & General Administration Matters of Government Departments
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Human resource management

Functional Training Interventions		
Division	**Role**	**Requirements**
		Procurement and tender writing
		Roster management
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules
		Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Bookkeeping & Accounting
		Preventive Vigilance
	Deputy Director	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		Right to Information Act 2005 (RTI)
		Human resource management
		Legal and Court proceedings
		Marketing
		Writing proficiency
		Systematic research for document / report preparation
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		E-office
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.

Functional Training Interventions		
Division	**Role**	**Requirements**
		Vendor management
		Project appraisal
		Project management
		Procurement and tender writing
		Social media
		Roster management
		Calculating reservation
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pension Rules
		Benefits under the Old Pension Scheme
		GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
	Director	Government e-Marketplace (GeM)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Human resource management
		Project appraisal
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Marketing

Functional Training Interventions		
Division	**Role**	**Requirements**
		Social media
		Writing proficiency
		Systematic research for document / report preparation
		Roster management
		Establishment Rules & General Administration Matters of Government Departments
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules
		Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
		Handling of Public Grievances
		Technical on Legal metrology and metrology
	Metrological Assistant	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management

Functional Training Interventions		
Division	**Role**	**Requirements**
		Human resource management
		Project appraisal
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Marketing
		Social media
		Writing proficiency
		Systematic research for document / report preparation
		Roster management
		Calculating reservation
		Establishment Rules & General Administration Matters of Government Departments
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules
		Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
Parliament & Coordination	Joint Director (Cost)	E-office
		Government e-Marketplace (GeM)
		Right to Information Act 2005 (RTI)

Functional Training Interventions		
Division	**Role**	**Requirements**
		Noting and drafting for cabinet note, EFC, office order or files.
	Adviser Cost	Government e-Marketplace (GeM)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Project appraisal
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Best Costing and Financial Management practice
	ASO	Right to Information Act 2005 (RTI)
		Systematic research for document / report preparation
		Noting and drafting for cabinet note, EFC, office order or files.
		E-office
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules
		Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Government e-Marketplace (GeM)
Price Monitoring Division (PMD)	Deputy Director	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		Right to Information Act 2005 (RTI)
		Procurement and tender writing
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		General Financial Rules 2017 (GFR)
		E-office

Functional Training Interventions		
Division	**Role**	**Requirements**
		Writing proficiency
	Economic Adviser	Legal and Court proceedings
		Procurement and tender writing
		Statistical and econometric analytical tools for price forecasting
		commodity market
	Junior statistical officer	PFMS
		RTI
		ECONOMIC TOOLS LIKE R
		Training on data analytical & Artificial intelligence
		E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Human resource management
		Vendor management
		Financial Management – Budgeting
		Accounting & Auditing Techniques and Income Tax on salary
		Grant of Financial upgradation under MACP
		Pension Rules
		Benefits under the Old Pension Scheme
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Establishment Rules & General Administration Matters of Government Departments
		Calculating reservation

Functional Training Interventions		
Division	**Role**	**Requirements**
		Roster management
		Systematic research for document / report preparation
		Writing proficiency
		Social media
		Marketing
		Procurement and tender writing
		Project management
		Project appraisal
		Legal and Court proceedings
		Proposal analysis (both policy and financial)
	Senior Statistical Officer	Writing proficiency
		Public Financial Management System (PFMS)
		Government e-Marketplace (GeM)
		General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		E-office
		Noting and drafting for cabinet note, EFC, office order or files.
RTI	Principal Private Secretary	E-office
		Writing proficiency
	Director	Right to Information Act 2005 (RTI)
		Handling of Public Grievances
Vigilance	Principal Private Secretary	E-office
		Writing proficiency
	Assistant Section Officer	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		Preventive Vigilance
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book

Functional Training Interventions		
Division	**Role**	**Requirements**
		Establishment Rules & General Administration Matters of Government Departments
		Writing proficiency
		Legal and Court proceedings
		Noting and drafting for cabinet note, EFC, office order or files.
		General Financial Rules 2017 (GFR)
		SPARROW portal
	Section Officer	Preventive Vigilance
		Government e-Marketplace (GeM)
		General Financial Rules 2017 (GFR)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vigilance matters
	Under Secretary	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules 2017 (GFR)
		NIC applications (email, messenger, cloud storage and others)
		Vendor management
		Procurement and tender writing
		Marketing
		Establishment Rules & General Administration Matters of Government Departments
		Preventive Vigilance
	Director	General Financial Rules 2017 (GFR)
		Right to Information Act 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Project management
		Establishment Rules & General Administration Matters of Government Departments
		Preventive Vigilance

Functional Training Interventions		
Division	**Role**	**Requirements**
BIS	Advisor Cost	Government e-Marketplace (GeM)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Project appraisal
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Best Costing and Financial Management practice
		Coordination management
	Deputy Secretary	Policy Drafting
		Training on examining the viability of projects/schemes.
		Government e-Marketplace (GeM)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Project appraisal
		Human resource management
		Project management
		Legal and Court proceedings
		Establishment Rules & General Administration Matters of Government Departments
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	Assistant Section Officer	MS Office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Establishment Rules & General Administration Matters of Government Departments
		Pension Rules, Benefits under the Old Pension Scheme
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay

Functional Training Interventions		
Division	**Role**	**Requirements**
		Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
CONFONET & NCH	Assistant Section Officer	Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Human resource management
		Procurement and tender writing
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
		e-Office
	Section Officer	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.

Functional Training Interventions		
Division	**Role**	**Requirements**
		NIC applications (email, messenger, cloud storage and others)
		Legal and Court proceedings
		Procurement and tender writing
		Writing proficiency
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
	Deputy Secretary	General Financial Rules, 2017 (GFR)
		Public Financial Management System (PFMS)
		E-office
		Government e-Marketplace (GeM)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Systematic research for document / report preparation
		Roster management
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules

Functional Training Interventions		
Division	**Role**	**Requirements**
		Calculating reservation
		Bookkeeping & Accounting
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Grant of Financial upgradation under MACP
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
Consumer Protection Unit (CPU)	Under Secretary	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Human resource management
		Project appraisal
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Writing proficiency
		Calculating reservation
		Roster management
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay

Functional Training Interventions		
Division	**Role**	**Requirements**
		Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Book Keeping & Accounting
	Director	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Vendor management
		Legal and Court proceedings
	Section Officer	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Human resource management
		Project appraisal
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Marketing
		Social media
		Writing proficiency
		Systematic research for document / report preparation
		Establishment Rules & General Administration Matters of Government Departments
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance

Functional Training Interventions		
Division	**Role**	**Requirements**
		Book Keeping & Accounting
	Principal Private Secretary	E-office
		Right to Information Act, 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Systematic research for document / report preparation
		Establishment Rules & General Administration Matters of Government Departments
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Pension Rules, Benefits under the Old Pension Scheme
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Grant of Financial upgradation under MACP
	Assistant Section Officer	Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Systematic research for document / report preparation
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
CWF	Assistant Section Officer	Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		Human resource management
		Procurement and tender writing
		Establishment Rules & General Administration Matters of Government Departments

Functional Training Interventions		
Division	**Role**	**Requirements**
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
		e-Office
	Under Secretary	Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Legal and Court proceedings
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Deputy Secretary	E-office
		Public Financial Management System (PFMS)
		Right to Information Act, 2005 (RTI)
Cost Division	Joint Director	E-office
		Government e-Marketplace (GeM)
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
	Assistant Director	E-office

Functional Training Interventions		
Division	**Role**	**Requirements**
		Project appraisal
		Human resource management
		Project management
		Procurement and tender writing
		Marketing
		Social media
		Writing proficiency
		Systematic research for document / report preparation
		Preventive Vigilance
	Advisor Cost	Government e-Marketplace (GeM)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Project appraisal
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Best Costing and Financial Management practice
		Coordination management
E-Governance	Section Officer	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		Noting and drafting for cabinet note, EFC, office order or files.
		NIC applications (email, messenger, cloud storage and others)
		Legal and Court proceedings
		Procurement and tender writing
		Writing proficiency
		Establishment Rules & General Administration Matters of Government Departments

Functional Training Interventions		
Division	**Role**	**Requirements**
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting
	Deputy Secretary	General Financial Rules, 2017 (GFR)
		Public Financial Management System (PFMS)
		E-office
		Government e-Marketplace (GeM)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Systematic research for document / report preparation
		Roster management
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Calculating reservation
		Book Keeping & Accounting
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Grant of Financial upgradation under MACP

Functional Training Interventions		
Division	**Role**	**Requirements**
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Principal Private Secretary	E-office
		Writing proficiency
Emblems & Names	Under Secretary	Human resource management
	Assistant Section Officer	Training in E-office
		Training on MOP & Parliamentary procedure
		E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Legal and Court proceedings
		Procurement and tender writing
		Writing proficiency
		Systematic research for document / report preparation
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
		Bookkeeping & Accounting

Functional Training Interventions		
Division	**Role**	**Requirements**
ECRE	Under Secretary	Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Legal and Court proceedings
		Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Assistant Section Officer	Establishment Rules & General Administration Matters of Government Departments
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
	Economic Advisor	Legal and Court proceedings
		Procurement and tender writing
		Statistical and econometric analytical tools for price forecasting, commodity market
Establishment	Section Officer	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Legal and Court proceedings
		Procurement and tender writing
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP

Functional Training Interventions		
Division	**Role**	**Requirements**
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	Assistant Section Officer	E-office
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Vendor management
		Human resource management
		Project management
		Legal and Court proceedings
		Procurement and tender writing
		Writing proficiency
		Roster management
		Calculating reservation
		Establishment Rules & General Administration Matters of Government Departments
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules, Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
	Under Secretary	E-office

Functional Training Interventions		
Division	**Role**	**Requirements**
		Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Right to Information Act, 2005 (RTI)
		NIC applications (email, messenger, cloud storage and others)
		Noting and drafting for cabinet note, EFC, office order or files.
		Legal and Court proceedings
		Procurement and tender writing
		Social media
		Calculating reservation
		Establishment Rules & General Administration Matters of Government Departments
		Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
		Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
		Pension Rules- Benefits under the Old Pension Scheme
		New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
		Grant of Financial upgradation under MACP
		Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
		Preventive Vigilance
	Director	General Financial Rules
		Right to Information Act
		Noting and drafting for cabinet note
		Project management
		Establishment Rules & General Administration Matters of Government Departments
		Preventive Vigilance
General Admin	Under Secretary	Government e-Marketplace (GeM)

Functional Training Interventions		
Division	**Role**	**Requirements**
		Public Financial Management System (PFMS)
		General Financial Rules
		2017 (GFR)
		NIC applications (email
		messenger
		cloud storage and others)
		Vendor management
		Procurement and tender writing
		Marketing
		Establishment Rules & General Administration Matters of Government Departments
		Preventive Vigilance
	Director	Government e-Marketplace (GeM)
		Public Financial Management System (PFMS)
		General Financial Rules, 2017 (GFR)
		Vendor management
		Legal and Court proceedings
	Section Officer	Government e-Marketplace (GeM)
		Vendor management
		NIC applications (email, messenger, cloud storage and others)

5.2 Non-Training/Organisational CB Interventions

At an organizational level, the dimensions for capacity building are for non-training interventions like enhancements to technical systems, processes mapping and improvements, technology and data handling, resources and assets optimisation, personnel management, partnerships and stakeholder engagement methods, use and enhancement of digital tools especially for future, etc.

Table 5.4: Non-Training/Organizational CB Interventions

Non-Training Interventions		
Division	**Role**	**Requirements**
Publicity	Deputy Secretary	Software that enables shorter turnaround time on repetitive tasks
		Digital tools that increase efficiency
		Enable faster resolution of grievances
		Management Information System (MIS)
	Assistant Section Officer	Software that enables shorter turnaround time on repetitive tasks
		Digital tools that increase efficiency
		Enable faster resolution of grievances
		Management Information System (MIS)
		Outdoor Publicity
		Lack of Manpower
	Under Secretary	HR Management
		Shortage of adequate number of staff
CONFONET, NCH and e-Daakhil	Deputy Secretary	software that enables shorter turnaround time on repetitive tasks
		digital tools that increase efficiency
		enable faster resolution of grievances
		Management Information System (MIS)
	Section Officer	Best quality software that enables shorter turnaround time on repetitive tasks
		Management Information System (MIS)
		digital tools that increase efficiency
		enable faster resolution of grievances
Cooperation	Deputy Secretary	How the GoI programmes are being carried out at Grass root level
		The department needs to have a sustainable transfer policy so that the officers posted could be able to start delivering in an efficient manner. Further, there should be free and fair manpower allocation to all divisions in a equitable manner.
National Test House	Deputy Secretary	software that enables shorter turnaround time on repetitive tasks

		Field visit to see the techniques used by NTH and BIS and by other agencies on testing/other specific roles
		Lacking Knowledge on the scientific machinery being used by NTH / BIS
Integrated Finance Division & Budget (IFD)	Director	Digital tools that increase efficiency
		enable faster resolution of grievances
		Management Information System (MIS) etc.
		To receive exposure through field visits and mentorship programmes.
	Under Secretary	Officers of DoCA should be given opportunity to visit Regional Office of BIS and NTH for having exposure to understand the work being done by them
Public Grievance	Principal Private Secretary	Stress Management
		Time Management.
Legal Metrology/Weights & Measures	Assistant Director	Management Information System (MIS)
		Capacity building in the field of Legal Metrology to the team
		Manpower requirement
		Foreign Nation Visit
	Deputy Director	Advanced training on Legal Metrology in NMIs of Germany, France, UK, USA
		sector-specific skills linked to various roles at Department of Consumer Affairs like knowledge of Consumer Protection Act, Predictive pricing, Stakeholder consultation, Policy Drafting
		Mentorship from IIMs for management
		Field Visits to BIS and other laboratories
		Capacity building of the Legal Metrology Staffs is necessary to improve the performance
	Director	Management Information System (MIS)
		digital tools that increase efficiency
		Computer related information
		RTI and Public Grievance
	Metrological Assistant	Inspection
		Enforcement

		Foreign language
Parliament & Coordination	Adviser Cost	Public Administration and Financial management, Best Mandi operation and storage for agriculture commodities along with its recording of transaction
		Best practice international practice for maintenance of Standardization activity and product standards
	ASO	Software that enables shorter turnaround time on repetitive tasks
		digital tools that increase efficiency
		field visits to attached, sub-ordinate offices, autonomous bodies of DoCA would enhance our knowledge on the field work that is being carried out in these offices.
		Visits to IILM, RRSL, and BIS may be organised
Price Monitoring Division (PMD)	Deputy Director	Visit to States/ UTs to sensitize/ motivate them for creating State Level PSF
		Two weeks induction training may be very beneficial to understand the Department followed by yearly 1-2 days session to refresh/ update the schemes/ programmes of DoCA.
	Economic Adviser	Software for Price Monitoring Dashboard under procurement
		Management of stocks of pulses and onion to ensure minimal storage loss and for effective market intervention to control price rise.
	Junior statistical officer	Field visit of Pulses/ Onion procurement centres
		Programme or workshop relate to data management
	Senior Statistical Officer	Field visit to State Price Reporting Centres
Vigilance	Section Officer	To know how implemented schemes on ground level
	Under Secretary	Procurement and preventive vigilance
		Project management, collaborations, scheme evaluation, etc.
	Director	Conduct of Vigilance Inquiry
BIS	Advisor Cost	Digitization of Data and its Maintenance and Data Analysis and various software
		Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction
		Best practice international practice for maintenance of Standardization activity and product standards.

	Deputy Secretary	Software that enables shorter turnaround time on repetitive tasks
CONFONET & NCH	Section Officer	Software tools that increase efficiency, enable faster resolution of grievances
		Management Information System (MIS)
	Deputy Secretary	Software tools that increase efficiency, enable faster resolution of grievances
		Management Information System (MIS)
Consumer Protection Unit (CPU)	Under Secretary	Paucity of staff in comparison to the ever-increasing workload. Need to increase staff strength
		Proper distribution of work and rewards for sincere employees
	Section Officer	The training which may enhance the competency of the officer to devise various MIS tools (electronic), to enable him to give effective presentation on any topic.
		Physical exposure, through field visit, of the policy and schemes, architected by the Central Ministries/Departments, in order to have fair idea of the ground reality
		Given the magnitude, characteristics and complexities of the work allotted to Consumer Protection Unit, it needs to be restructured in a way to divide it into three to four distinct section/cell/unit and every such section/cell/unit should be manned by adequate number of officer and officials in order to ensure smooth disposal of tasks assigned thereto.
	Principal Private Secretary	Sessions like yoga, meditation, lectures on different topics, training, exposure, excursions etc. for DoCA officials to boost their morale and motivation
CWF	Under Secretary	Time bound work deliverables.
		Adequate manpower for proper work efficiency
	Deputy Secretary	Methods to enable faster resolution of grievances, Management Information System (MIS) digital tools that increase efficiency
Cost Division	Assistant Director	More Human Resources will assist in effective rendering of services by the Costing Cell.
	Advisor Cost	Digitization of Data and its Maintenance and Data Analysis and various software
		Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction
		Best International practice for maintenance of Standardization activity and

		product standards.
E-Governance	Section Officer	Software tools that increase efficiency, enable faster resolution of grievances
		Management Information System (MIS)
	Deputy Secretary	Software tools that increase efficiency, enable faster resolution of grievances
		Management Information System (MIS)
Emblems & Names	Deputy Secretary	How the GoI programmes are actually being carried out at Grass root level
		The department needs to have a sustainable transfer policy so that the officers posted could be able to start delivering in an efficient manner. Further, there should be free and fair manpower allocation to all divisions in a equitable manner.
	Under Secretary	To clear the long pendency of the cases due to non-receipts of the requisite comments from the concerned Ministries/Departments to clear the names under the E&M Act, a system to monitors reminders sent to the various Ministries/Departments is required.
		Delay in receiving comments from the various Ministries'/Departments for NOC of the proposals
ECRE	Under Secretary	Time bound work deliverables.
		Adequate manpower for proper work efficiency
	Assistant Section Officer	Adequate manpower for proper work efficiency.
Establishment	Under Secretary	HR Management
		Shortage of adequate number of staff
	Director	Conduct of Vigilance Inquiry
General Admin	Under Secretary	Procurement and preventive vigilance
		Project management, collaborations, scheme evaluation, etc.

6 Priority Interventions

The immediate priority interventions have been listed in this section which have been derived from the overall domain, behavioural, functional and non-training capacity building interventions identified in the previous section. These priority interventions have been identified based on consultations with the respective division officials.

6.1 Domain Interventions

Table 6.1: Priority domain interventions

	Priority Domain Interventions	
Sl. No.	**Requirements/ Interventions**	**Division**
1.	Orientation training on the functions of different divisions of DoCA for all sections of the department	All Divisions
2.	Training on various Acts related to DoCA (CP Act, LM Act, BIS Act)	All Divisions
3.	Short videos and booklets for ready reference on various Acts related to DoCA (CP Act, LM Act, BIS Act)	All Divisions
4.	Induction training modules (overview of DoCA + Division-wise deep-dive)	All Divisions
5.	Orientation on the context of the schemes and the work undertaken by the DoCA	All Divisions
6.	Training on new initiatives to all division officials apart from the nodal officer to ease distribution of work	All Divisions
7.	Knowledge session on best practices in other countries	All Divisions
8.	Short training modules about the department for Young Professionals and Consultants to speed-up the orientation process	All Divisions
9.	Training on order/ judgement drafting to members possessing a legal background with a focus to produce simple, concise, and easy to understand judgements.	Consumer Courts
10.	Training on legal/ judgement drafting to members not possessing a legal background to equip them in drafting judgements in accordance with the provisions of the law.	Consumer Courts
11.	Training on legislative drafting, Counter Affidavits drafting and data analysis	Consumer Courts
12.	Domain, Functional and Behavioural training on Judgement/ legal drafting (D), IT skills (F), Unlearning standard court procedures to move towards simple, quick and effective grievance redressal (B) with a focus on IT skills to better support the members	Consumer Courts
13.	Training in case search and precedent tracking	CPU

Sl. No.	Requirements/ Interventions	Division
	Priority Domain Interventions	
14.	Training on data collection, segregation, cleaning and analysis to accurately measure pendency of consumer grievances under CONFONET (especially related to the ranking exercise being undertaken by CPU Division to equip the Division to track the pendency more accurately)	CPU
15.	Training on the aspects of the Consumer Protection Act 2019 (in the wake of various judicial rulings)	CPU
16.	Hands-on training on legislative drafting	CPU
17.	Hands-on training on drafting replies and counter affidavits	CPU
18.	Training (+ periodically revised e-booklet) on instructions of GoI on Personnel & Establishment matters	CPU
19.	Training on interpretation of statues (Consumer Protection Act and others)	CPU
20.	Training on reading laws (Acts, Rules, Regulations) effectively	ECRE
21.	Training (+ field visits, hands-on training) on handling of court cases	ECRE
22.	Training on recruitment rules and processes (roster management, calculating reservations, announcing vacancies)	Establishment
23.	Training (+ field visits, hands-on training) on handling of court cases	Establishment
24.	Short modules, videos and handbook for ready reference. (Content can be provided by Directors, modules can be created on iGOT)	Establishment
25.	Training on e-Bill (PFMS) through hands-on training and case studies	GA
26.	GeM related matters of procurements and bid drafting.	General Administration
27.	Sanction Maker role in r/o e-Bill submission through PFMS	General Administration
28.	Training on UBIS, PFMS, new MoF guidelines and release of funds from CSS (IMPORTANT- as it is a new initiative), one component of which is e-Bill (DDO)	IFD & Budget
29.	Training on re-appropriation of funds, preparation of Revised Estimates (RE) and Budget Estimates (BE), RTI cases	IFD & Budget
30.	Exposure to the overall process of interacting with court cases (filing, counter affidavits, appearances)	Legal Metrology
31.	Hands-on training on drafting replies and counter affidavits	Legal Metrology
32.	Online collaboration tools/ formats to receive, compile and consolidate the information received from State's Portal on: * Manufacturers/ importers/ dealers/ repairers/ verifications of weights and measures	Legal Metrology

Sl. No.	Requirements/ Interventions	Division
Priority Domain Interventions		
	* No. of violations and action/ status of cases * Digital verification certificate	
33.	Training on LM Act/ Rules, Technical specifications, ISO:IEC Standards, Time Dissemination	Legal Metrology
34.	Exposure and training on time dissemination	Legal Metrology
35.	Exposure and training on digital verification certificate	Legal Metrology
36.	Training on ISO Standards	Legal Metrology
37.	Handbook for ready reference on ISO Standards	Legal Metrology
38.	Exposure + interaction with experts in legal metrology to motivate officials of the division and keep them updated with latest advancements in this field	Legal Metrology
39.	Simulation based training program for calibration and testing	Legal Metrology
40.	Training in dealing with Parliament related matters	Parliament & Coordination
41.	Training on Parliamentary procedures	Parliament & Coordination
42.	Training on all portals used by DoCA	Parliament & Coordination
43.	Practical training workshop using short videos, handbooks, case studies on Parliamentary procedures	Parliament & Coordination
44.	Training on drafting letters and communications in GoI format (formal + informal communication)	Parliament & Coordination
45.	AI/ML (predictive pricing, analytics) training to augment the capacity at the Department level	PMD
46.	Training on commodity markets	PMD
47.	Training on social media publicity (SEO, copy writing, analytics, content writing, infographics)	Publicity
48.	Brochure/ Handbook for ready reference on action taken so far and latest developments	RTI
49.	Training on SPARROW Portal	Vigilance
50.	Training on CCS (CCA) Rules and Conduct Rules	Vigilance
51.	Training on Administrative Vigilance	Vigilance

Priority Domain Interventions		
Sl. No.	Requirements/ Interventions	Division
52.	Training on Preventive Vigilance	Vigilance
53.	Module on Vigilance Manual (handbook, short videos and flowcharts) with a focus on minor penalty procedure, major penalty procedure, drafting of chargesheet and procedure for conducting enquiry, procedure for imposition of penalty, Rule 21 (inquiry, suspension and penalty) and Rule 14	Vigilance

6.2 Behavioural Interventions

Priority Behavioural Interventions		
Sl. No.	Requirements/ Interventions	Division
1.	Training to develop interpretation skill	All Divisions
2.	Training to tackle resistance in using digital tools and systems	All Divisions
3.	Training on Management Skills like prioritization, people skills, stakeholder management	All Divisions
4.	Unlearning standard court procedures to move towards simple, quick and effective grievance redressal	Consumer Courts
5.	Motivation to use IT and to promote proactive usage of digital systems and processes, by moving past the existing inhibitions on use of IT and digital systems which leads to excessive dependence on support staff.	Consumer Courts
6.	Training on change management to efficiently inculcate new systems, initiatives and processes	CPU
7.	Training on inter-personal skills	CPU
8.	Behavioural training to better handle consumer grievances and improve the quality of consumer interactions	CPU
9.	Training on change management	CPU
10.	Training on inter-personal skills	CPU
11.	Impart a sense of empathy among the ASO/SOs towards external stakeholders	CPU, CWF, PMD
12.	Training on using digital systems and tools	Establishment
13.	Automation of repetitive manual tasks	Establishment

Priority Behavioural Interventions		
Sl. No.	**Requirements/ Interventions**	**Division**
14.	Training on improving communication skills	Parliament & Coordination
15.	Training on improving communication skills	PMD
16.	Motivational training to align individual's attitude with organization's goals and priorities	RTI
17.	Training on handling complaints through case studies and hands-on learning	Vigilance

6.3 Functional Interventions

Priority Functional Interventions		
Sl. No.	**Requirements/ Interventions**	**Division**
1.	Training on Central Govt. accounting procedures	All Divisions
2.	Training on office procedures	All Divisions
3.	Training on procurement of goods and services (GFR, DFPR and Public Procurement Policy)	All Divisions
4.	Training on FR, SR	All Divisions
5.	Training on Leave Rules and Pension Rules	All Divisions
6.	Training on CCS (CCA) Rules and Conduct Rules	All Divisions
7.	Training on RTI (short modules and workshop)	All Divisions
8.	Training on Presentation Skills and PowerPoint	All Divisions
9.	Training on Spreadsheets/ Excel	All Divisions
10.	Hands-on training on framing replies to Parliamentary questions	All Divisions
11.	Training on Parliamentary procedures	All Divisions
12.	Training on Noting/ Drafting (focus on structure, format and content of file noting)	All Divisions
13.	Training on e-Office	All Divisions
14.	Training on GeM (guidelines and processes)	All Divisions
15.	Training on tendering process and creation of tender documents	All Divisions
16.	Training on PFMS	All Divisions

Priority Functional Interventions

Sl. No.	Requirements/ Interventions	Division
17.	Training on budgeting	All Divisions
18.	Training on Vigilance (rules and processes)	All Divisions
19.	Training on techno-commercial evaluation of proposals	All Divisions
20.	Training on evaluation/ assessment of DPRs	All Divisions
21.	Training on budgeting	All Divisions
22.	Note making (structure, layout, how to present facts, listing out various options, best option recommendation, merits demerits of each option to be presented to the decision-making authority)	All Divisions
23.	HR audit to assess manpower requirements and address manpower shortage	All Divisions
24.	Awareness and familiarization with the digital systems like e-Daakhil and general IT skills required in redressal of consumer grievances.	Consumer Courts
25.	Training on various e-tools in operation in Central Government	CPU
26.	Training on data analysis, representation, tracking on budgetary matters	CWF
27.	Training on Consumer Welfare Fund and its operation under 57 of CGST Act, 2017, Rule, 97 of CGST Rules, 2017 and CWF Guidelines, 2019	CWF
28.	Training modules on data analysis, data representation and quantitative assessment	ECRE
29.	Training on Financial Management	ECRE
30.	Training on Establishment matters	ECRE
31.	Training on PFMS Portal	ECRE
32.	Training on RTI Portal	ECRE
33.	Training on PG Portal	ECRE
34.	Training on effective Diary and Dispatch and use of Digital Mode.	ECRE
35.	Training on IT tools, data visualization, graphs, presentations	IFD & Budget
36.	Training modules on compile, formatting and consolidating data/ information	Legal Metrology
37.	Advanced training to compile, format and consolidate information	Parliament & Coordination
38.	Training modules on data analysis, data representation and quantitative assessment	PMD
39.	Training on Financial Economics with a focus on derivative markets	PMD
40.	Training on latest statistical packages such R, Python, Tableau and Power BI	PMD

Priority Functional Interventions		
Sl. No.	Requirements/ Interventions	Division
41.	Exposure to AI/ML (modules, interaction with academia, industry, immersion visits)	PMD
42.	Training on costing and account of stock management	PMD
43.	Training on Central Public Procurement Portal (CPPP)	Publicity
44.	Training on consultation with CVC / UPSC / DoPT on Vigilance matters	Vigilance
45.	Training on data visualization (charts, graphs)	

6.4 Non-Training Interventions

Priority Non-Training Interventions		
Sl. No.	Requirements/ Interventions	Division
1.	Handbook on RTI	All Divisions
2.	System for efficient knowledge transfer between departing and incoming official	All Divisions
3.	Explore interventions to improve synergy with other ministries	All Divisions
4.	Create user manuals for each of the portals used	All Divisions
5.	Create templates for seamless transfer of knowledge when the officers switch to different roles	All Divisions
6.	Integrated Platform for coordination between sections to answer queries pertaining to their section on RTI, Parliament, CPGRAMS portal, etc. and training on the platform	All Divisions
7.	Integrated Platform for coordination between sections to view open action items per division	All Divisions
8.	Advanced IT Infrastructure and improved working space for officials to create a comfortable working atmosphere	All Divisions
9.	Organise occasional team building activities to improve employee communication, collaboration and motivation	All Divisions
10.	Create a framework to assess competency of officials coming from central deputation	All Divisions
11.	Templatization initiative where templates can be adopted by consumer courts which can be customized as per requirement.	Consumer Courts
12.	Searchable database repository of past cases, judgements categorised by topic, date, etc.	CPU
13.	Process re-engineering exercise to optimise handling and transfer customer grievances to the concerned party	CPU
14.	Hands-on training on PFMS (latest changes)	IFD & Budget

Priority Non-Training Interventions		
Sl. No.	**Requirements/ Interventions**	**Division**
15.	Dashboard displaying data from last 10 years (BE, RE, EA) for projection based on trends, with scheme wise budgetary data	IFD & Budget
16.	Automation of report generation (Fortnightly expenditure (scheme wise) reports and weekly PFMS reports)	IFD & Budget
17.	Providing draft templates for counter affidavit, replies	Legal Metrology
18.	Partnerships with LM institutions like PTB Germany for capacity building and knowledge exchange	Legal Metrology
19.	Intervention on Digital Calibration Certificates (for automation of testing and calibration, and auto generation of certificates to reduce human intervention)	Legal Metrology
20.	Knowledge bank with queries of each division placed separately organised by year with an overall search option would save a lot of time in answering repetitive and related queries	Parliament & Coordination
21.	Digitalization of manual processes (queries may be sent through emails/e-office or uploaded on website without the need for physical copies (currently about 30 to 50 copies are created to send out to different stakeholders))	Parliament & Coordination
22.	Sorting and identification of relevant receipts to sort through duplicates/ repeats	Parliament & Coordination
23.	Training on CSMOP	Parliament & Coordination
24.	Preparation of standardised templates for replies to Parliamentary questions	Parliament & Coordination
25.	Install large monitors and screens for display of dynamic pricing information from different sources	PMD
26.	Organise periodic field visits for all officials as per their area of work to motivate and keep up with latest developments	PMD, ECRE
27.	Incorporating processes for consultation with CVC / UPSC / DoPT on Vigilance matters	Vigilance
28.	Process automation for quarterly reports sent to DoPT (requesting information from other Divisions in DoCA)	Vigilance
29.	SOPs and checklist on list of evidence, documents to be attached	Vigilance
30.	Registration of manufacturer packers may be made available in the public domain	

7 Annual Capacity Building Plan (Training Calendar)

The Annual Capacity Building Training Calendar details the suggestive timelines for the implementation of priority domain, behavioural, functional and non-training interventions identified during the study, briefed in the above sections. The training partners or institutions to facilitate the ACBP have also been recommended. The recommended training institutions include both online and offline modes of training.

7.1 Division-wise Annual Capacity Building Training Calendar

PMD Division								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on Statistical Packages (R, Python, Tableau and Power BI)	US & below	Online	Advanced		Coursera	https://www.coursera.org/specializations/statistics?irclickid=zmj1TORCFxyNTEE2aQQMUXGbUkAw4F2N8ztcVA0&irgwc=1&utm_medium=partners&utm_source=impact&utm_campaign=3310965&utm_content=b2c	D	Q2
2	Data Analytics - Basic	US & below	Hybrid	Basic		Gokhale Institute of Economics and Politics	R, Python, Statistics for price forecasting	F	Q1
3	Training on costing and account of stock management	US & below	Offline	Advanced	2 days	ISTM	Inventory & Store Keeping Management: https://www.istm.gov.in/home/view_annual_calendar/2022	F	Q2
4	Data Analytics - Advanced	US & below	Hybrid	Advanced		Gokhale Institute of Economics and Politics	Predictive pricing, price forecasting models	F	Q3
5	Training on commodity markets and	All officials	Hybrid	Basic		NISM		D	Q3

PMD Division									
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
	econometric tools								
6	Training on Derivative Markets	US & above	Offline	Advanced		AJNIFM		D	Q4
7	Training on Buffer Stock Management	US & above	Offline	Advanced	2 days	ISTM	Inventory & Store Keeping Management: https://www.istm.gov.in/home/view_annual_calendar/2022	D	Q4
8	Training on Import-Export	US & above	Offline	Advanced	5 days	IIFT		D	Q4
Non-Training Interventions									
1	Field visits to Reliance and ITC Price Monitoring Units	Director & below	Offline	-		Reliance and ITC	Study of best practices and insight into latest tools, technologies	NT	Q2
2	Field visits to NAFED storage centres	Director & below	Offline	-		NAFED	Study of supply chain and identification of logistical challenges	NT	Q3
3	Field visit to private sector warehouses	Director & below	Offline	-		Blinkit, Big Basket	Study of best practices and insight into latest tools, technologies	NT	Q3
4	Field visit to state price reporting centres and market centres	Director & below	Offline	-		State Price Reporting Centres	Insight into field operations, identification of operational issues	NT	Q4
5	Digitization of Costing and Accounting of PSF operations	-		-		Agency to be identified	Software/ digital platform through process reengineering exercise	NT	-

Publicity Division

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on data visualisation skills (graphs, charts diagrams)	US & below	Online	Basic	2h	Datacamp eCourse	Data Visualization using Power BI: Create insightful visualizations through built-in and customized charts and conditional formatting	F	Q1
2	Data Analysis	US & below	Online	Basic	19h 40m	LinkedIn	https://www.linkedin.com/learning/paths/develop-your-data-analysis-skills	F	Q2
3	Digital Marketing	Director & below	Offline	Advanced		IIM Raipur	Marketing of Public Services	D	Q3
4	Training on social media publicity	Director & below	Offline/ Hybrid	Advanced		MICA, Ahmedabad	SEO, copy writing, analytics, content writing, infographics	D	Q4

	CPU and CONFONET Divisions								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on Consumer Protection	US & below	Offline	Basic	To be curated	IIPA- Centre for Consumer Studies	https://www.iipa.org.in/cms/ public/page/ccs	D	Q1
2	Public policy formulation	Directors and above	Online	Advanced	2h 30m	iGOT	https://portal.igotkarmayogi .gov.in/app/toc/do_113435 48267507712012 03/overvie w?primaryCategory=Course	F	Q1
3	Hands-on training on legislative drafting	SO/ASO	Offline	Basic	3 days	Institute of Legislative Drafting and Research	https://legislative.gov.in/ildr	D	Q2
4	Training on citizen centricity	SO/ASO	Offline	Basic	1 day	Illumine		B	Q2
5	Litigation Management	US & below	Offline	Basic	2 days	ISTM	Litigation Management: https://www.istm.gov.in/ho me/view_annual_calendar/ 2023	F	Q2
6	Training in case search and precedent tracking	US & below	Offline	Advanced	To be curated	Cyril Amarchand Mangaldas		D	Q3
7	Training on Policy Evaluation	Directors and above	Offline	Advanced	1 day	ISTM	Monitoring & Evaluation of Government Scheme	F	Q3
8	Training on customer interaction	NCH officials	Offline	Basic	1 day	Tata Call Centre		B	Q3
9	Training on handling court cases	US & below	Offline	Basic	6 days	Delhi Judicial Academy		F	Q4
10	Domain training for CPU	US & below	Hybrid	Basic	To be curated	NLS, Bangalore	Legal drafting, drafting counter affidavits, replies, interpretation of CP Act	D	Q4

Cooperation Division								
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
1	Training on Project Management	Directors and above	Online	Basic	2 hours	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_113412 88984346662401233/overview?primaryCategory=Course	F	Q1
2	Training on Procurement of Goods and Services	US & below	Offline	Advanced	6 days	NIFM	https://www.ajnifm.ac.in/mdpprograms/training-programme-public-procurement-basic-advanced-2022-23	F	Q2
			Offline	Basic	3 days	ISTM	Workshop on Public Procurement under GFR-2017		
3	Training on Imports-Exports	Directors and above	Offline	Advanced	5 days	Indian Institute of Foreign Trade (IIFT)	Topics: Import /Export processes Global Best Practices Real Time Data Sources International Trade Policies	D	Q3
4	Data Analytics using MS-Excel	SO/ASO	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
5	Stakeholder management	US & below	Offline	Basic	1 day	NISG ISB/IIM-A	-	F	Q4

	RTI and PG Divisions								
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
1	Training on RTI	US & below	Offline	Basic	5 days	IIPA	https://www.iipa.org.in/cms/public/training_course/33	D	Q1
		Public Information Officers	Offline	Advanced	3 days	ISTM	Right to Information - Public Information Officers https://www.istm.gov.in/home/view_annual_calendar		
		US & below	Offline	Basic	2 days	ISTM	Right to Information - Appellate Authority https://www.istm.gov.in/home/view_annual_calendar		
2	Training on citizen centricity	SO/ASO	Offline	Basic	1 day	Illumine		B	Q2
3	Training on Procurement of goods and services	US & below	Offline	Advanced	6 days	NIFM	https://www.ajnifm.ac.in/mdp programs/training-programme-public-procurement-basic-advanced-2022-23	F	Q2
			Offline	Advanced	3 days	NISG			
			Offline	Basic	3 days	ISTM	Workshop on Public Procurement under GFR-2017 https://www.istm.gov.in/home/view_annual_calendar		
4	Seminar on Right to Information	US & below	Offline	Basic	1 day	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q4
5	Record Management	SO/ASO	Offline	Basic	2 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q4
6	Certificate course on Office automation	SO/ASO	Offline	Basic	80 h	NIELIT	https://nielit.gov.in/sites/default/files/Ranchi/160512_Office Automation.pdf	F	-

Vigilance Division								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on Procurement of goods and services	US & below	Online	Basic	2h	iGOT	Public Procurement Framework of GOI: https://portal.igotkarmayogi.gov.in/app/toc/do_113691742890475520147/overview?primaryCategory=Course&batchId=01370937863983104084 Procurement of Services Works and Contract Management: https://portal.igotkarmayogi.gov.in/app/toc/do_1134858122342809601393/overview?primaryCategory=Course	F	Q1
		US & below	Online	Advanced	20h	iGOT			
2	Training on Preventive Vigilance	US & below	Online	Basic		iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1134517963349278721259/overview?primaryCategory=Course&batchId=0134664311267000321	D	Q2
3	Training on SPARROW Portal	US & below	Offline	Basic	1 day	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q2
4	Training on Conduct Rules	US & below	Offline	Basic	5 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q2
5	Training on Administrative Vigilance	US & below	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q3
6	Training on Procurement of goods and services	US & below	Offline	Basic	6 days	NIFM	https://www.ajnifm.ac.in/mdpprograms/training-programme-public-procurement-basic-advanced-2022-23	F	Q3
		US & below	Offline	Basic	3 days	ISTM			

						Workshop on Public Procurement under GFR-2017		
7	Training on Preventive Vigilance	US & below	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q4
8	Hands-on training on Preventive Vigilance	US & below	Offline	Basic	2 days	CVC	Systemic Improvement (cvc.gov.in)	D	Q4

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
IFD/ Budget Division									
1	Training on PFMS and e-Bill	US & below	Offline	Basic	2 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q2
2	Training on Budget Formulation	US & below	Offline	Basic	To be curated	NIFM	Topics: Re-appropriation of funds, preparation of Revised Estimates (RE) and Budget Estimates (BE)	D	Q2
3	Monitoring & Evaluation of Government Scheme	Directors and above	Offline	Advance	1 day	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
4	Formulation of Budget	Directors and above	Offline	Advance	2 days	ISTM	https://www.istm.gov.in/home/view_circular/336	D	Q2
5	Training on PFMS Portal	US & below	Offline	Basic	2 days	ISTM	Orientation Training Programme on PFMS	D	Q1
6	Training on Financial Management	US & below	Offline	Basic	5 days	IIPA	https://www.iipa.org.in/cms/public/training_course/22 Modules: https://iipa.org.in/modules/fin.pdf	F	Q3
		US & below	Offline	Basic	7 days	CAG	https://cag.gov.in/uploads/media/Admin-training-details-sept-21-to-june-22-062a3077667db88-83065394.pdf	F	Q4
7	Procurement of goods and services	US & below	Offline	Basic	3 days	ISTM	Workshop on Public Procurement under GFR-2017	F	Q3
		US & below	Offline	Basic	To be curated	NIFM	Public Procurement and Contract Management		

| 8 | Workshop on GeM | US & below | Offline | Basic | 1 day | ISTM | https://www.istm.gov.in/home/view_annual_calendar | F | Q4 |
| 9 | Techno-commercial evaluation of proposals | Directors and above | Offline | Advance | 3 days | ISTM | Workshop on Public Procurement under GFR-2017 | F | Q3 |

Establishment Division								
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
1	Data visualization	US & below	Online	Basic	2h	Datacamp	https://www.datacamp.com/courses/understanding-data-visualization	Tech	Q1
2	Fundamental Rules (FR) and Supplementary Rules (SR)	US & below	Online	Basic	2.5 hours	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1134971137511260161111/overview?primaryCategory=Course&batchId=0135592683306926082	D	Q1
3	Roster Management	SO/ASO	Offline	Basic	3 days	ISTM	Preparation of Roster	D	Q2
4	Training on CCS (Conduct) Rules	US & below	Offline	Basic	5 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
5	Training on Procurement of goods and services	US & below	Offline	Basic	6 days	NIFM	https://www.ajnifm.ac.in/mdpprograms/training-programme-public-procurement-basic-advanced-2022-23	F	Q3
6	Handling of Court Cases	US & below	Offline	Basic	6 days	The Delhi Judicial Academy	Processes involved at various stages of Court Cases and how to deal with it	F	Q3
7	Training on Admin Rules	US & below	Offline	Basic	6 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q4

BIS Division								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Data Analytics using MS-Excel	US & below	Offline	Basic	3d	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
2	Monitoring & Evaluation of Government Scheme	Directors and above	Offline	Advance		ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
3	Time management	SO/ASO	Online	Basic	1h	iGOT: COMMIT (Comprehensive Online Modified Modules for Induction Training)	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B	Q1
4	Big Data Analytics in Government - Basic	US & below	Offline	Advance	3d	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
5	Fundamental Rules (FR) and Supplementary Rules (SR)	US & below	Online	Basic	2h 30m	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1134971137511260161111/overview?primaryCategory=Course&batchId=0135592683306926082	F	Q2
6	Big Data Analytics in Government - Advanced	US & below	Offline	Basic	3d	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q3
7	Training on Financial Management	US & below	Offline	Advance	5d	IIPA	https://www.iipa.org.in/cms/public/training_course/22	F	Q3

						Modules: https://iipa.org.in/modules/fin.pdf		
8	Domain Training Module on BIS	Mandatory for all BIS officials	Offline	Advance		NITS		D	Q4

NTH Division								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on RTI	US & below	Offline	Basic		ISTM		F	Q1
2	Data Analytics using MS-Excel	US & below	Offline	Basic	3d	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
3	Lab Information Management System (LIMS)	US & below	Offline	Advance		Selected faculty from NIC		D	Q2
4	Monitoring & Evaluation of Government Scheme	Directors and above	Offline	Advance		ISTM	https://www.istm.gov.in/home/view_annual_calendar	D	Q2
5	Training on Financial Management	US & below	Offline	Advance	5d	IIPA	https://www.iipa.org.in/cms/public/training_course/22 Modules: https://iipa.org.in/modules/fin.pdf	F	Q3
6	Handling of Court Cases	US & below	Offline	Basic	6d	The Delhi Judicial Academy	Processes involved at various stages of Court Cases and how to deal with it	F	Q4
7	Certificate course on Office automation	SO/ASO	Offline	Basic	80 h	NIELIT	https://nielit.gov.in/sites/default/files/Ranchi/160512_OfficeAutomation.pdf	F	-

Parliament & Coordination

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Effective Communication	US & below	Online	Basic	2 hours	iGOT	Karmayogi Bharat (igotkarmayogi.gov.in)	F	Q1
2	Business Communications	US & below	Online	Basic		COMMIT (Comprehensive Online Modified Modules for Induction Training)	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B	Q1
3	Training on Parliamentary Matters	US & below	Offline	Basic	2 days	ISTM	Hands-on framing replies to Parliamentary questions	D	Q2
		US & below	Offline	Basic	6 days		Training and Manual of Parliamentary Procedures, Rules of Procedure and Conduct of Business in the Rajya Sabha and Lok Sabha.	D	Q2
4	Handling of Court Cases	US & below	Offline	Basic	6 days	The Delhi Judicial Academy	Processes involved at various stages of Court Cases and how to deal with it	F	Q3

	Legal Metrology								
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
1	Data Analytics using MS-Excel	SO/ASO	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
2	Monitoring & Evaluation of Government Scheme	Directors and above	Offline	Advance	1 day	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
3	Training on LM	US & below	Offline	Basic	1 week	IILM, Ranchi	http://iilm.gov.in/sites/default/files/TRANNING%20CALENDAR%202022.pdf LM Act, Rules, Technical specifications, ISO:IEC Standards, Time Dissemination	D	Q1
5	Workshop on digital certificate for verification	SO/ASO	Offline	Advance	1 day	IILM		D	Q1
6	Domain training on Legal Metrology	US & below	Offline	Basic		IILM	Training on ISO Standards	D	Q3
		US & below	Offline	Basic		IILM	Simulation based training program for calibration and testing	D	Q3
		US & below	Offline	Basic		IILM	Training on standards of OIML (LM)	D	Q4
7	Domain training on legal drafting	SO/ASO	Offline	Basic		NLU, Delhi	Hands-on training on drafting replies and counter affidavits	F	Q2
8	Handbook on ISO Standards	-	-	-	-	IILM	Handbook for ready reference	NT	-

	General Admin								
S.No	**Name of Component**	**Target Group**	**Mode**	**Proficiency level**	**Duration**	**Recommended Institution(s)**	**Course Name/Link**	**Category**	**Quarter**
1	Training on Project Management	Directors and above	Online	Advance	2 hours	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_11341288 98434662401233/overview?primaryCategory=Course	F	Q1
2	Handling of court cases	US & below	Offline	Basic	6 days	Delhi Judicial Academy	Processes involved at various stages of Court Cases and how to deal with it	D	Q3
3	Training on GFR	SO and above	Online	Basic	1h 43m	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_11369160 9766952960124/overview?primaryCategory=Course&batchId=01369236247759257613	D	Q2
4	Monitoring & Evaluation of Government Scheme	Directors and above	Offline	Advance	1 day	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
5	Data Analytics using MS-Excel	Self-nomination	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
6	Data visualization	US & below	Online	Basic	2 hours	Datacamp	https://www.datacamp.com/courses/understanding-data-visualization	Tech	Q2
7	Training on Procurement of Goods and Services	US & below	Online	Basic	2 hours	iGOT	Public Procurement Framework of GOI: https://portal.igotkarmayogi.gov.in/app/toc/do_11369174 2890475520147/overview?primaryCategory=Course&batchId=01370937863983104084	F	Q1
			Online	Advance	20 hours	iGOT	Procurement of Services Works and Contract	F	Q2

			Offline	Basic	6 days	NIFM	Management: https://portal.igotkarmayogi. gov.in/app/toc/do_11348581 22342809601393/overview? primaryCategory=Course		
			Offline	Basic	6 days	NIFM	https://www.ajnifm.ac.in/md pprograms/training-programme-public-procurement-basic-advanced-2022-23	F	Q3
			Offline	Basic	3 days	ISTM	Workshop on Public Procurement under GFR-2017	F	Q4

ECRE									
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
1	Training on Financial Management	US & below	Offline	Advance	5d	IIPA	https://www.iipa.org.in/cms/public/training_course/22 Modules: https://iipa.org.in/modules/fin.pdf	F	Q1
2	Curated course on Financial Management	US & below	Offline	Advance		CGA	https://cga.nic.in/Page/Institute-of-Government-Accounts-and-Finance-INGAF.aspx	F	Q1
3	Diary and Dispatch	SO/ASO	Offline	Basic	2 hours	ISTM	Office Procedures	F	Q2
4	Training on interpretation of laws	Directors & below	Offline	Advance		NLU, Delhi	To be curated	F	
5	Training on handling court cases	US & below	Offline	Basic	6 days	Delhi Judicial Academy		F	Q4
6	Domain training on price monitoring of essential commodities	US & below	Hybrid	Advance		Gokhale Institute of Economics and Politics	To be curated	D	
7	Training on Buffer Stock Management	US & below	Offline	Advance	2 days	ISTM	Inventory & Store Keeping Management	D	Q4
8	Training on costing and account of stock management	US & below	Offline	Basic	2 days	ISTM	Inventory & Store Keeping Management	F	Q2
9	Time management	SO/ASO	Online	Basic	1 hour	iGOT: COMMIT	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B	Q1

	Non-Training Interventions								
1	Field visits to NAFED storage centres	SO/ASO	Offline	-		NAFED	Study of supply chain and identification of logistical challenges	NT	Q3
2	Field visits to private sector warehouses	Directors and above	Offline	-		Blinkit, Big Basket	Study of best practices and insight into latest tools, technologies	NT	Q3

7.2 Common Requirements across the Department of Consumer Affairs

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
Department-wide common requirements									
1	Certificate Course on Consumer Law	US & below	Offline	Advance	5 days	NLU, Delhi	https://nludelhi.ac.in/download/Certificate%20Course_N.pdf	D	Q1
2	Handling of Court Cases	US & below	Offline	Basic	6 days	The Delhi Judicial Academy	Processes involved at various stages of Court Cases and how to deal with it	D	Q1
3	Training on legal drafting	US & below	Offline	Basic	To be curated	NLU, Delhi	Legal Research and Writing	D	Q1
4	Legal Research and Writing	US & below	Online	Advance	8 weeks	Law Octopus Law School	https://www.lawctopus.com/online-course-legal-research-writing/	D	Q1
5	Training on RTI	US & below	Offline	Basic	3 days	ISTM			Q2
		US & below	Offline	Basic	5 days	IIPA	https://www.iipa.org.in/cms/public/training_course/33	F	Q2
		US & below	Online	Basic	2 hours	iGOT	Part 1: https://portal.igotkarmayogi.gov.in/app/toc/do_113693885524467712197/overview?primaryCategory=Course Part 2: https://portal.igotkarmayogi.gov.in/app/toc/do_1134693696236748801441/overview?primaryCategory=Course&batchId=01358348857907609623	F	Q1
6	Training on GeM	US & below	Offline	Basic	1 day	ISTM	Hands-on workshop on the procurement and tendering (case-study based, focus on practical application)	F	Q1

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
		US & below	Online	Basic	1h	iGOT	Introduction to GeM for Buyers Registration of Buyers Mode of Procurement and Procurement Processes https://portal.igotkarmayogi.gov.in/app/toc/do_1135700241971036161 41/overview?primaryCategory=Course&batchId=0135948249255198721	F	Q2
7	Training on Public Private Partnerships and Contract Management	Directors and above	Offline	Advance	2-4 days	NISG	Public Private Partnerships, Business Models, Procurement in e-Governance, Contract Management Lifecycle	F	Q1
8	Procurement in e-Governance	US & below	Offline	Basic	3 days	NISG		F	Q1
9	Training on tender process	JS & below	Offline	Advance		ISTM	Tendering process and creation of tender documents	F	Q2
10	Techno-commercial evaluation of proposals	JS & below	Offline	Advance	3 d	ISTM	Workshop on Public Procurement under GFR-2017	F	Q2
11	Evaluation of DPRs	JS & below	Offline	Advance	3d	NISG		F	Q1
		JS & below	Online	Advance	22h	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1134858122342809601393/overview?primaryCategory=Course		
12	Noting and drafting	US & below	Online	Basic	2h	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1135948071783301121144/overview?primaryCategory=Course&batchId=0135949651763609600	F	Q1

Department-wide common requirements

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
Department-wide common requirements									
		US & below	Offline	Basic	2d	ISTM	Workshop on Noting & Drafting	F	Q1
13	Training on Cyber Security and Strategy	JS & below	Offline	Advance	5d	NISG			Q2
		JS & below	Online	Advance	1 day	iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_113412232368078 8481105/overview?primaryCategory=Course	F	Q1
14	Training on Office Procedures	US & below	Online	Basic	2h	ISTM	iGOT: https://portal.igotkarmayogi.gov.in/app/toc/do_113594853400707 0721153/overview?primaryCategory=Course	F	Q2
15	Training on Establishment Rules	US & below	Offline	Basic	5d	ISTM	Establishment Rules-2 (ER-2-07): FR, SR (Leave Rules and Pension Rules, CCS (CCA) Rules and Conduct Rules)	F	Q1
16	Training on Parliamentary Matters	US & below	Offline	Basic		ISTM	Hands-on framing replies to Parliamentary questions	F	Q2
		US & below	Offline	Basic	6d		Training and Manual of Parliamentary Procedures, Rules of Procedure and Conduct of Business in the Rajya Sabha and Lok Sabha.	F	Q2
17	Training on e-Office	All divisions of DoCA, Establishment, RTI & PG	Offline	Basic	2d	ISTM		F	Q3
18	Training on Admin Rules	US & below	Offline	Basic	6 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar		Q4
19	Training on PG Portal	US & below	Offline	Basic	2 days	ISTM	Use of ITES, Learning Management System, PFMS, GeM	F	Q3

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
Department-wide common requirements									
							Portal, MIS, Bharat Portal, PFMS, NIC & Other e-Office services		
20	Central Government Accounting Procedures	SO/ASO	Offline	Basic		INGAF		F	Q2
21	Training on PFMS	US & below	Offline	Basic		INGAF		F	Q2
22	Training on PFMS Portal	US & below	Offline	Basic	2 days	ISTM	Orientation Training Programme on PFMS	F	Q2
23	Formulation of Budget	Directors and above	Offline	Advance	2 days	ISTM	List the principles of Budgeting2) Explain the various terms used in Budget3) Explain the process of preparation of Statement of Budget Estimates, proposal for Supplementary Grants etc.4) Distinguish between saving and surrender of funds5) Describe the concept of Cash Management6) Share their experiences in resolving the budget related problems https://www.istm.gov.in/home/view_circular/3361	F	Q3
24	Financial Management	US & below	Offline	Advance	7 days	CAG	https://cag.gov.in/uploads/media/Admin-training-details-sept-21-to-june-22-062a3077667db88-83065394.pdf	F	Q3
25	Training on Vigilance	US & below	Offline	Basic	5d	ISTM		F	Q2
26	Training on	US & below	Offline	Basic	2 days	ISTM	Orientation Training Programme	F	Q2

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
Department-wide common requirements									
	Preventive Vigilance						on Preventive Vigilance		
27	Training on Administrative Vigilance	US & below	Offline	Basic	3 days	ISTM		F	Q2
28	Training on Citizen Centricity	SO/ASOs of citizen facing divisions of DoCA	Offline	Basic		Illumine		B	Q1
29	Behavioural training to embrace digital technologies	US & below	Offline	Basic		ISB	Digital Transformation: https://tinyurl.com/2hzhszbd	B	Q3
30	Public Policy Formulation	Directors and above	Online	Basic		iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_1134354826750771201203/overview?primaryCategory=Course		Q2
			Offline	Basic		ISB/ ISTM/ IIPA			Q3
31	MS Office (MS Word, Power Point, Excel)	US & below	Online	Basic	20h	iGOT	https://portal.igotkarmayogi.gov.in/app/learn/browse-by/provider/Microsoft/all-CBP	F	Q1
32	e-Governance Project Lifecycle (eGLC)	Directors and above	Offline	Advance	3 days	NISG	e-Governance Project Development Life Cycle, Vision and Strategy development, Government Process Re-engineering, change in e-Governance projects, Legal and policy framework for e-Governance projects, Introduction to Public Private Partnerships	F	Q3

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
							(PPP), Contract Development for e-Governance projects		
33	Information Security Management (ISM) & Cyber Security	US & below	Offline	Advance	3 days	NISG, CERT-In	Overview of cyber security, Models and Frameworks for Information Security Management, Securing Business Applications	F	Q3
35	Data Analytics using MS-Excel	US & below	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q1
36	Big Data Analytics in Government - Basic	US & below	Offline	Basic	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q2
37	Big Data Analytics in Government - Advanced	US & below	Offline	Advance	3 days	ISTM	https://www.istm.gov.in/home/view_annual_calendar	F	Q3
38	Presentation Skills	US & below	Online	Basic		Coursera	Effective Business Presentations with PowerPoint: https://in.coursera.org/learn/powerpoint-presentations#syllabus	F	Q1
		US & below	Offline	Basic	2d	ISTM	Workshop on effective Presentation Skills	F	Q2
40	Roster Management	US & below	Offline	Basic	3 days	ISTM	Preparation of Roster		Q3
41	Decision making	Self-nomination	Offline	Basic	3d	IIM-B	Decision making for managerial effectiveness	B	Q1
42	Innovative & Critical thinking	Self-nomination	Offline	Basic	2d	ISTM		B	Q1
43	Induction Training Modules	US & below	Online	Basic		Infonative		NT	Q1
44	Development of	SO and ASO	Offline	Basic	15 days	iGOT and ISTM	Code of Conduct for Government	F	Q1

S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
	Attitude Knowledge Skill for Holistic Transformation in Administration (DAKSHTA)						Employees Noting and Drafting Public Procurement Framework of GOI Office Procedure Parliamentary Procedures Government E Marketplace Right to Information Act, 2005 - Part 1 Right to Information Act, 2005 - Part 2 Leave Rules Pay Fixation Annual Performance Appraisal Report (APAR)		
45	Advanced Management program in Public Policy	Directors and above	Offline	Advance	12 months	Indian School of Business	https://www.isb.edu/en/study-isb/advanced-management-programmes/amppp.html	F	Q3
46	Program on Public Procurement	US & below	Online	Basic	6 days	AJNIFM	https://www.ajnifm.ac.in/sites/default/files/uploadfiles/Training_Programs%20_Pubblic_Procurement_Basic%26Advanced2022-23.pdf	F	Q3
47	Effective Business Communication	US & below	Online	Basic	6 weeks	IIM Bangalore	Effective Business Communication - IIMBX	F	Q4
48	Public Policy: Design and Implementation for Success	US & below	Offline	Basic	2 months	National University of Singapore		F	Q4
49	Creative and design	US & below	Online	Basic	5 weeks	INSEAD	https://www.insead.edu/executive-	F	Q4

Department-wide common requirements

Department-wide common requirements								
S.No	Name of Component	Target Group	Mode	Proficiency level	Duration	Recommended Institution(s)	Course Name/Link	Category	Quarter
	thinking skills						education/open-online-programmes/design-thinking-creativity-business		

7.3 Additional training programmes recommended

Additional training programmes recommended					
S.No	Name of Component	Target Group	Duration	Recommended Institution(s)	Course Name/Link	Category
1	Gender Sensitization	Self-nomination		IIPA		B
2	Work life balance	Self-nomination		IIPA	https://www.iipa.org.in/cms/public/training_course/10	B
3	Visioning & Strategic Thinking	Self-nomination		IIM B		B
4	Negotiation skills	Self-nomination	2 days	IIM Calcutta IIM Bangalore SVP NPA	https://www.iimb.ac.in/eep/product/162/Advanced_Business_Negotiation_Programme	B
5	Empathy in the Workplace	Self-nomination		Illumine		B
6	Stress management	Self-nomination		iGOT	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B
7	Training on Change Management	US and above	5 days	IIPA	-	B
			2 days	NISG		B
8	Business Communications	Self-nomination		COMMIT (Comprehensive Online Modified Modules for Induction Training)	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B

S.No	Name of Component	Target Group	Duration	Recommended Institution(s)	Course Name/Link	Category
	Additional training programmes recommended					
9	Time Management	Self-nomination	5 days	COMMIT (Comprehensive Online Modified Modules for Induction Training) IIPA	https://portal.igotkarmayogi.gov.in/app/toc/do_11347591290908672011/overview?primaryCategory=Course&batchId=0134760494641479685	B
10	Motivational Training	Self-nomination		IIPA		B
11	Organizational Behaviour, Ethics, Values			ISTM		B
12	Leadership	Directors and above		Art of Living		B
13	Training on Communication and Inter-personal skills	SO/ASO		ISTM		B
14	Training on inter-personal skills	Directors and above	10 Days	IIM-A		B
15	Organisational Leadership for the 21st Century	Directors and above	4 Days	IIM-A		B
16	Creating High Performance Organisations	Directors and above	5 Days	IIM-B		B
17	Decision Making for Managerial Effectiveness	Directors and above	3 Days	IIM-B		B
18	Leading Strategic Change	Self-nomination basis	3 Days	IIM-B		B

Additional training programmes recommended

S.No	Name of Component	Target Group	Duration	Recommended Institution(s)	Course Name/Link	Category
19	Workplace Conflict - An Opportunity for Growth	Directors and above	3 Days	IIM-B		B
20	Grievance Redressal Mechanism	US & below	5 days	IIM-B		B
21	Business Communication & Stakeholder Management	US & below	2 days	NISG		B
22	HR Audit	Directors and above		XLRI	To assess human capital requirements, address shortages, suggest improvements	F
23	Management Skills like prioritization, people skills, stakeholder management	US & below	1 day	XLRI	https://vil.xlri.ac.in/course/pm/	B
24	Communication skills	US & below		ISTM		B
25	Critical Thinking and Problem Solving	Self-nomination		ISTM		B
26	Emotional intelligence	Directors and above	1 day	Art of Living		B
27	Emotional Wellbeing of Employees	Self-nomination	1 day	Art of Living		B
28	Increasing your Emotional Quotient	Self-nomination	1 day	Art of Living		B
29	Leadership Training	Directors and above		ISB		B
30	Introduction to Project Management Framework	Directors and above	5 days	NISG	Project Integration Management Project Scope, Time and Cost Management Project Risk and Quality Management	

S.No	Name of Component	Target Group	Duration	Recommended Institution(s)	Course Name/Link	Category
Additional training programmes recommended						
					Project Human Resource & Communications Management	
31	Public Policy Formulation	Directors and above		NUS	https://nuslky.emeritus.org/public-policy-design-and-implementation	
32	EDP in Project Management	Directors and above	7 months (90 hours)	XLRI	EDP in Project Management Batch-10 - XLRI -Xavier School of Management	

7.4 Summary of Top Interventions

7.4.1 Top Domain Interventions

Top Domain Requirements
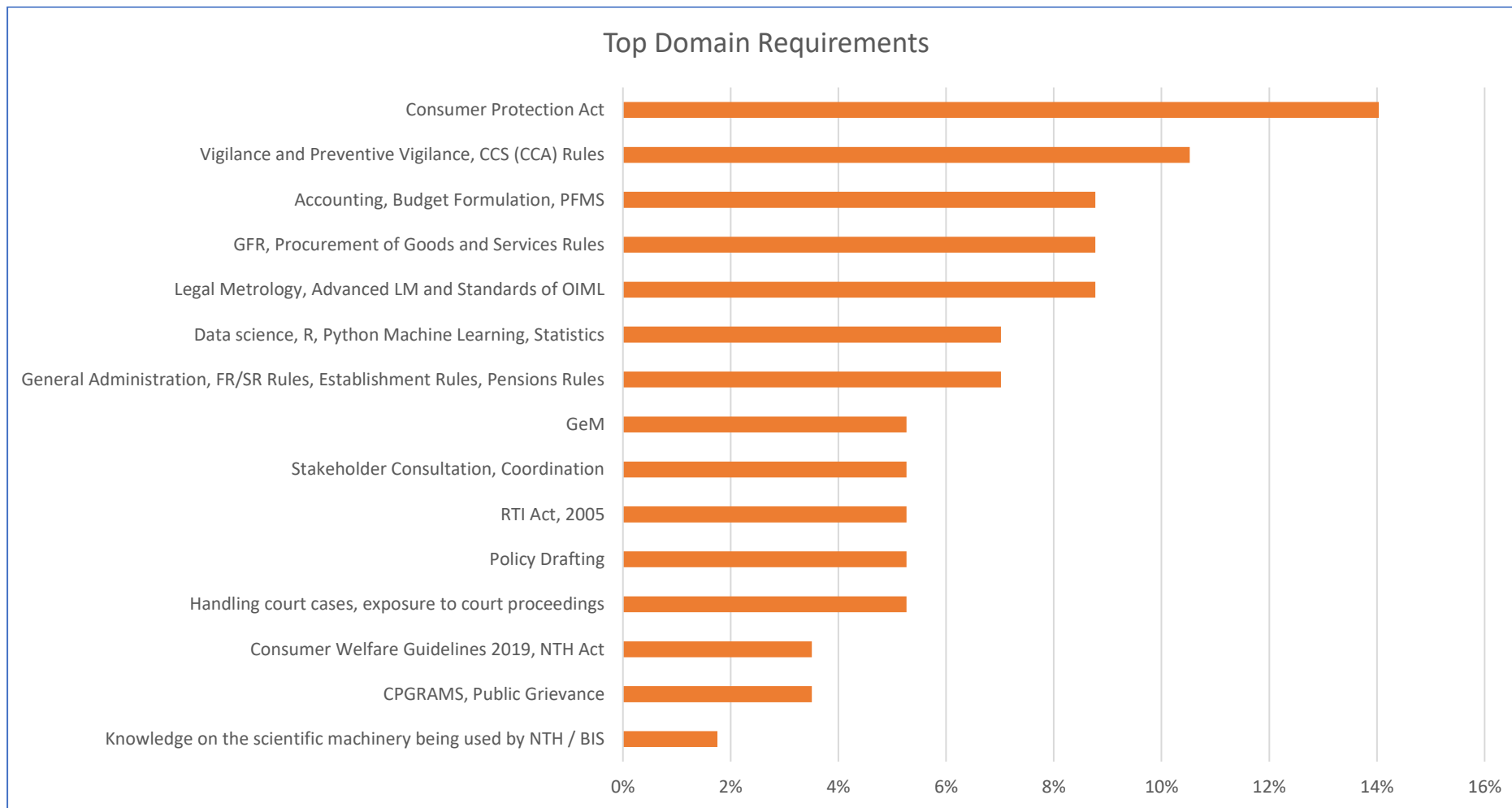
Figure 7.1: Top Domain requirements

7.4.2 Top technology related training interventions
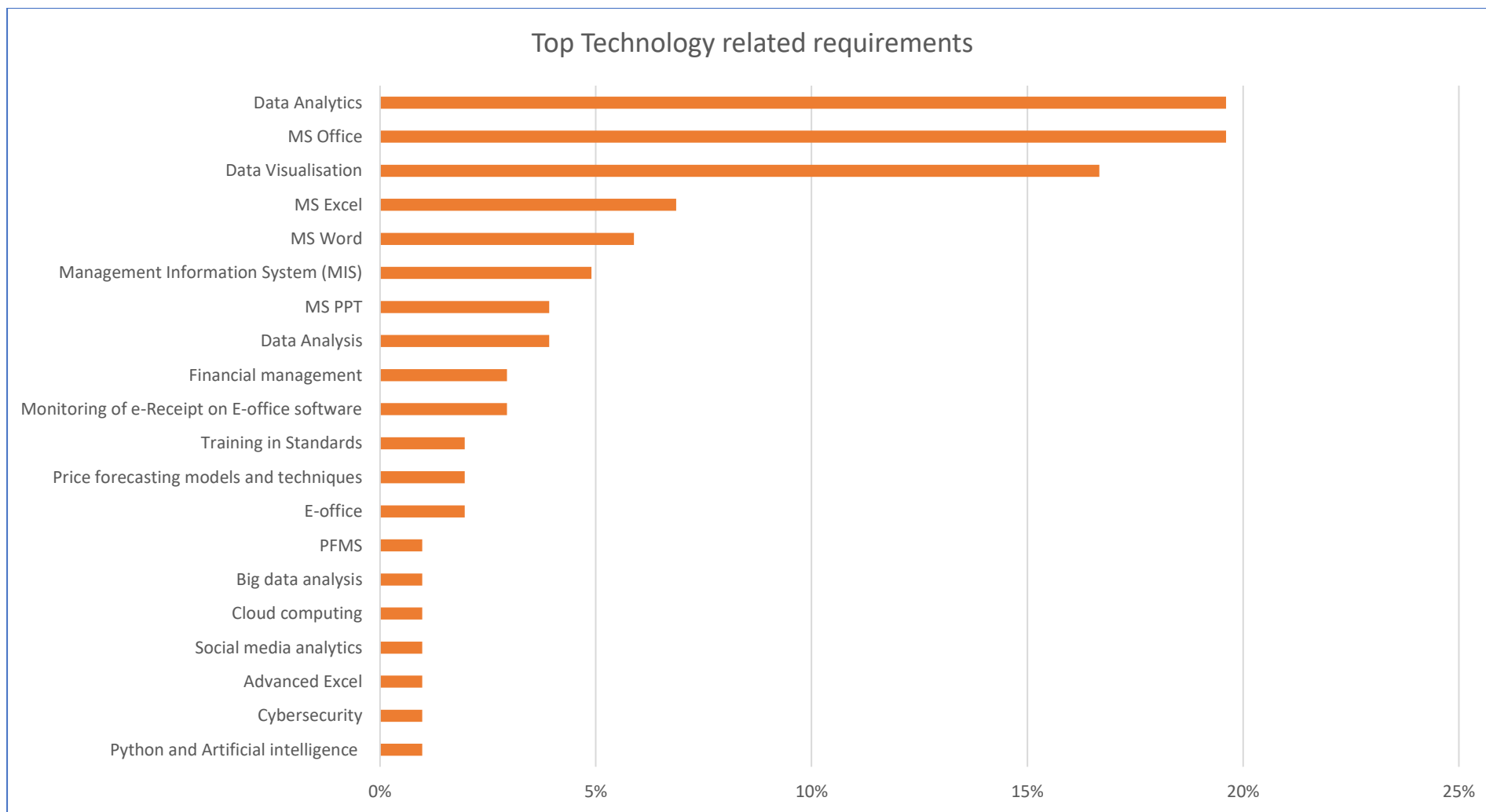
Figure 7.2: Top technology related interventions

7.4.3 Top Behavioural Interventions
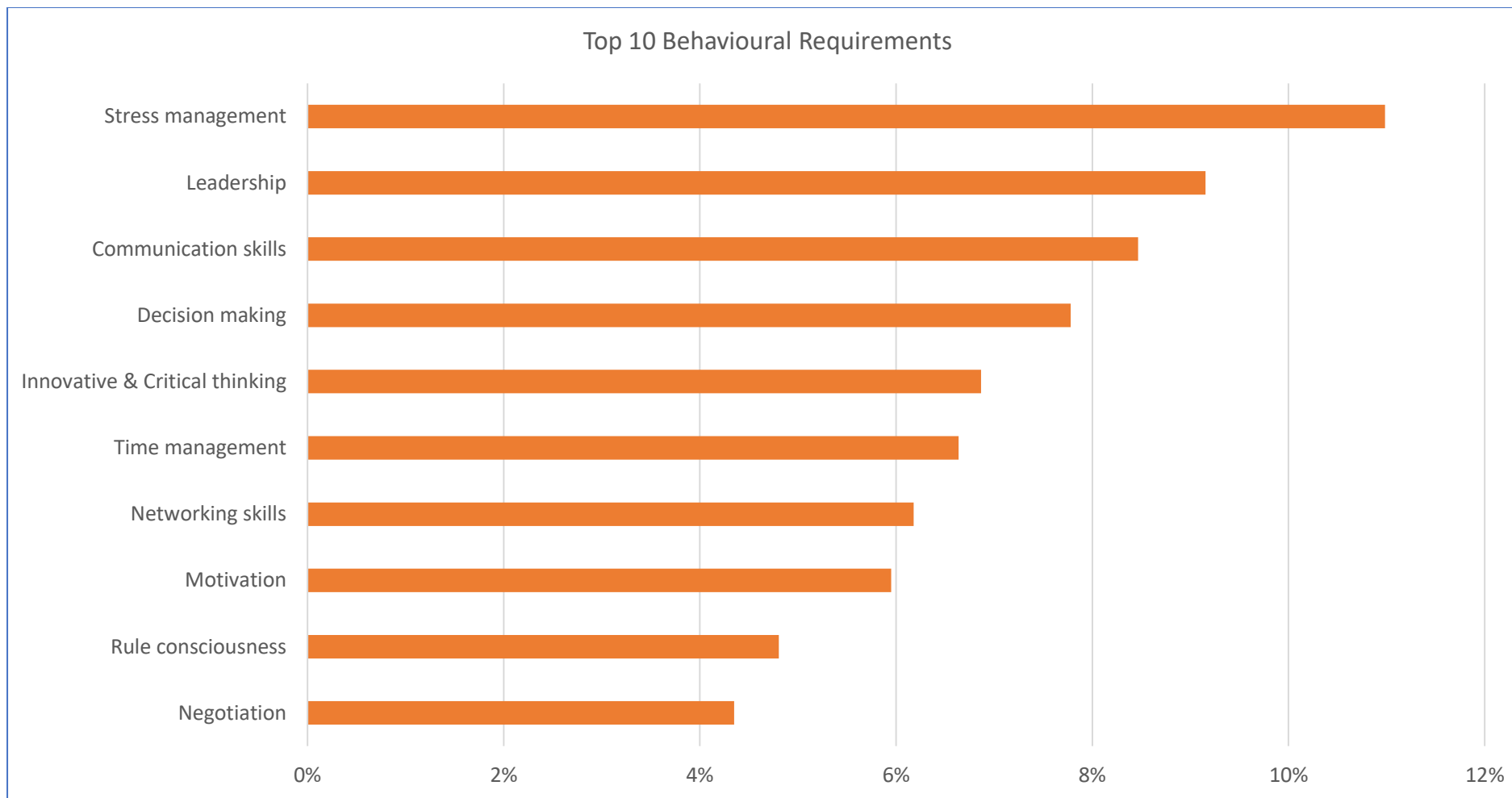
Figure 7.3: Top behavioural interventions

7.4.4 Top Functional Interventions

Top Functional Training Requirements

- General Financial Rules, 2017 (GFR)
- Government e-Marketplace (GeM)
- Public Financial Management System (PFMS)
- Right to Information Act, 2005 (RTI)
- E-office
- Establishment Rules & General Administration Matters of Government Departments
- Procurement and tender writing
- Noting and drafting for cabinet note, EFC, office order or files.
- Legal and Court proceedings
- Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book

Figure 7.4: Top functional interventions

7.4.5 Top Non-Training Interventions

Table 7.1: Non-Training Interventions- Summary

Sl. No.	Top Non-Training Requirements	Category
1.	Best practice international tour for maintenance of standardization activity and product standards	Best practices study
2.	Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction	
3.	Foreign Nation Visit	
4.	How the GoI programmes are being carried out at Grass root level	
5.	To know how implemented schemes on ground level	
6.	Exposure to Best Mandi operation and storage for agriculture commodities along with its recording of transaction	
7.	Advanced training on Legal Metrology in NMIs of Germany, France, UK, USA	
8.	Field visit of Pulses/ Onion procurement centres	Field visit
9.	Field visit to see the techniques used by NTH and BIS and by other agencies on testing/other specific roles	
10.	Field visit to State Price Reporting Centres	
11.	Field visits to attached, sub-ordinate offices, autonomous bodies of DoCA would enhance our knowledge on the field work that is being carried out in these offices.	
12.	Field Visits to BIS and other laboratories	
13.	Officers of DoCA should be given opportunity to visit Regional Office of BIS and NTH for having exposure to understand the work being done by them	

Sl. No.	Top Non-Training Requirements	Category
14.	Physical exposure, through field visit, of the policy and schemes, architected by the Central Ministries/Departments, in order to have fair idea of the ground reality	
15.	To receive exposure through field visits and mentorship programmes.	
16.	Visit to States/ UTs to sensitize/motivate them for creating State Level PSF	
17.	Visits to IILM, RRSL, and BIS may be organised	
18.	HR Management	Management
19.	Mentorship from IIMs for management	
20.	Outdoor Publicity	
21.	Public Administration and Financial management	
22.	Sessions like yoga, meditation, lectures on different topics, training, exposure, excursions etc. for DoCA officials to boost their morale and motivation	
23.	Stress Management	
24.	Financial Management	
25.	Time Management	
26.	Adequate manpower for proper work efficiency	Manpower augmentation
27.	More Human Resources will assist in effective rendering of services by the Costing Cell.	
28.	Paucity of staff in comparison to the ever-increasing workload. Need to increase staff strength	
29.	Shortage of adequate number of staff	
30.	Delay in receiving comments from the various Ministries'/Departments for NOC of the proposals	Process re-engineering

Sl. No.	Top Non-Training Requirements	Category
31.	Digitization of Data and its Maintenance	
32.	Enable faster resolution of grievances	
33.	Given the magnitude, characteristics and complexities of the work allotted to Consumer Protection Unit, it needs to be restructured in a way to divide it into three to four distinct section/cell/unit and every such section/cell/unit should be manned by adequate number of officer and officials in order to ensure smooth disposal of tasks assigned thereto.	
34.	Management of stocks of pulses and onion to ensure minimal storage loss and for effective market intervention to control price rise.	
35.	Methods to enable faster resolution of grievances, Management Information System (MIS) digital tools that increase efficiency	
36.	Proper distribution of work and rewards for sincere employees	
37.	The department needs to have a sustainable transfer policy so that the officers posted could be in a position to start delivering in an efficient manner. Further, there should be free and fair manpower allocation to all divisions in an equitable manner.	
38.	Time bound work deliverables.	
39.	To clear the long pendency of the cases due to non-receipts of the requisite comments from the concerned Ministries/Departments to clear the names under the E&M Act, a system to monitor reminders sent to the various Ministries/Departments is required.	
40.	Best quality software that enables shorter turnaround time on repetitive tasks	
41.	Digital tools that increase efficiency	Software tools
42.	Software for Price Monitoring Dashboard under procurement	

Sl. No.	Top Non-Training Requirements	Category
43.	Software that enables shorter turnaround time on repetitive tasks	
44.	Software tools that increase efficiency, enable faster resolution of grievances	
45.	Management Information System (MIS)	
46.	The training which may enhance the competency of the officer to devise various MIS tools (electronic), to enable him to give effective presentation on any topic.	Systems

8 Annexures

8.1 Annexure 1- CNA Questionnaire for DoCA HQ

Professional Details

1. Name *_____

2. Designation *

- Bureau of Indian Standards
- CONFONET & NCH
- Consumer Protection Unit
- Consumer Welfare Fund (CWF)
- Cooperation
- E-Governance
- Emblems and Names Act
- Essential Commodities Regulation & Enforcement
- Establishment
- General Administration
- Integrated Finance
- Legal Metrology
- National Test House
- Parliament and Coordination
- Price Monitoring
- Public Grievances
- Publicity
- RTI Matters
- Vigilance

(Multiple options may be selected, as applicable)

3. Division *_____

4. Official e-mail * _____

5. Please share your detailed roles and responsibilities as per work allocation * (Please describe your role elaborately including day-to-day functions, additional responsibilities and the official work allocation)

Behavioural Competencies Evaluation

6. What are the behavioural competencies you would need to perform your role efficiently? (Example: leadership skills, communication, citizen-centricity, etc.) *

- Ethics
- Leadership
- Empathy
- Teamwork
- Motivation
- Dependability
- Decision making
- Innovative & Critical thinking
- Communication skills
- Stakeholder management
- Networking skills
- Negotiation
- Time management
- Conflict resolution
- Stress management
- Quantitative & Analytical skills
- Rule consciousness
- Citizen Interaction/ Customer Centricity

- Gender sensitivity & prevention and redressal of sexual harassment of
- women at workplace

7. Select the behavioural competencies you would like to receive training on to better perform your role *

8. Have you received any training previously to develop behavioural competencies? If yes, please share the

details (topic, institute, year and duration). *

9. Do you require training on any specific behavioural competencies apart from the ones discussed above? Please elaborate. *

Functional Competencies Evaluation

10. What are the functional competencies required to perform your role efficiently? (Example: legal drafting, procurement, e-office, knowledge on accounting rules, etc.) *

11. Select the functional competencies you would like to receive training on to better perform your role *

- E-office
- Government e-Marketplace (GeM)
- Public Financial Management System (PFMS)
- General Financial Rules, 2017 (GFR)
- Right to Information Act, 2005 (RTI)
- NIC applications (email, messenger, cloud storage and others)
- Noting and drafting for cabinet note, EFC, office order or files.
- Vendor management
- Human resource management
- Project appraisal

- Project management
- Legal and Court proceedings
- Procurement and tender writing
- Marketing
- Social media
- Writing proficiency
- Systematic research for document / report preparation
- Roster management
- Calculating reservation
- Establishment Rules & General Administration Matters of Government
- Departments
- Roster Writing and Reservation in Services Govt. Policy for
- SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
- Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service
- Book
- Pension Rules, Benefits under the Old Pension Scheme
- New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF
- etc.) of 7th Pay Commission Report
- Grant of Financial upgradation under MACP
- Financial Management – Budgeting, Accounting & Auditing Techniques
- and Income Tax on salary
- Preventive Vigilance
- Bookkeeping & Accounting
- Other

12. Have you received any training previously to develop functional competencies? If yes, please share the

details (topic, institute, year and duration). *

13. Do you require training on any specific functional competencies apart from the ones discussed above? Please elaborate. *

14. Technology Usage Evaluation List the technical competencies/skills that are required to perform your role. (e.g., Data analytics, data visualization, Microsoft word, PPT, Excel, etc.) *

15. List the technology-based systems you use currently like online portals, dashboards for monitoring and generating reports, custom built software for your division, open-source tools, etc. (Ex: CPGRAMS, PQ Soft, RTI MIS, CONFONET etc.) *

16. Have you received any training previously on technology-based systems and skills? If yes, please share the details (Topic, institute, year and duration). *

17. Do you require any specific infrastructure and technology competency/ IT systems/ tools that may increase your efficiency in day-to-day operations? (Example: software that enables shorter turnaround time on repetitive tasks, digital tools that increase efficiency, enable faster resolution of grievances, Management Information System (MIS) etc.) *

18. Please elaborate on the technical skills/areas on which you would like to receive training? *

Domain Competencies Evaluation

Domain competencies enable individuals to effectively perform roles within a specialized discipline or field. These could be sector-specific skills linked to various roles at Department of Consumer Affairs like knowledge of Consumer Protection Act, Predictive pricing, Stakeholder consultation, Policy Drafting etc.

19. List the domain competencies required to carry out your responsibilities. *

20. Have you received any training previously to develop domain competencies? If yes, please share the details (topic, institute, year and duration). *

21. Please elaborate on domain-specific skills/areas on which you would like to receive training? *

General Questionnaire

22. Please elaborate on the areas (if any) in which you would like to receive exposure through field visits, immersion programmes and mentorship programmes. *

23. Are there any challenges faced by you/your team/your department in delivering the objectives of DoCA or your work allocation specifically? Please share, if any. *

24. Do you have any additional comments on how to make your division and overall DoCA more effective? *

8.2   Annexure 2- CNA Questionnaires for NTH

8.2.1   Organisational CNA Questionnaire for NTH

Professional Details

1.Name

2.Designation

3.Division, Sub-division

4.Office location

5.Official e-mail

6.Please share your detailed roles and responsibilities as per work allocation

Behavioural Competencies Evaluation

Behavioural competencies are a set of benchmarked behaviours displayed (or observed/ felt) by individuals across a range of roles that enables them to perform, grow and thrive in an organizational setup.

7.Select the behavioural competencies you would like to receive training on to better perform your role

- Empathy
- Teamwork
- Motivation
- Dependability
- Decision making
- Innovative & Critical thinking
- Communication skills
- Stakeholder management
- Networking skills
- Negotiation
- Time management
- Conflict resolution
- Stress management
- Quantitative & Analytical skills
- Rule consciousness
- Citizen Interaction/ Customer Centricity
- Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
- Other

8.Have you received any training previously to develop behavioural competencies? If yes, please share the details (topic, institute, year and duration).

9.Do you require training on any specific behavioural competencies apart from the ones discussed above? Please elaborate.

Functional Competencies Evaluation

Functional competencies help cater to the operational requirements of an organization such as administration, procurement, financial management etc.

10.Select the functional competencies you would like to receive training on to better perform your role

- E-office
- Government e-Marketplace (GeM)
- Public Financial Management System (PFMS)
- General Financial Rules, 2017 (GFR)
- Right to Information Act, 2005 (RTI)
- NIC applications (email, messenger, cloud storage and others)
- Noting and drafting for cabinet note, EFC, office order or files.
- Vendor management
- Human resource management
- Project appraisal
- Project management
- Legal and Court proceedings
- Procurement and tender writing
- Marketing
- Social media
- Writing proficiency
- Systematic research for document / report preparation
- Roster management
- Calculating reservation

- Establishment Rules & General Administration Matters of Government Departments
- Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
- Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
- Pension Rules, Benefits under the Old Pension Scheme
- New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
- Grant of Financial upgradation under MACP
- Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
- Preventive Vigilance
- Bookkeeping & Accounting
- Other

11.Have you received any training previously to develop functional competencies? If yes, please share the details (topic, institute, year and duration).

12.Do you require training on any specific functional competencies apart from the ones discussed above? Please elaborate.

Technology Usage Evaluation

13.List the technology-based systems you use currently like dashboards for monitoring and generating reports, custom built software for NTH, open-source tools, etc.

(Ex: Lab Information Management System (LIMS), PQ Soft, RTI MIS, etc.)

14.List the technical competencies/skills that are required to perform your role. (eg. Data analytics, R&D, Testing etc.)

15.Have you received any training previously on technology-based systems and skills? If yes, please share the details (topic, institute, year and duration).

16.Do you require any specific infrastructure and technology competency/ IT systems/ tools apart from the ones discussed above that may increase your efficiency in day-to-day operations? (Example: software that enables shorter turnaround time on repetitive tasks, digital tools that increase efficiency or enable faster resolution of pain points)

17.Please elaborate on the technical skills/areas on which you would like to receive training?

Domain Competencies Evaluation

Domain competencies enable individuals to effectively perform roles within a specialized discipline or field.

These could be sector-specific skills linked to various roles at NTH like calibration, chemical analysis, electrical testing, safety testing, testing & evaluation of building materials, etc.

18. List the domain competencies required to carry out your responsibilities.

19. Have you received any training previously to develop domain competencies? If yes, please share the details (topic, institute, year and duration).

20. Please elaborate on domain-specific skills/areas on which you would like to receive training?

General Questionnaire

21. Please elaborate on the areas (if any) in which you would like to receive exposure through field visits, immersion programmes and mentorship programmes.

22. Are there any challenges faced by you/your team/your department in delivering the objectives of the NTH or your work allocation specifically? Please share, if any.

23. Do you have any additional comments on how to make the regional branch and overall NTH more effective?

8.2.2 Individual CNA Questionnaire for NTH

This form will be used for assessing the Capacity Gaps with respect to the identified staff of different levels at NTH, across different Regional Offices/ Divisions / Wings / Sections, etc.

The form has 6 sections covering the following:
1. Professional Details
2. Behavioural Competencies Evaluation
3. Functional Competencies Evaluation
4. Technology Usage Evaluation
5. Domain Competencies Evaluation

6. General Questionnaire

Professional Details

1. Name *
2. Designation *
3. Division, Sub-division *
4. Office location *
   - NTH (HQ), Kolkata
   - NTH (ER), Kolkata
   - NTH (WR), Mumbai
   - NTH (NR), Ghaziabad
   - NTH (SR), Chennai
   - NTH (NWR), Jaipur
   - NTH (NER), Guwahati
   - NTH-Varanasi Satellite Centre

5. Official e-mail *
6. Please share your detailed roles and responsibilities as per work allocation *

Behavioural Competencies Evaluation

Behavioural competencies are a set of benchmarked behaviours displayed (or observed/ felt) by individuals across a range of roles that enables them to perform, grow and thrive in an organizational setup.

7. Select the behavioural competencies you would like to receive training on to better perform your role *
   - Ethics
   - Leadership
   - Empathy
   - Teamwork
   - Motivation
   - Dependability

- Decision making
- Innovative & Critical thinking
- Communication skills
- Stakeholder management
- Networking skills
- Negotiation
- Time management
- Conflict resolution
- Stress management
- Quantitative & Analytical skills
- Rule consciousness
- Citizen Interaction/ Customer Centricity
- Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
- Other

8. Have you received any training previously to develop behavioural competencies? If yes, please share the details (topic, institute, year and duration). *
9. Do you require training on any specific behavioural competencies apart from the ones discussed above? Please elaborate. *

Functional Competencies Evaluation

Functional competencies help cater to the operational requirements of an organization such as administration, procurement, financial management etc.

10. Select the functional competencies you would like to receive training on to better perform your role *
    - E-office
    - Government e-Marketplace (GeM)
    - Public Financial Management System (PFMS)
    - General Financial Rules, 2017 (GFR)
    - Right to Information Act, 2005 (RTI)
    - NIC applications (email, messenger, cloud storage and others)
    - Noting and drafting for cabinet note, EFC, office order or files.
    - Vendor management
    - Human resource management

- Project appraisal
- Project management
- Legal and Court proceedings
- Procurement and tender writing
- Marketing
- Social media
- Writing proficiency
- Systematic research for document / report preparation
- Roster management
- Calculating reservation
- Establishment Rules & General Administration Matters of Government Departments
- Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
- Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
- Others

11. Have you received any training previously to develop functional competencies? If yes, please share the details (topic, institute, year and duration).
12. Do you require training on any specific functional competencies apart from the ones discussed above? Please elaborate.

Technology Usage Evaluation

13. List the technology-based systems you use currently like dashboards for monitoring and generating reports, custom built software for NTH, opensource tools, etc.
    (Ex: Lab Information Management System (LIMS), PQ Soft, RTI MIS, etc.) *
14. List the technical competencies/skills that are required to perform your role. (eg. Data analytics, R&D, Testing etc.) *
15. Have you received any training previously on technology-based systems and skills? If yes, please share the details (topic, institute, year and duration). *
16. Do you require any specific infrastructure and technology competency/ IT systems/ tools apart from the ones discussed above that may increase your efficiency in day-to-day operations?
    (Example: software that enables shorter turnaround time on repetitive tasks, digital tools that increase efficiency or enable faster resolution of pain points) *
17. Please elaborate on the technical skills/areas on which you would like to receive training? *

Domain Competencies Evaluation

Domain competencies enable individuals to effectively perform roles within a specialized discipline or field.

These could be sector-specific skills linked to various roles at NTH like calibration, chemical analysis, electrical testing, safety testing, testing & evaluation of building materials, etc.

18. List the domain competencies required to carry out your responsibilities. *
19. Have you received any training previously to develop domain competencies? If yes, please share the details (topic, institute, year and duration). *
20. Please elaborate on domain-specific skills/areas on which you would like to receive training? *

General Questionnaire

21. Please elaborate on the areas (if any) in which you would like to receive exposure through field visits, immersion programmes and mentorship programmes. *
22. Are there any challenges faced by you/your team/your department in delivering the objectives of the NTH or your work allocation specifically? Please share, if any. *
23. Do you have any additional comments on how to make the regional branch and overall NTH more effective? *

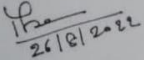## 8.3 Annexure 3- Capacity Building Unit (CBU) constitution letter

No. A- 33025/1/2022-Estt.
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

Krishi Bhawan, New Delhi
Dated 26 August, 2022.

OFFICE MEMORANDUM

With the approval of Competent Authority, the Capacity Building Unit (CBU) for coordination with CBC, DoPT and implementation of various capacity building programmes/interventions of all personnel/employees under the DoCA on a continuing basis upon training need assessment is constituted as under:

1. Joint Secretary (Estt)   Chairman
2. Director/DS (PMD)   Member
3. Director/DS (CPU)   Member
4. Director/DS (Estt)   Member
5. Director/DS (BIS)   Member

2. The CBU shall meet at least once every quarter.

26/8/2022

(Bal Krishna Thakur)
Under Secretary to the Govt. of India
Tel. No. 23388778

To

All the Divisions of DoCA

8.4 Annexure 4- NTH Domain Competencies by RO

8.4.1 NTH HQ

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Scientist B	Electrical	Purchase of high value equipment through GeM as per GFR rules and planning for development, proposal of new projects etc.	High voltage & High current
2.	Scientist C	Mechanical	Working as Administrative Officer In charge and dealing with all the administrative matters including establishment and court cases proceedings	Administrative matters and mechanical testing research
3.	Scientist C (NDT)	S&T Cell	As In charge for S & T Cell To monitor lab development initiatives taken to expand business. To update DG, NTH on monitoring parameters in respect of Revenue, samples tested and other testing parameters. To Monitor Purchase activities taken up by Central Purchase Cell To work as First Appellate Authority under RTI Act To compile data received from Regional Labs and send report to DoCA To perform any other duty assigned by DG, NTH	Training on Scanning Electron Microscope for Failure Analysis
4.	Scientist C, / Vigilance	NTH HQ, Vigilance	1. To perform all vigilance related activities as a Vigilance Officer	IT, Vigilance and Legal

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	Officer / MIS-In-Charge	Department, IT based Management Information Service	2. To augment MIS Infrastructure through procurement of latest active components. 3. Development of New MIS Application on the light of BIS-LIMS software. 4. To solve any data or application related problems of the users of all regions. 5. To revamp MIS Data Centre (Civil and Electrical Works). 6. To perform as Admin Officer (HQ) as and when necessary.	
5.	Scientist C (Electrical)	National Test House (HQ) - MIS Cell	a) Management Information System Cell Asst. In-Charge NTH(HQ): • To manage and resolve issues in MIS application and website for smooth functioning of the MIS application • To introduce new Information and Communication Technologies (ICT) at NTH to optimize the organization efficiency like E-Office, E-SPARROW, E-HRMS, etc.. • To upgrade and maintain the robust V.P.N Network, I.T Infrastructure and Hardware with an objective to minimize downtime. • To maintain Information Security of entire NTH WAN Network.	Information Technology - Artificial Intelligence, Block Chain Technology, Cloud computing, Information security courses like CISA, CISSP, Cyber security courses

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			• To initiate various I.T Software and Infrastructure up gradation projects. • Information Security Audit of the NTH WAN Network. b) Central Purchase Committee (member): • To scrutinize all the central purchase requests received from all the NTH regions. • To initiate the bidding process through CPP portal. • To initiate the bidding process through GeM portal.	
6.	SCIENTIST C	NDT	Functioning as Scientist-in-Charge at NTH(ER), Alipore Centre, Laboratory-in-Charge of NDT Section, Heavy Mechanical section and Workshop.	Application of SEM and XRD in failure analysis and material characterisation. UT Phase Array Technique ISNT /ASNT Level II

8.4.2 NTH ER, Kolkata

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Scientist B Chemical	Chemical paint division	Working as a Divisional In charge of Chemical-Paint Division, all lab activities include, Planning of Testing, Allotment of Samples, Handling NABL	Paint analysis using Gas Chromatography

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			BIS audits as per scope, Purchase, calibration AMC of instruments and Equipment, Training to junior scientist, Day to day testing activities supervision, Scrutinizing Results, giving remarks as per acceptance criteria (Pass or Fail) Participation in ILC programme, activities like test method development	
2.	Scientific Assistant (RPPT)	Physio-Mechanical, RPPT	Testing & Quality Evaluation of samples, Reporting of Test results, NABL related activities (Calculation of Z score, Uncertainty, etc), Preparation of Technical Specifications of equipment.	Training related to Rubber, Paper, Plastic & Textile Testing
3.	Scientist-B (Electrical)	Electrical	1. Officer in Charge of Electrical Testing & Calibration 2. Quality Manager of NTH (ER) Kolkata 3. Chief Public Information Officer (CPIO) 4. Rajbhasha Adhikary (I/C)	1. Design and development of High Voltage testing facility 2. Design and Development of laboratory for electrical testing, safety 3. Design and development of transformer testing
4.	Scientific Assistant	Chemical, Microbiology	Testing and analysis as lab scientist	Training on various instrumental techniques
5.	Scientific Officer	Electrical	1. Electrical Calibration Laboratory a. Working as a Laboratory Scientist at Electrical	NABL Assessment course

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Electrical)		Calibration Laboratory. b. Calibration of Multimeter, Insulation Tester, Clamp Meter, Ammeter, Voltmeter, High Voltage Test Set, High Current Test Set etc. c. On-site Calibration at different site. d. Calibration Traceability chain maintain. e. Preparation of NABL related documents. 2. Lamp & Photometry Test Laboratory a. Working as a Laboratory Scientist at Lamp & Photometry Test Laboratory. b. Testing of different types of lamp & luminaires. c. Maintaining the records as per ISO 17025:2017. d. Initiation of calibration of Test Equipment. 3. Thermal Calibration Laboratory a. Preparation of NABL Scope & documents for Thermal Calibration Laboratory to be audited by NABL for the first time. 4. Other a. Looking after the job of Assistant of Nodal Business Promotion Officer. b. Looking after the job as Nodal Officer of Biometric Attendance System.	
6.	Scientific Assistant	Civil Engineering Department, Civil	Testing and evaluation of civil engineering materials as per National and International	Testing and evaluation of building materials, i.e., Concrete mixed

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Standard.	design, NDT testing etc.
7.	Scientist-B (Electrical)	Electrical	OIC Electrical Testing Laboratory and OIC Sample Cell	Testing of Electrical and Electronics products as per IS and IEC specification.
8.	Scientific Assistant (Electrical)	Electrical	Working as a Lab scientist in Lamp and Photometry laboratory.	Photometry, high voltage and thermal
9.	Scientific Officer	NDT	Testing and evaluation of Samples as per relevant standards. Maintaining lab records as per standard laboratory practices. Assisting senior scientists in laboratory.	Training on RT-II, UT-II, Eddy Current testing, Metallography
10.	Scientist -C (Elect)	Electrical	Divisional In charge of Electrical & Electronics Testing Laboratory	Testing of High Voltage on Distribution Transformer
11.	Scientist C (Chemical)	Chemical Lab.	OIC (Chemical Lab.), Chairman Purchase Committee	Marketing Management
12.	Scientific Assistant	CHEMICAL	Testing of various Metal samples, Grain samples as a Lab scientist.	Hardcore technical training on regular basis for the existing and new instruments in our chemical lab.
13.	Scientific Officer (RPPT)	PHYSIO - MECHANICAL, RPPT	Testing and Evaluation of Plastic, Paper, Textile, Rubber and Finished Engineering Products.	Textile, footwear
14.	Scientific Officer	Civil Engineering	We are testing and evaluating the different civil	1) mix design

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Civil)	Division	engineering material as per the different Indian Standards.	2) NDT testing 3) soil testing
15.	Scientific Assistant	NDT	Testing and evaluation of Samples as per relevant standards. Assisting senior scientists in lab work. Maintaining lab records and documents.	RT-II, Ultrasonic Testing
16.	Scientific Officer	Chemical	Testing and calibration as lab scientist	Training on instrumental techniques.
17.	Scientific Assistant (Civil)	Civil Engineering Laboratory	Testing and evaluation of Civil Engineering materials as per National and International Standards.	Training on NDT, SOIL, Advanced Mix Design, and Uncertainty calculations
18.	Scientific Assistant	Electrical, Calibration	1. Calibration of various electrical equipment, recording the data in lab notebook issued by div. head & uploading the data in NTH MIS System. 2. Following of Quality System as Intermediate check and Inter-laboratory comparison (ILC) as per Plan and timely calibration of Laboratory Standards to maintain unbroken chain of traceability. 3. Looking after operation & maintenance of various reference standards as per maintenance plan. 4. Various other quality check as replicate calibration, before and after check of standard for onsite calibration as per NABL requirements.	Electrical testing in Lamp & Photometry, NABL Assessment course

SI. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			5. Preparation of various Documents as per NABL scope and readiness of Calibration Laboratory for audit.	
19.	Scientific Assistant (Chemical)	Chemical pain	To test the allotted samples within the specified date and to report it through MIS system. I also help seniors to make monthly revenue chart of paint lab and in the process of procurement. Make CRM and standard solutions. Maintain instruments for upgradation of lab activities. Demonstrate specific parameters to customers who ask for witness test.	Training on instrument handling
20.	Scientific Officer (Mechanical)	Mechanical, Metal	i) Testing finished and semi-finished metallic product as per the National and International Standards. ii) Calibration of Mechanical Equipment related to Dimension, Force, Pressure, and Mass , Volume as per standard within the lab and on-site calibration as per customers Requirement. iii) Monitoring equipment calibration status and initiating the calibration indent of equipment accordingly. iii) Assisting the lab In-charge in all other official works along with the existing duties. iv) Assisting NABL Reassessment and BIS LRS	Mechanical failure analysis

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Audit in Mechanical Laboratory.	
21.	Scientific Assistant	CHEMICAL	TESTING AND ANALYSIS AS LAB SCIENTIST	Training on instrumental analysis.
22.	Scientific Officer	Chemical	1)Testing, analysis and evaluation of chemicals and paints 2) Assisting laboratory in charge and scientist for day to day activities. 3) Sample room In charge-All samples of NTH - ER Alipore Division are analysed and sent to respective departments 4) Certification of tested samples	ISO training
23.	Scientific Officer	Chemical	Testing and calibration as lab scientist.	Technical training on regular basis for the existing and new instruments in our chemical lab. Training on ISO 17025-2017
24.	Scientific Officer (Mechanical)	Mechanical Calibration, Mechanical Testing	1) Mechanical Calibration of Instruments/Standards as per Indian/International Standards at Permanent Laboratory and Site also. 2) Mechanical Testing of Finished/Semi-Finished Metallic Materials as per Indian/International Standards. 3) Study of Indian/International Standards. 4) Preparation and Maintenance of Audit	1) Mechanical Calibration, e.g., Mass, Volume, Force & Hardness, Dimension, Pressure & Vacuum, Fluid Flow, Acoustics & Vibration, Nanometrology 2) Mechanical Testing, e.g., Tensile Testing, Hardness Testing, Impact Testing, Fatigue Testing, Stress

SI. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			document (NABL/BIS/Internal/GATC approval of Legal Metrology). 5) Providing Training in the field related to Mechanical Calibration and Testing to external candidates, e.g., Students and Industry Professionals 6)Marinating Quality control activities (ILC/PT), Internal Quality check, records of traceability of own standards/equipment & Calculation of Measurement uncertainty/CMC of each parameter. 7)Actively involved in installation and commissioning of new facility e.g. Tape & Scale Calibrator. 8)Monitoring the required environmental condition for each Laboratory in Mechanical Calibration.	Relaxation Testing 3) ISO/IEC 17025:2017 4) Advanced Methods of Calibration in the field of Dimensional Metrology (e.g. Nanometrology) 5) Calibration Method of Co-Ordinate Measuring Machines (CMM). 6) Interferometric method of calibration of Gauges. 7) Calibration method for straightness, Flatness, parallelism, roundness
25.	Scientific Officer (Phy-Civil)	Civil engineering laboratory	Testing and evaluation of Civil Engineering materials for their quality and suitability as per National and Internal Standards.	1. Advance course on high grade Concrete Mix Design. 2. Training Program on Soil Testing. 3. Training on Uncertainty calculation. 4. ND Testing of Harden Concrete

SI. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
26.	Scientific Officer (Civil)	Civil engineering laboratory	1. Testing and Evaluation of Civil Engg. Materials, NDT Testing for assessment of health of concrete structures. 2. Look after the purchase related work including GeM purchase. 3. Assisting in Account section for GST, Budget and Bill Process. 4. Look after the job of Administrative Officer.	1. Training on Concrete Mix Design. 2. Advance Training on NDT. 3. Training on Soil testing.
27.	Scientific Officer	NDT	Testing & evaluation of samples as per relevant standard, Maintenance of lab records as per standard laboratory practices, Assisting senior officers in day-to-day laboratory activities.	Technical Training on Eddy Current Testing (ISNT L-II), Ultrasonic Phase Array Testing (ISNT L-II), Welding Technology, Metallography Testing.
28.	Scientific Assistant	Chemical	Testing and calibration as lab scientist	Proper training on instruments used in chemical lab.
29.	Scientific Assistant	Electrical Testing Lab, NTH (ER), Alipore	• Testing and certificate preparation and uploading the same in the NTH MIS system as a laboratory scientist at NTH(ER), Alipore, Kolkata Electrical Laboratory. • Testing and evaluation of Electrical and Electronics Engineering materials which are Lead Acid secondary cells & batteries, Cables, Ceiling Fans, Safety testing of IT & Audio Video Equipment, vibration and environmental testing	Electrical testing, safety testing

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			of different Electronics components, Temperature rise test of Distribution Box, Degree of protection tests of Enclosures etc. conforming to applicable national and international standards. • Successful completion of NABL & BIS Audit for Electrical and Electronics testing Laboratory of NTH(ER), Alipore. • Compilation of monthly revenue statistics , procurement of different testing equipment relating to Electrical and Electronics Laboratory, AMC, Maintenance related works associated with Electrical and Electronics Testing Laboratory of NTH(ER),Alipore. • Onsite calibration of sophisticated and precision Electrical, Electronic and thermal instruments having High resolution and accuracy in various Government Departments like Indian Railway, H.A.L.,W.B.P.D.C.L etc. • Preparation of technical specifications for procurement of various Electrical and Electronics equipment to be used for Laboratory testing purpose as per relevant IS/IEC standards.	
30.	Scientific Assistant (RPPT)	Physio-Mechanical, RPPT	Testing and Quality Evaluation of Samples, Updating of Lab Records as Per Standard	Training related to Testing of Rubber, Paper, Plastic, Textile

SI. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Laboratory Practices as Required by NABL.	samples.
31.	Scientific Assistant	Chemical	CHEMICAL TESTING AND ANALYSIS OF VARIOUS TYPES OF SAMPLES AND REPORTING	Testing of fertilizers
32.	Scientist C (Electrical)	Electrical testing	Office-in Charge Electrical Testing, Testing and evaluation of Electrical, Electronics and secondary battery products 1) Lab-in-Charge and administration of Men and materials. (2) Represent labs in NABL audit and BIS audit and up keeping the NABL & BIS accreditation status of the lab . (3) Testing and evaluation of electrical and electronics products. (4) Interpretation of test results with respect to IS Specification. (5) Supervision of tests and checking of test reports of the lab (6) To prepare drafts as per IS Specifications, maintaining lab records, Documentations, Repair and maintenance of equipment. (7) Repair and maintenance of testing equipment and their timely calibration. (8) Development of the labs by inducting new test facilities.	Training on testing of secondary lead acid batteries, lithium-ion batteries, Lamp, LED Luminaries, Short circuit testing on transformer, Isolator, conductor, HRC fuse, lightening arrestor, low and high voltage switchgear, testing of electronic products, IS/IEC 17025:2017, Total quality management, ISO 9000 and above standards, RTI, CPPP, Gem, GFR, Central government service rule and regulation

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			(9) Dealing with customer regarding their test related quires, test method and test fees. (10) Imparting training to the visitor, trainees and subordinates in the scope of lab activities. (11) Maintain higher standard of quality assurance in the testing lab to ensure reliable, repeatable and accurate test results.	
33.	Scientific Officer (Mechanical)	Mechanical	Mechanical Testing of metals and alloys	Mechanical testing
34.	Scientific Officer	Chemical	Chemical testing & analysis of various type of samples	Testing of water samples
35.	Scientific Officer (Mechanical)	Mechanical	Testing, evaluation and reporting of test results of different types of metallic materials and products. Calibration of mechanical instruments and reporting their data accordingly. Placement of indent for procurement of laboratory equipment.	Quality Control & Management
36.	Scientific Officer	Physio-Mechanical, RPPT	Testing, NABL Activities, Customer Dealings, Purchase & preparation of Technical Specifications.	R&D & Testing on Textile and Plastic Technology.
37.	Scientific Assistant	Mechanical Laboratory	1) Calibration of mechanical Instruments or	1) Mechanical Testing, e.g., Tensile

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Mechanical)	(Testing & Calibration)	Standards at Permanent Laboratory and Site as per Indian/International Standards or customer requirements. 2) Mechanical Testing of Finished/Semi-Finished Metallic Materials as per Indian/International Standards. 3) Study of Indian/International Standards. 4) Preparation and maintenance of Audit reports (NABL/BIS/Internal).	Testing, Hardness Testing, Impact Testing, Compression Testing, Metallography, Fatigue Testing, Stress Relaxation Testing 2) Mechanical Calibration, e.g., Mass, Volume, Force & Hardness, Dimension, Pressure & Vacuum, Fluid Flow, Acoustics & Vibration, Nanometrology 3) Training on ISO/IEC 17025:2017 4) Training on Advanced Mechanical Calibration Techniques 5) Training on Advanced Mechanical Testing Techniques
38.	Scientist B (Chemical)	Chemical	At present, I have been given the role of OIC Business Promotion, though I am Scientist of Chemical Division. A representation has been submitted to Director NTH (ER), to review his decision.	Analysis and testing of chemical by highly sophisticated instruments

8.4.3   NTH NER, Guwahati

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Scientist C	Chemical	General administration, Supervision and testing of Chemical laboratory, Maintenance and Modification of Quality Management system as Quality Manager, Vigilance and Purchase of equipment for development.	General administration, Procurement and Supervision & Testing of chemical products.
2.	Scientist C (Mech)	Mechanical	Role: OIC testing for Mechanical, Civil & RPPT lab. Overall, in charge of lab from facility creation & maintenance, supervision of testing, checking & approval of test certificate. BIS & NABL accreditation. Role: Scientist in charge. Overall, in charge of this region.	Fatigue, creep & vibration testing
3.	Baro	Physio-Mechanical, Civil	Preparation of samples for testing of building materials, e.g., cement, bricks, aggregates, tiles, paver block, mix design, maintenance of lab and instrument.	Testing
4.	Scientific Assistant	Physical-Civil	Testing and evaluation of Civil Engineering as well as Building Materials as per Indian Standards, record and report of test data in LIMS, develop new test facility, giving indent for laboratory instruments and consumables, maintenance of laboratory instruments, keeping record of Calibration of instruments, preparation of monthly statistics, helping customers for registration and submission of TR in newly implemented LIMS portal.	Testing of Wood and allied products, Ultrasonic pulse velocity test, good laboratory practices.
5.	Scientific Assistant (RPT)	Physio Mechanical, RPT	Testing in Mechanical Laboratory, Development and testing in RPT Laboratory.	Testing of Plastic, textile, paper products

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
6.	Scientific Officer	Chemical	Testing & reporting of Chemical & Microbiological samples, maintaining records, management of laboratory procurements, maintaining calibration etc.	Chemical analysis
7.	Scientific Officer (Chemical)	Chemical	Role: Laboratory Scientist. Responsibilities: Testing and reporting of samples, Work relates to NABL & BIS Laboratory Schemes. Also assisting purchase of equipment and consumables through GeM and other procurement methods. Additional duties of CPIO, DDO and Administrative Officer-II (I/c).	Training on modern analytical methods
8.	Senior Operator	Mechanical	Operator in mechanical	Testing

8.4.4 NTH NR, Ghaziabad

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	UDC	Administration	Sample Room Work like Receiving samples and testing fees, Creating sample files, verification of sample details as per Test request and related work.	Communication Skill in English language.
2.	Scientific Officer	Chemical	Chemical analysis of Different samples like Fertilizer, Metal, Paint, Water, Cement and other Building Materials and Maintenance and calibration of Instruments Creation of Indents for consumable items and	Safety in Chemical Laboratory, Disposal of Chemicals

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			equipment	
3.	Scientific Officer	Chemical	Testing and evaluation of different consumer products.	Training require to handle advanced sophisticated equipment's such as GCMS-MS, LCMS, ICP-MS etc.
4.	Scientific Officer	Chemical	Testing and evaluation of variety of products as per National and International standards. To initiate procurement of equipment and consumables for the laboratory. Operation and general maintenance of high end equipment. Preparation of documents related to NABL, BIS audits.	Hands on training on modern equipment related to our areas of testing. Training on procurement procedures through GEM & CPP, knowledge of FR-SR, GFR and general office procedures
5.	Scientific Officer	Chemical	Chemical and Microbiological Analysis of Different samples. Maintenance and calibration of equipment/Instruments. Create Indent for Consumable items and equipment. Any other miscellaneous work assigned by OIC.	Safety in Chemical Laboratory, Disposal of Chemicals
6.	Scientific Assistant	Chemical	• Testing and evaluation of products (Chemical Analysis) for their quality and suitability as per relevant standards. • Calibration & Maintenance of lab equipment & instructions as per standard lab practices. • Analysis of test results and preparation of report and draft certificate using MIS System. • Give information to Lab in-charge about any	Safety in Chemical Laboratory, Disposal of Chemicals

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			consumable items and indent of required items. • To maintain records as per NABL norms. • To the updation of records and documentation online i.e. NABL, BIS etc. as and when assigned by the senior officers • Raised indents for Purchase and procurement of equipments, Chemicals and Glassware Through GeM Portal and through Local vendors. (If not available on GeM) . • Preparation of technical Comparative statements for different purchase items. • Administrative and miscellaneous works assigned by lab In charge and divisional in charge time to time.	
7.	Scientific Officer (Chemical)	Chemical	1. Testing and reporting the allotted samples. 2. Retesting, Rechecking & Quality check of samples tested by other scientists. 3. Maintaining Lab records as per NABL norms. 4. Handling & Maintenance of Lab equipment. 5. Indenting and Preparing TCS & TER for purchase of various store items. 6. Miscellaneous works as assigned by higher authority.	Testing of fertilizers, petroleum products and training of advanced instruments
8.	Scientific Assistant	Chemical	• Testing and evaluation of products (Chemical Analysis) for their quality and suitability as per relevant standards. • Maintenance of lab equipment & instructions as per	Analysis and testing of various parameters of Metals, Fertilizers and Drinking water through classical as well

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			standard lab practices. • Analysis of test results and preparation of report and draft certificate using MIS System. • Administrative and miscellaneous works assigned by senior officers time to time. • Give information to Lab in-charge about any consumable items and indent of required items. • To maintain records as per NABL norms.	as analytical method
9.	Scientific Assistant (Chemical)	Chemical Laboratory	• Testing and evaluation of chemical & civil engineering related products for their quality and suitability as per relevant Standards. • Analysis of the test results and preparation of report and draft certificate using MIS system. • Administrative and miscellaneous works assigned by senior officers time to time.	Training of modern sophisticated analytical instruments like GC-MS, HPLC, ICP-OES, FTIR, UV-NMR etc. Chemical Analysis of Metals (Ferrous & Nonferrous)
10.	Scientist C (Phy-Civil)	Civil	Laboratory Head / Officer in Charge of Civil Lab. CPWD Coordinator for Civil part of the office. APIO of the region.	Training in Timber and in Soil testing
11.	Operator	Civil Lab	Operating machines of the lab, preparation of samples and other misc. works	New techniques and machines
12.	Scientific Assistant (Phy-Civil)	Civil Laboratory	• Testing and evaluation of civil engineering related products for their quality and suitability as per relevant Standards. • Analysis of the test results and preparation of report	Training on elaborated technical aspects of different products in civil engineering discipline. Training program on modern techniques

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			and draft certificate using MIS/LIMS system. • Administrative and miscellaneous works assigned by senior officers time to time.	and modern instruments in Civil Engineering Testing field Training Program on Non-Destructive Testing on Harden Concrete. Training Program on Soil Testing /Mix design.
13.	Scientific Assistant (Phy-Civil)	Civil Laboratory	• Testing and evaluation of civil engineering related products for their quality and suitability as per relevant Standards. • Analysis of the test results and preparation of report and draft certificate using MIS system. • Administrative and miscellaneous works assigned by senior officers time to time.	Testing of Building Materials Testing of Soil Testing of Timber products
14.	Scientific Assistant	Electrical	Testing and Quality assurance	Calibration & safety testing
15.	Scientific Assistant	Electrical	Testing and evaluation of performance of Electrical products.	Calibration & Safety Testing
16.	Scientific Assistant	Electrical	1. Testing of samples as per standards 2. Maintenance of lab records and equipment 3. Active participation in NABL and BIS audits 4.Lab representation to visitors and assessors	High Voltage testing, EV and batteries testing, MCCB and RCCB testing.
17.	Scientific Assistant	Electrical	Testing and evaluation of electrical and electronics products, doing various jobs given by divisional in-	Toy testing, safety testing

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Electrical)		charge from time to time like NABL Audit preparation & maintenance of equipment, etc.	
18.	Scientific Assistant (Electrical)	Electrical	Carried out testing of Electrical & Electronics products and High Voltage Products. Maintenance of equipment time to time. Maintain the record and analysis the data of testing. Doing various jobs in NABL and BIS audits. Represent Lab in front of trainees/visitors.	Batteries, LED, MCB, RCCB, High Voltage.
19.	Scientific Officer	Electrical	Testing and evaluation of Electrical Products such as Transformer, CT, PT, Switchgear, Insulator, Insulating Mat, Sockets, Earthing Rod, Electrical Cable & Wires, LT Panels of household appliances in respects of Electrical Test including Lighting Impulse and High Voltage Test up to 220 KV Class as per relevant specification/standard.	Leadership Training, Management Training and NABL assessor Training
20.	Scientific Officer	Electrical	Testing and evaluation of electrical products such as switch, socket, cable, fan, switch gears, etc.	Training on RCCB, MCB, Transformer, cables and wires.
21.	Scientist B	Electrical	Testing and evaluation of electrical products, purchasing of electrical equipment, business promotion officer and Women sexual harassment committee chairmen.	HV Testing,
22.	Scientific Officer	Electrical	Testing and evolution of electrical products such as ceiling fan, ventilating fan Switches, socket, cables, transformer etc.	Training of MCB, RCCB, MCCB, Short circuit test of transformer, cables and wires.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
23.	Scientist C (Electrical)	Electrical & Sample Cell	As OI/C Sample Cell, I am responsible to distribute the samples to various laboratory and finally approve the Test Certificate and forward to customer.	High voltage and short circuit testing
24.	Scientist C (Electrical)	Electrical High Voltage	Heading High Voltage Laboratory of National Test House (NR), Ghaziabad as Officer In-charge. This laboratory is equipped with the complete testing of Distribution Transformers as per IS: 1180 (Part-1) - 2014. Further this laboratory is equipped with state of art Lightning Impulse Generator (HI VOLT, Germany make) having configuration of 1400 KV Peak and Energy of 140 kJ.	High Voltage Testing Techniques, EV Battery Testing, Solar Equipment Testing.
25.	Scientist C (Electrical)	Electrical Laboratory	i)Officer-in-Charge Electrical Laboratory: Overall Laboratory Management like Day to Day testing monitoring, Customer test request review & Approval, Test Certificate approval both NTH and BIS LIMS, Raising Tenders in GeM Portal till acceptance of Instruments, Raising off-line Indents for Lab instrument calibration, Letter replies to HQ, Creating New Equipment proposals, Initiating ad carrying out ILC testing for various groups under NABL scope and upkeeping all maintenance records of instruments and creating records for NABL and other laboratory activities. ii)CPWD Electrical Maintenance Laisioning with CPWD officials for O&M of substation	i) R & D on PVC and XLPE materials. ii) Complete type Testing of Distribution and Power Transformers including short circuit and Impulse Testing. iii) Complete type Testing of RCCB.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			equipment and office Electrical accessories as per contract. iii)Quality Manager Undertaking NABL and BIS Reassessment audits of the 08 disciplines of the NTH(NR) {CAB} as per schedule and undertaking Internal Audits. Upkeeping CAB for Desktop Audits and unannounced audits. Resolving customer complaints as per Quality Manual and all the responsibilities as Quality Manager as per ISO/IEC 17025:2017.	
26.	Scientist B Mechanical	Mechanical	Testing and Evaluation of Engineering Materials, additional OIC (Sample Cell) & OIC (Mechanical testing) in absence of regular OICs.	Advance Level Testing and Calibration Techniques, Uncertainty Evaluation.
27.	Scientific Assistant (Mechanical)	Mechanical Laboratory	Testing and Evaluations of Metallic materials. To generate test certificates. To predict the feasibility of test as per customer's requirements. To develop new test facilities. To procure new equipment. To assist superiors and subordinate staff in day today activities.	Fatigue testing, Creep testing.
28.	Scientific Assistant (Mechanical)	Mechanical Laboratory	Testing and evaluation of engineering materials. Other works assigned by superior officer.	Advance level training on Testing & Calibration.
29.	Scientific Assistant	Mechanical Laboratory	Testing and evaluation of the Engineering Materials. Preparation of NABL & BIS documents or any other	Interpersonal Domain

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Mechanical)		works assigned by the superior officer.	
30.	Scientist C (Mech)	Mechanical Testing	As OIC Testing of Mechanical, evaluation of test results, Laboratory maintenance & development, upgradation and purchase of new equipment and any other administrative work assigned by superior officer	Interpersonal domain competency.
31.	Scientist C	NDT Division	(1) Testing of samples and administrative related work for smooth functioning of the laboratory/Office. (2) Test reports approval pertaining to NDT Division (3) Marketing for business growth of NTH. (4) Purchase of equipment, consumables for routine laboratory/office use. (5) Up gradation of existing test facilities and creation of new test facility as per relevant code. (5) Training to the customers as per their requirements for skill development. (6) Assist senior officer for smooth functioning of laboratory and more inflow of sample in NTH.	(1) Advance level management training (2) NABL Technical Assessor's training course as per ISO/IEC 17025:2017 (3) Training in the field of IT, (4) GeM (5) PFMS
32.	Scientific	NDT Laboratory	As a scientific officer Major Role is Testing of allotted	Ultrasonic testing and radiographic

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	officer		samples, Calibration of existing equipment, Procurement of new equipment as per requirement, maintenance and routine service of existing equipment. Preparation of reports and record maintenance.	testing
33.	Scientist C (RPPT)	RPPT	Business Promotion	Textiles & papers
34.	Scientific Assistant	RPPT laboratory	Testing and evaluation of Rubber, Plastic Paper and Textile products for their quality and suitability as per relevant Standards. Analysis of the test results and preparation of report and draft certificate using LIMS system	Rubber, Paper, Plastic, and Textiles area
35.	LDC	Sample Room	Sample handling, preparation of GST, Performa Invoice.	IT system
36.	Officer In Charge	Scientist B (Chemical)	Overall in charge of the Chemical Laboratory, to accept and allot the samples online, check and verify the results, arrange for PT and ILC Programs as per NABL Requirements, Responsible for all Purchase related issues as and when required for the laboratory, maintenance of the Equipment etc.	Customized Bidding on GeM, Purchase related to equipment and Chemicals

8.4.5 NTH NWR, Jaipur

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Scientific Assistant (Chemical)	Chemical	Chemical Analysis of Fertilizer, Drinking Water, Packaged Drinking Water, Coal, Wheat Atta, Wheat Maida, Cement and Building Materials, Metals and Alloys using Classical Analytical Techniques as well as Modern Instrumental Techniques viz. UHPLC, GC-MS, IC, UV-VIS Spectrophotometer, OES, ICP & AAS etc. as per Standards of BIS. & Maintenance of Scientific Equipment	1. Classical and Instrumental analysis of Cement from renowned labs like National Council for Cement and Building Materials (NCCBM), Ballabgarh, Faridabad, Haryana 2. Classical and Instrumental analysis of Metal from renowned labs like National Metallurgical Laboratory (NML), Jamshedpur, Jharkhand. 3. Classical and Instrumental analysis of Food from renowned labs like Council of Scientific and Industrial Research–Central Food Technological Research Institute (CSIR–CFTRI), Mysuru, Karnataka. 4. Classical and Instrumental analysis of Fertilizer from renowned labs like Central Fertilizer Quality Control & Training Institute (CFQCTI), Faridabad, Haryana. 5. Hands-on training on AAS, ICP-MS, GC-MS, LC-MS & HPLC in renowned labs like Spectro Analytical Labs Ltd, New Delhi
2.	Scientific Assistant (Chemical)	Chemical	Testing and Evaluation of concerned laboratory samples and work in connection with the development of testing methods for these materials.	1. Classical and Instrumental analysis of Cement from renowned labs like NCCBM-Ballabgarh. 2. Classical and Instrumental analysis of

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Maintenance of instruments of the concerned laboratory.	Metal from renowned labs like NML-Jamshedpur. 3. Classical and Instrumental analysis of Food from renowned labs like CFTRI- Mysore. 4. Classical and Instrumental analysis of Fertilizer from renowned labs like CFQCTI-Faridabad. 5. Classical and Instrumental analysis of Agricultural product from renowned labs like IARI-New Delhi 6. Classical and Instrumental analysis of Toxic Element from renowned labs like IITR-Lucknow 7. Classical and Instrumental analysis of Pesticide from renowned labs like IIPFT-Gurugram
3.	Scientific Officer (Chemical)	Chemical	Chemical Testing	NABL ISO/IES 17025:2017, Advanced instrumental analysis and Lab management system
4.	Scientist B (Chemical)	Chemical	Chemical Analysis, Lab in-Charge, OIC Sample Cell, DDO, Marketing-Business & Office Administrator	Training on Instrumental Analysis
5.	Scientific Officer (Chemical)	Chemical	Lab in charge, Deputy Quality Manager, Lab testing, Store in charge and training program	Work functions of in charge quality assurance presentation event organizer

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			organizer, report preparations and Ppt presentation prepare & presentation	evolution management etc
6.	Scientific Assistant	Chemical, Microbiology	Testing & Evaluation of Samples, Calibration & Maintenance of Instruments in Microbiology Laboratory.	Technical skill/ Training on advanced tools & techniques related to Microbiology laboratory like culture handling, quality management, calibration, laboratory expansion as per need of the time and various emerging Microbiological testing fields.
7.	Scientist C (Physical-Civil)	Civil Engineering Discipline	1. Technical Manager of Civil Engineering discipline (OIC Testing) (thus purchase of equipment, development of laboratory as per NABL & manage the subordinates), 2. Buyer & Consignee in GeM portal of NTH, Jaipur, 3. Chairperson of Auction committee for scrap & condemned instruments etc., 4. 4. Chairperson of Special campaign and other special activities. 5. In absence of seniors sometimes to deliver the duty of Scientist In charge which need administrative training for that job.	Measurement uncertainty concept to be cleared in Civil Engineering product testing
8.	Scientific Assistant	Electrical	Testing of electrical samples	LED light testing, Socket/switch testing, MCB testing etc.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(Electrical)			
9.	Scientific Assistant (Electrical)	Electrical	Testing of different electrical items such as cables, wires, fuse wires, aluminium conductors etc. Monitoring calibration status of test equipment. Assisting Lab In charge in different office proceedings. Assisting MIS In charge in different office proceedings.	Cable Testing
10.	Scientist C (Electrical)	Electrical	Electrical Lab In charge	Purchase, GeM and Management.
11.	Scientific Assistant	Mechanical	Sample Testing of Metallic properties of the Metal, Maintain Documentation in the lab as per NABL Norms, Assist in NABL Audits.	For smooth functioning in portal and domain.
12.	Scientist D (Mechanical)	Mechanical	Presently I am working as a Laboratory Head of Mechanical Discipline at NTH, Jaipur	Stress Relaxation Testing
13.	Scientific Assistant	Physical-Civil	Testing of Cement, Tile Adhesive and wood samples and maintenance of equipment.	Calibration of equipment.
14.	Scientific Officer	Physical-Civil	1. Testing of building materials received at civil engineering lab. and supervision of subordinate staff. 2. Upkeep of laboratory as per NABL norms. 3. Member of purchase committee. 4. Additional charge of Central Public Information Officer (CPIO)	Self-compacting concrete design mix. Testing of new eco-friendly building materials.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			5. Additional charge of Liaison Officer with CPWD for repair and proper maintenance of National Test House (NWR) building.	
15.	Scientist D In-charge	Regional Head	Regional Head and Head of Office National Test House Jaipur	Communication skills to enhance Motivational speaking
16.	Scientist B (RPPT)	RPPT Laboratory	Technical Manager/Laboratory head of Polymer Chemistry as well as Information Technology (IT) nodal Officer of Regional Office Jaipur	Testing methods of Rubber, Paper and Textile field

8.4.6   NTH SR, Chennai

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Upper Division Clerk	Accounts	Preparing Expenditure Statement and Reconcile Expenditure with the PAO, Chennai. Preparation of GSTR-1 and GSTR-7 on monthly basis, preparing GST Challans and filling GST returns, Checking LTC, Tour TA, EL Encashment on LTC Advance and Adjustment, CEA Claims of our employees. Forwarding of New NPS filled up forms to PAO, Chennai for issuing PRAN number.	GFR Rules and CCS (Conduct) Rules

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Preparation of pension papers of employees through Bhavishya, CGEGIS and EL Encashment on retirement. preparation of pay bills through PFMS-EIS and other Employee related works on EIS. Preparation of GPF related claims like GPF Withdrawal, Advance and Final Payments.	
2.	Scientific Assistant	Chemical	Testing of different types of samples as per relevant Standards, Operation and Maintenance of Various instruments and preparation of reagents	Training on Sophisticated instruments.
3.	Scientific Assistant (Chemical)	Chemical	Chemical testing	PDW analysis
4.	Scientific Officer	Chemical	Testing and evolution of various samples on the lines of respective standards and preparing of various documents and reports for the samples & Audits (i.e., BIS, NABL)	Training in ISO17025 and Uncertainty calculation
5.	Scientific Officer	Chemical	i) Timely completion of assigned sample analysis and reporting. ii) Involve the activities of the Laboratory like Accreditation of NABL, BIS etc. iii) Impart training to beneficiaries like RITES, conducting webinars/seminars on special	Quantitative analysis using sophisticated equipment and Training on ISO/IEC 17025.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			occasions like Azadi ka Amrit Mahotsav.	
6.	Scientific Officer	Chemical	Testing and Evaluation of Chemicals.	Analysis of Pesticide estimation using instruments like GCMS, UHPLC, etc.
7.	Scientist C (Chemical)	Chemical	OIC Testing Chemical	instrumental, classical methods for testing. management systems used by different state-of-the-art, leading laboratories
8.	Scientific Officer-Chemical	Chemical	Testing of various chemical samples as per Indian standard and ASTM, etc	Chemical analysis by using instruments
9.	Scientist B	Chemical	To look after the RPPT division of NTH(SR), Chennai as OIC. RPPT (SR).	Plastic sample testing Textile sample testing Paper sample testing
10.	Scientific Officer (Civil)	Civil Engineering Laboratory, NTH(SR)	Testing of different kinds of Building materials in Civil laboratory. Maintaining laboratory records & environmental condition registers.	Timber & Glass Testing, Uncertainty calculation
11.	Scientific Officer (Mechanical)	Civil Laboratory	i. Testing the allotted samples and reporting the same. ii. Maintaining NABL Records	Mechanical Calibration
12.	Scientist B (Civil)	Civil Laboratory	Working as a Divisional Head/Technical Manager of a Civil Laboratory	Evaluation of Building materials and RCC Structural Design.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			i. Allotment of Samples to the testing Scientists ii. Planning of R&D in testing and evaluation of materials iii. Preparing Lab for NABL IS/ISO 17025 assessment. iv. Monitoring ILC, Quality check & intermediate check. v. Organizing training & quality improvement programs in the Civil laboratory. vi. Assisting the Director in planning, Development & other related administrative activities.	
13.	Scientific Assistant	Electrical	Testing and calibration activities, maintaining the records for testing/calibration, assisting in ILC activities for quality assurance	High Voltage Engineering, Perform testing in High Voltage Labs
14.	Scientific Assistant (Electrical)	Electrical	Testing and calibration activities, maintaining the records for testing/calibration, performing ILC activities for quality assurance and any other work assigned by superiors.	Different electrical tests and safety standards followed
15.	Scientist C (Electrical)	Electrical Laboratory	I held my position as Divisional Head and Technical Manager – Electrical Laboratory and Electro-Technical & Thermal Calibration	a) Communication b) Problem Solving & Decision Making

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Laboratory. a) Ensuring effective Implementation and surveillance of Quality Management System along with IS/IEC 17025 in Electrical Laboratory and Preparation & Maintaining of records for the same. b) Create New Testing Facility – a) 220kV Voltage Class Impulse Testing Facility, b) 33kV Voltage Class Power Transformer and Shunt Reactors Type Test Facility, c) Liquid Thermometer Calibration Facility and d) Uninterrupted Power Supply Testing (UPS Testing) c) Supervise the day-to-day laboratory activities and sort out technical & administrative problems. d) Offered Technical Consultation to Chennai Customs, Cochin Customs & Bangalore Air Cargo & Sea Customs on Fibre optic cable , HDMI Cables, Patch Cord Connectors etc.,. for fixation of Import Tariff. e) Guidance to scientific officers and Scientific Assistance in testing w.r.t to all sorts of Industrial Products and samples from Vigilance -Delhi Metro, Vigilance-AAI,	c) Planning & Organising d) Time Management e) Personal Development f) Technical Competencies

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Vigilance -Southern Railway, medium and small-scale manufacturers, as well, from abroad countries like Sri Lanka, China etc.	
16.	Scientist C (Electrical)	Electrical testing	OIC Electrical Calibration, OIC Electrical Testing (Alternate), Test/Calibration Scientist, Member Secretory for NTH test / calibration fee revision committee, Assistant Vigilance Officer, Nodal officer for Biometric attendance, Primary member in BIS ETD 33	For the existing infrastructure the training requirement is only for the scientific staff who joined recently. For others as per the laboratory expansion plan.
17.	Operator	Electrical testing	Preparation of samples for testing. Assisting Scientist to do testing and operating equipment	High voltage testing
18.	Scientific Officer	Electrical testing and electrotechnical calibration	Testing of Electrical products and appliances as per Indian standards, international standards, IRS and as per customers' requirements. Performing Electrotechnical and thermal calibration. Assisting Officer in charge for development of infrastructural facilities. Preparing technical specification for procure new equipment to create new test facilities.	Required training in Transformer testing, Network equipment testing and communication cables and equipment testing, Optical Fiber cable and equipment testing.
19.	Scientific Assistant	Mechanical	• Testing and evaluation of different types of samples in Mechanical Testing Laboratory based on relevant standards and methods and	(i) Need training in calibration of equipment like torque wrench, electronic balance (ii) Need training

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			reporting the same within allotted time frame. • Calibration of different types of samples in Mechanical Calibration Laboratory based on relevant standards and methods, calculation of uncertainty and reporting the same within allotted time frame. • Provided help and assistance to senior scientists in day to day testing and calibration activities and establishing new test facilities in Mechanical Testing Laboratory and also maintained good relationship with higher officials and subordinates. • Always tried to learn something new and enhance my knowledge during various testing and calibration activities in Mechanical Laboratory.	in force calibration of UTM, CTM of different capacities. (iii) Need to upgrade knowledge in Uncertainty of measurement for various calibration activities in the field of pressure, force, dimension & mass and need training for the same.
20.	Scientific Assistant	Mechanical	Testing and Calibration in Mechanical Engineering and Reporting	testing & calibration, Uncertainty training
21.	Scientific Officer	Mechanical	Testing and calibration of mechanical laboratory samples, Evaluating and reporting of the same.	Calibration and Uncertainty Evaluation Force and mass calibration
22.	SCIENTIST B	Mechanical	Ø Calibration of different types of Mechanical Measuring instruments, Force	1) Training in latest techniques in Material testing.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			measuring devices like Load cells, Proving rings, Hydraulic jacks etc. and calibration of Testing machines as per relevant National/International specifications with the evaluation of uncertainties involved and reporting the calibration results. Ø Testing and evaluation of Engineering materials and products as per relevant specifications and estimation of uncertainty involved in the test and reporting the test results. Ø Getting the calibration and testing laboratory accredited from NABL and BIS, carry out internal auditing for calibration and testing laboratories as per NABL requirements. Ø Scrutinizing the test request and planning for testing in the laboratory, verifying testing charges, Identification of sample received, verifying for quantity of the sample received for testing as per the relevant specification etc. and obtaining clarifications from the customer related to tests if required. Ø Allotting the samples for testing/calibration	2) Training in Mass Calibration.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			to the respective Scientific Officer/ Scientific Assistant. Ø Supervising the day-to-day laboratory activities and sort out Technical and/or Administrative problems. Ø Providing guidance to working Scientists in technical and Administrative matters. Ø Scrutinizing and signing draft test certificates and lab registers of testing scientists . Ø Checking and signing the Final Test/Calibration certificates and forwarding the same to the Divisional Head for approval and embossing. Ø Implementing Quality Management System in the laboratory as per ISO/IEC 17025-2017. Ø Organizing ILC/QC/ PT/ Training activities for quality assurance and validity of test results. Ø Attending to any other work assigned by superiors.	
23.	SCIENTIST B	Mechanical	1. Responsible for the overall Laboratory	Testing & Evaluation of Engineering

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(MECHANICAL)		planning and execution as an in-charge of the Laboratory. 2. Scrutinizing the test request and planning for testing in the laboratory, verifying testing charges, Quantity and identity of the sample received etc. and obtaining clarifications from the customer related to tests if required. 3. Implementing Quality Management System in the laboratory as per ISO/IEC 17025-2017. 4. Supervising the day-to-day laboratory activities and sort out Technical and/or administrative problems.	materials, Calibration of Mass Standard
24.	Scientist C (Mechanical)	Mechanical	Guiding and training working scientists in both Testing and Calibration Laboratories. Nodal Officer for Swachhata Special campaign 2.0. NABL accreditation of both Testing and Calibration Laboratories.	Training required in the field of Laboratory Management & Administration. Also, in the field of Estimation and evaluation of measurement uncertainty.
25.	Scientist B	NDT	Work related to S&T Cell of NTH (HQ) and communicate with all six NTH Regions regarding various action taken reports, implementation of new projects and directive issued by DoCA. Assist NDT laboratory for testing of NDT samples.	Training course on advanced Ultrasonic Testing (Level-II & III from ISNT) related to Non-Destructive Testing. Metallographic training required for practical examination &

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
				interpretation of microstructures of metals & non-metals. Nano Science & Technology & training on HRSEM & XRD. Radiography Testing (Level-III) Detail training course on ISO 17025:2017 associated with laboratory and up-gradation and improvement of laboratory & NABL Assessor Course for NABL Assessment for various laboratories. Training/workshop related with Advanced NDT technology, Welding technology and Metallurgical work related to testing and used universally.
26.	SCIENTIST B (NDT)	NDT	Scrutinizing the test request and planning for testing in the laboratory, verifying testing charges, Quantity and identity of the sample received etc. and obtaining clarifications from the customer related to tests if required, Certification of Welders as per IBR 1950, IS and ASME regulations, Allotting the samples for testing to the respective Scientific Officer/	ASNT Training in MPI, LPT, UT, Training in Physical Metallurgy to study microstructures in Metals and Alloys

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Scientific Assistant, Supervising the day-to-day laboratory activities and sort out Technical and/or Administrative problems, Providing guidance to working Scientists in technical and Administrative matters, Planning and development of infrastructural facilities of the laboratory and welding unit, Implementing Quality Management System in the laboratory as per ISO/IEC 17025-2017, Organizing ILC/QC/ PT/ Training activities for quality assurance and validity of test results, Carried out all technical, purchase and administrative work of laboratory.	
27.	Scientific Officer (NDT)	NDT	Testing, Evaluation and Reporting of NDT, Welding Electrode, Metallography samples	ISNT Level II in all NDT Methods BARC RT Level II Welding Research Institute - Certified Welding Inspector
28.	Scientist C (NDT)	NDT & Metallography	Testing, Business promotion & Customer relation, Training, Deputy Quality Manager, CPIO	Defect Investigation & Failure analysis, Welding related courses. ISNT Level II course in Magnetic particle Inspection & Dye Penetrant tests.
29.	Scientific Officer RPPT	RPPT Lab	Working as Scientific Officer RPPT lab with	RPPT Products related

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			responsibilities of Testing Various types of Samples allotted by in charges, NABL & BIS Accreditation Procedures with Calibration, Testing, Audit preparation etc.	

8.4.7 NTH WR, Mumbai

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Upper Division Clerk	Administration	Cashier	Administrative
2.	MTS	Administration	Doing Purchase related work, Post Office work, establishment work and other work assigned by higher authorities.	Administrative
3.	Scientific Assistant	Chemical	Testing of samples like Paints, metals such as low alloy steel, stainless steel, tool steel, and copper alloys, bitumen, fertilizers, identification of polymers by FTIR, chemical analysis of cement, fly ash, construction water, and waterproofing compounds. Preparing indents for chemical procurement. Handling instruments like atomic absorption spectrophotometer (AAS), Optical Emission spectrometer	Training in a sophisticated instrument like ICP.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			(OES), FTIR, Flame photometer, Xenon arc test weatherometer, UV visible spectrophotometer, Pull off adhesion tester, Taber abrasion, Supporting superior in preparing NABL and BIS documentation.	
4.	Scientific Assistant	Chemical	My primary object is chemical analysis of different finished products Viz. Building materials (Cement, concrete, fly ash etc) different types of surface coatings, TMT bars, Stainless Steel plate, Bituminous paint, Ferric alum, construction water etc. Apart from testing, my other jobs are to upkeep the NABL documents, indenting chemicals and reagents, proper maintenance of highly sophisticated instruments like AAS, OES, UV-Vis spectrophotometer, accelerated weather o meter etc and to assist seniors during Audits and Calibration of equipment.	Chemical analysis of packaged drinking water, coal, sewage water, concrete and coarse aggregate
5.	Scientific Assistant	Chemical	1. Testing and evaluation of samples as well as maintenance and calibration 2.Microbiological analysis of water samples 3.Evaluation and analysis of instruments required to setup lab for microbiological testing of water	Set up of new instruments and process of testing for the same
6.	Scientific Officer	Chemical	Testing of samples of materials having extensive commercial significance in accordance with established standards and methods within stipulated time frame and	Instrumental Analysis: Due to market demand of quick and accurate test results, a testing scientist is expected

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			accuracy. Fulfilling requirements of the laboratory in context to NABL accreditation by maintaining various documents such as records and equipment logbooks. Preparing indents for purchase of materials required in the laboratory through GeM or local purchase. Working on newly introduced NTH MIS program to resolve issues related to standards mapping and facilitating customers in smooth on-boarding of the same. Working as an Officer in-Charge Sample Cell in BIS LIMS for handling of samples in receipt from BIS. Keeping records of External and Internal calibration as well as Annual Maintenance Contracts (AMCs) of instruments/equipment for continuous and precise testing activities.	to have an upper hand in effective handling of sophisticated analytical instruments. Therefore, it is must for a scientist to get aware of latest developments in the technology employed in the instrument under use.
7.	Scientist C (Chemical)	Chemical	Divisional head of Chemical Section. OIC Testing (General, Standard, Metal, Oil & Fuel) Approve test certificates, all purchases pertaining to Chemical lab., NABL and BIS accreditation related works and any other activity assigned by Director	NABL assessors training
8.	Multi Tasking Staff (Non-Technical)	Chemical	maintenance of records/files of the section, carrying of files & other paper within the building, assisting in routine office work, opening and closing of rooms, sample preparation for testing, solution preparation for testing, any other work assigned by the superior authority	Safety measures in laboratory, regarding technical skills related, need training to assist SA and SO during testing of Samples

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
9.	Scientific Officer (chemical)	Chemical	Testing and reporting of samples such as paints, fertilizers, metals, polymers and etc. Assisting seniors regarding procurement and activities necessary to maintenance of lab activities Maintaining records and documents related to NABL. Ans such other activities which are assigned by seniors.	Xenon Weatherometer, Salt spray testing, AAS, OES, FTIR, ICPMS
10.	Scientist C (Chemical)	CHEMICAL, Paint, Polymer, Metal, General Chemical, Fertilizer	Working as a Officer In-charge of Chemical Laboratory. Development of the Chemical Laboratory as per technical requirement, Dealing with the customer regarding sample testing as per relevant standard, scrutiny of sample test request and allocation of samples to scientific Officer and scientific Assistant. NABL Accreditation and BIS recognition activities, Purchasing of Laboratory Equipment's (Major & Minor), Laboratory consumables (Chemicals, Acids, Alkalis, Solvents, Etc.). Additional Responsibility of Assistant Vigilance Officer, CPWD Coordinator. Other Office related work assign by the Director and Senior officers.	Sophisticated Instrument Handling, Maintenance, Safety, Laboratory Management system as per ISO/IEC-17025:2017, ISO/ IEC 17025: 2017 assessors for Testing (other than medical) & Calibration laboratories, ISO/ IEC 17043: 2010 for Proficiency Testing providers (PTP) and ISO 17034: 2016 for Reference Material Producer (RMP).
11.	Scientific Officer	Civil	•Testing and Evaluation of Physical Properties of building materials such as cements, Fly Ash, Tiles, Bricks Plywood, aggregates, concrete mix designs , Tile adhesives etc as per Indian/International standards. Procurement of Equipment, Consumables, upkeepment of laboratory instruments and supervising the testing and calibration activities of the laboratory.	I need training on mentioned areas to upgrade my skills in testing.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Preparation of documents & records as per ISO/IEC/IS 17025:2017 for accreditation of laboratory by National accreditation Board of Laboratories (NABL) for Testing.	
12.	Scientist C	Civil	Laboratory In charge (Civil) - To officiate and perform the duties of Laboratory Head, to supervise the testing and evaluation work related to Civil Lab. To work for the development and modernization of the laboratory. CPIO - To officiate as Chief Public Information Officer of NTH(WR), Mumbai. To assist senior officials for day-to-day activities of NTH(WR).	Testing and evaluation of energy efficient building materials & materials used for safety purposes. Building and Fire Safety audits. Non-destructive testing of buildings and remanent life analysis of buildings and structures. Analysis for Solar and Thermal Reflective / absorption properties of building materials.
13.	Operator	Electrical	Preparation of samples, upkeep and maintenance of test equipment	Wiring, Electrical hygiene, Electrical safety, Basic operation and maintenance of electrical equipment
14.	Scientific Assistant	Electrical	Testing evaluation and analysis of electrical samples	TRAINING REQUIRED FOR TESTING OF SAMPLES
15.	Scientific Officer-Electrical	Electrical	1) Testing and evaluation of Electrical products as per National and International standards 2) Creation of new test facilities 3) Additional role in EDP section	High Voltage, Medium Voltage and low voltage Electrical Equipment and accessories testing and R&D

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
16.	Scientist C	Electrical	i) OIC of Electro-Technical ii) Approving the test reports submitted by Lab in charges iii) Business development of the lab iv) Assigning testing to Scientific Assistants/ Scientific Officers v) Ensuring accreditation of lab from accreditation bodies like NABL, BIS vi) Providing Guidance to working scientist in technical & administrative matters vii) Purchase of equipment and related accessories for smooth functioning of the lab.	Specialised in Gas turbine controls, Low voltage switch gear, electrical engineering
17.	Scientific officer	Electrical	Testing of different types of cables, wiring accessories, insulating materials as per relevant specifications. Preparation of documents for audits.	Testing of power transformer and RCCB
18.	Scientific Assistant	Electrical Engineering	Testing, Quality Evaluation, Interpretation and signing Test Certificates of Electrical/Electronic Consumer and Industrial Products	Calibration of Electrical/Electronic Equipment, Artificial Intelligence and Machine Learning, Power Systems, Impulse and Transformer Testing, LED Testing, High Voltage Technology, Networking and Server Maintenance, R&D on Testing Technology
19.	SCIENTIFIC OFFICER	Electrical testing	Testing, evaluation and certification of various electrical, electronics and IT products and wires and cables as per	Refresher courses for academics, inter regional seminars or training through

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	(ELECTRICAL)		Indian, International and customer specific standards/requirements, Quality assessment etc. Laboratory management, administration and purchase/procurement of test equipment	intra laboratories, M tech course, useful for research purposes
20.	Scientist C(Electrical)	Electrical testing	Evaluation and certification of electrical products in respect of specific standards, laboratory management etc	Testing of products based on availability of scope
21.	Upper Division Clerk	Establishment/ Sample Room	Receiving samples, preparing files and dispatching test certificates.	Sampling procedure and techniques.
22.	Director	Head of Office	As head of regional office, planning, executing, monitoring & controlling of both administrative and technical matters pertaining to NTH(WR), Mumbai office. Adhering to the framed rules of CCS Rules, GFR etc. and any other duties as assigned & administrative instructions by head of department/ ministry.	Capacity building relevant to the field advanced administrative skills
23.	Scientific Assistant	Mechanical	1. Testing and evaluation of Metals, Mechanical and Physical Properties of Ferrous, Non-Ferrous and Alloy Materials as per relevant National and International Standards. 2. Mechanical properties of materials and products specification such as Raw Materials, like TMT Bars, Wires, Sheets, Rod, Billets, ingots, welded Pipes, plates, Channels, sections, Beams etc. 3. Hands on experience of Mechanical and Metallurgical	1. Uncertainty measurement for Calibration of Mass and Standard weights. 2. Non-Destructive Testing (NDT). 3. Training on Fire safety.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Testing Hardness (Rockwell, Vickers, & Brinell), Tensile Strength, % of Elongation, Bend, Re-bend Test, Torsion Test, Cupping Test, Wrapping Test, Microstructure, Grain size measurement, Micro & Macro examination, Coating and Oxide layers, etc. 4. Calibration of Dimension, Pressure and Force parameters as per relevant National and International Standards. 5. Day to Day work on systems related to documentation and procedures, SOP, Work Instructions as per MIS-NTH, ISO 17025: 2017 (NABL Accreditation), BIS LRS, 6. Providing assistant to Scientist B (Mech) on day-to-day work in Mechanical Testing and calibration laboratory. 7. Putting up indent, preparation of Technical Specification of any new instrument to be procured in the Laboratory. 8. Referring to IS/ASTM/Firms Specified Standard to create New Testing facility, procure and develop method for testing. 9. Maintaining of lab equipment, register, logbooks, as per requirements of IS/ISO 17025: 2017. 10. Maintaining of lab equipment calibration and re-calibration before due date.	
24.	Scientific Officer	Mechanical	1.Testing and Evaluation of physical properties of Engineering products of metals and metal alloys 2.Calibration of Mechanical instruments in Dimensions,	1. Calibration and Uncertainty measurements of pressure gauges, weigh balances, mass calibration

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Pressure and force 3.Preperation of Documents for NABL and BIS audits 4. maintenance of Laboratory Equipment and Upkeepment of Lab 5. Perform the duty of Lab in charge when regular lab in charge is in leave.	2. Training in Failure analysis of boiler tubes, pipes 3. Training in Inter granular corrosion techniques 4. Training in Metallurgical microstructure analysis of surfaces of metals 5. Radiography techniques of level 2 for metal and weld joints. 6. Auto CAD and Pro-e CAD Training for Understanding and making mechanical drawings
25.	Scientist B (Mechanical), OIC (Mechanical Testing/Calibration)	Mechanical Testing & Calibration Laboratory	Laboratory In-charge Mechanical Testing and Calibration Lab. Coordinating all the works related to the effective functioning of the Lab. Overall Responsible for Laboratory Day-to-day activities, Reporting to Regional Head - Scientist In-Charge/ Director. Review of customer Requirements/ Specifications /contracts / orders, Ensure and accepting Samples for Testing/ calibration. Testing and Evaluation of Physio-Mechanical Properties of Metallic Materials by Destructive and Non-Destructive Techniques as per the National/International Standards/ Customer specifications. Ensure Quality of testing and calibration by checking the test and calibration results, performed IQC	1) Recent Advances in Dimensional Metrology : NTH(WR), Mechanical lab having facility and accredited scope in calibration dimension measuring instruments such Vernier, Micrometres, Scale and Tap, etc., hence to develop and create world class facility Training required for dimension metrology by using advanced instruments Laser Linear measuring System, CMM, etc.,

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			Sample Replica/Retest, Organising /participating to witness of test. Supervising the testing works, Scientific officer, Scientific Assistant and Supporting Staff and administration related works of the laboratories for ensuring the accomplishment of targeted works. Making purchase plans for procurement of equipment and implementing the plans for creating new test facilities. Organizing Technical Training Programs to the Scientific officers, Scientific Assistant, and supporting staff/s of the lab. Contributes to implementing the Quality Management System as per ISO/IEC 17025:2017 in The Mechanical Laboratory Both the Testing and Calibration scope of accreditations for NABL and works related to Recognition of BIS under LRS, Legal Metrology, IBR, etc., Research and Development, Scientific and Technical Publications. Accomplishing any other works assigned by the authority in time to time.	2) Training required for Calibration of "Pressure, Vacuum and Force Metrology" as per Global Standards 3) Training required for Calibration of "Weights and Mass" as per Global Standards 4) Training required for Calibration of "Universal Testing Machine in Tension and Compression Mode" as per Global Standard. It will help to Develop the Mechanical Calibration Laboratory in a world class set-up. 5) Certification on" Fire Prevention and Safety" - Fire Products Performance Testing and Rating: Recently NTH(WR), Mech lab developed methods and tested many new fire extinguisher products and their performance on-site. The latest requirement of IS and Global Standards, a certification for conduct Fire performance test is necessary.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
				Also, Many of the Govt. Tenders are mentioned the product of Fire Extinguisher to be tested by NTH hence creation of In-House Fire Performance Test Facility is highly solicited.

6) Training on Radiological Safety Officer BARC RT Level II by BARC : Training for Radiological Safety Officer(RSO) is mandatory in Radiographic Testing (RT), Already I have experience and I am competent in the domain RT with having valid certification ASNT Level II RT and eligible for BARC RT Level II. RSO certification is mandatory in the domain of RT and also it helps to develop a new test facility I.e., Residual Stress Measurement by XRD as per IS 17182:2020. Which is the facility having very limited laboratories in India and it is essentially required for all precision and rotary equipment and product in various |

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
				industrial applications such as Automotives, Railways, earth-Movers, Aero Space and aeronautical, Ship and Marine, Thermal, Hydro, Wind, Nuclear and Atomic Power Plant Turbines and Rotors, Petroleum, Oil & Refinery, Sugar, Pharma, Cement and chemical industries, etc., 7) ISO/ IEC 17025: 2017 assessors for Testing & Calibration laboratories by NABL, Training may helpful to acquiring knowledge in the domain as well as identify and implement/develop the recent world class facilities in Testing and Calibrations. 8) ISO/ IEC 17043: 2010 for Proficiency Testing providers (PTP) by NABL: Proficiency Testing Providers are very limited in the domain of Mechanical & NDT. Participating PT programme is mandatory for all NABL/ISO 17025 accredited laboratories. NTH(WR) is

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
				accredited lab for PTP as per ISO 17043 hence it may help to develop further profitable business in NTH with global needs.
				9) ISO 17034: 2016 for Reference Material Producer (RMP) by NABL : Certified Reference Material Providers (CRM/RMP) are very limited in the domain of Mechanical & NDT. CRM/RMP, Test Blocks, Test Specimens, Flawed Specimens are mandatory for all NABL/ISO 17025 accredited laboratories for the relevant Tests as per the Methods. The Training will help to develop new facility in NTH i.e., RMP services.
				10) API 571 Corrosion and Damage Mechanism: American Petroleum Institute (API) conducting examinations for the professional experts in the domain and issuing a valid competent certificate such as API Inspector in the exam passed. which is

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
				mandatory for Petroleum, Oil and refinery Industries. I have adequate experience in the domain corrosion and damage mechanism hence permission required for participation of the forthcoming examination. It will help to create new facility of testing in failure Investigation as per the global requirements.
26.	Scientific Officer	NDT	1. Radiological Safety officer and Site In charge, Responsible for Radiation safety compliance as per AERB norms and Operation of Roli-II Camera for X-ray of welded plate, pipe, tube etc 2. Testing and evaluation of various types of samples as welding electrodes, aluminium section, weld joints etc. per relevant standards. 3. Certification of welders as per Indian Boiler Regulation 1950 in different positions and various types of metals. This includes Radiography, Macro examination, Visual inspection, Bend test etc. 4. Metallurgical testing of steel. 5. Work related to NABL, IBR and BIS accreditation.	Training on IBR 1950
27.	Scientific Officer	NDT	NDT testing of material including Radiography, UT, LT etc.	RT and UT

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
	NDT			
28.	Scientist C (Elect.)	OIC, Sample cell	Looking after the work of Officer In-charge [Sample cell], for NTH & BIS	Training on customer registration in NTH portal for parties
29.	Scientific Assistant	Physical Civil	testing, evaluation and analysis of given samples and preparation of report.	Calibration and testing
30.	MTS	RPPT	Preparation of samples and assistance to the Scientific staff	In the domain of Rubber, Plastics, Paper & Textiles
31.	Scientist C	RPPT	OIC testing of RPPT discipline. Allocation of samples to working Scientists, sorting of technical and administrative problems, implementation of Quality Management system in the laboratory, Development of laboratory, Equipment purchase, Organizing training to lab Scientists	Training on Modern equipment with specialized labs/Institutions on Rubber, Plastics, Paper and textiles
32.	Scientific officer	RPPT	Physical Testing and Evaluation of all types of Polymeric Products such as Rubber & Plastic Products, Textile Products and paper products. • Laboratory Management. • Development/Implementation of test methods. • Testing Equipment/Machine management. • Procurement/Installation of Testing Equipment.	1.Training in the field of Textile Testing 2.Training in advanced and modern testing Facilitates for Plastic, Rubber, Paper and Textile Materials
33.	Scientific Assistant	RPPT	1) Testing & evaluation of Rubber, Plastic, Paper, Textile materials & their products in RPPT Laboratory.	1) Emerging techniques for manufacturing process sequences of Rubber, Plastic, Paper & their

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			2) Reporting of tested results.	products. 2) Advanced testing of Rubber, Plastic, Paper & their products. 3) Measurement Uncertainty.

8.4.8 NTH Varanasi

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
1.	Scientific Assistant (Chemical)	Chemiscal	Roles and responsibilities as per work allocation to me are: 1. Testing and evaluation of various products (mainly Drinking water, fertilizers, paints &surface coatings, building materials, metals and food products) for their quality and suitability as per relevant Standards. 2. Analysis of test results and preparation of reports using MIS systems. 3. Maintenance and running of sophisticated lab instruments like ICP OES, UHPLC, IEC, UV Visible, etc. 4. Administrative and miscellaneous work assigned by senior officers time to time.	Training on highly sophisticated instruments via HPLC with ultra-high flow and elution systems, flame photometer, Fourier Transform-IR-Spectrophotometer (IR affinity, shimadzu), Double beam UV-visible spectrophotometer Abbe's refractometer, Electrophoresis, HPLC, Digital colorimeter, potentiometer-MS, ICP-MS etc
2.	Scientific Officer (Chemical)	Chemical	1. Testing & Evaluation of allotted samples by OIC Testing 2. Maintaining calibration of laboratory equipment.	Relevant to standard Chemical testing.

Sl. No.	Designation	Division/Sub-division	Responsibilities	Domain Requirements
			3. Assist other works as assigned by lab in charge. 4. Support to Purchase of laboratory equipment / reagents / Chemical & other necessary items. 5. Support to development activities of new unit NTH Satellite Centre Varanasi.	
3.	Scientific Officer (RPT)	RPPT Division	1. Testing and evaluation of allotted samples by OIC Testing. 2. Maintaining calibration of laboratory. 3. Assist other work assigned by Lab In-charge. 4. Supporting in Purchase of Laboratory equipment/chemical and other necessary items. 5. Supporting in development activities on new unit NTH Satellite Centre.	Testing and evaluation of Rubber products

8.5 Annexure 5- NTH Behavioural Competency Requirements by RO

NTH Regional Office	Behavioural Requirements
NTH HQ	Citizen Interaction/ Customer Centricity
	Communication skills
	Conflict resolution
	Decision making

NTH Regional Office	Behavioural Requirements
	Dependability
	Empathy
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	IT related training
	Leadership
	Motivation
	Negotiation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Stakeholder management
	Stress management
	Teamwork
	Time management
NTH ER, Kolkata	Citizen Interaction/ Customer Centricity
	Communication skills

NTH Regional Office	Behavioural Requirements
	Conflict resolution
	Decision making
	Dependability
	Empathy
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	Leadership
	Motivation
	Negotiation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Stakeholder management
	Stress management
	Teamwork
	Time management
NTH NER, Guwahati	Citizen Interaction/ Customer Centricity

NTH Regional Office	Behavioural Requirements
	Communication skills
	Conflict resolution
	Decision making
	Dependability
	Empathy
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	General Administration
	Innovative & Critical thinking
	Leadership
	Motivation
	Negotiation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Stakeholder management
	Stress management
	Teamwork

NTH Regional Office	Behavioural Requirements
	Time management
	Training on various new chemical instruments
NTH NR Ghaziabad	Citizen Interaction/ Customer Centricity
	Communication skills
	Conflict resolution
	Decision making
	Dependability
	Empathy
	Environment
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	Leadership
	Motivation
	Negotiation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness

NTH Regional Office	Behavioural Requirements
	Sports adventrous activities time to time and canteen facilities
	Stakeholder management
	Stress management
	Teamwork
	Time management
NTH NWR, Jaipur	Citizen Interaction/ Customer Centricity
	Communication skills
	Conflict resolution
	Decision making
	Dependability
	Documentation in laboratory
	Empathy
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	Leadership
	Motivation
	Negotiation

NTH Regional Office	Behavioural Requirements
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Stakeholder management
	Stress management
	Teamwork
	Time management
NTH SR, Chennai	Citizen Interaction/ Customer Centricity
	Communication skills
	Conflict resolution
	Decision making
	Dependability
	Empathy
	Ethics
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	Leadership
	Motivation

NTH Regional Office	Behavioural Requirements
	Negotiation
	Networking skills
	Organisational Psychology.
	Quantitative & Analytical skills
	Rule consciousness
	Software Skill Development - For Guided and automated calibration and validation of testing procedures
	Stakeholder management
	Stress management
	Teamwork
	Technical training on testing
	Time management
NTH WR, Mumbai	Citizen Interaction/ Customer Centricity
	Communication skills
	Conflict resolution
	Decision making
	Dependability
	Empathy
	Ethics

NTH Regional Office	Behavioural Requirements
	Gender sensitivity & prevention and redressal of sexual harassment of women at workplace
	Innovative & Critical thinking
	Leadership
	Lean Six Sigma
	Motivation
	Negotiation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Stakeholder management
	Stress management
	Teamwork
	Time management
NTH Varanasi	Communication skills
	Conflict resolution
	Decision making
	Empathy
	Ethics

NTH Regional Office	Behavioural Requirements
	Innovative & Critical thinking
	Leadership
	Motivation
	Networking skills
	Quantitative & Analytical skills
	Rule consciousness
	Teamwork
	Time management

8.6 Annexure 6- NTH Functional Competency Requirements by RO

NTH Regional Office	Functional Requirements
NTH HQ	Book Keeping & Accounting
	Calculating reservation
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)

NTH Regional Office	Functional Requirements
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	NIC applications (email, messenger, cloud storage and others)
	Noting and drafting for cabinet note, EFC, office order or files.
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Right to Information Act, 2005 (RTI)
	Roster management
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
	Social media

NTH Regional Office	Functional Requirements
	Social Media Marketing
	Systematic research for document / report preparation
	Vendor management
	Writing proficiency
NTH ER, Kolkata	Book Keeping & Accounting
	Calculating reservation
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	NIC applications (email, messenger, cloud storage and others)
	Noting and drafting for cabinet note, EFC, office order or files.

NTH Regional Office	Functional Requirements
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Right to Information Act, 2005 (RTI)
	Roster management
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
	Social media
	Social Media Marketing
	Systematic research for document / report preparation
	Vendor management
	Writing proficiency
NTH NER, Guwahati	Book Keeping & Accounting
	Calculating reservation
	E-office

NTH Regional Office	Functional Requirements
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	NIC applications (email, messenger, cloud storage and others)
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Noting and drafting for cabinet note, EFC, office order or files.
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)

NTH Regional Office	Functional Requirements
	Right to Information Act, 2005 (RTI)
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
	Roster management
	Social media
	Systematic research for document / report preparation
	Training on new chemical instruments
	Vendor management
	Writing proficiency
NTH NR, Ghaziabad	Book Keeping & Accounting
	Calculating reservation
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	General Management Functional Training
	Government e-Marketplace (GeM)
	Grant of Financial upgradation under MACP
	Human resource management

NTH Regional Office	Functional Requirements
	Legal and Court proceedings
	Marketing
	NIC applications (email, messenger, cloud storage and others)
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Noting and drafting for cabinet note, EFC, office order or files.
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Right to Information Act, 2005 (RTI)
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
	Roster management
	Social media
	Systematic research for document / report preparation
	Translation related

NTH Regional Office	Functional Requirements
	Vendor management
	Writing proficiency
NTH NWR, Jaipur	Book Keeping & Accounting
	Calculating reservation
	Documentation
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	NIC applications (email, messenger, cloud storage and others)
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Noting and drafting for cabinet note, EFC, office order or files.
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book

NTH Regional Office	Functional Requirements
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Purchase related, administrative rules & regulations as Office Head.
	Right to Information Act, 2005 (RTI)
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules
	Roster management
	Social media
	Systematic research for document / report preparation
	Vendor management
	Writing proficiency
NTH SR, Chennai	Book Keeping & Accounting
	Calculating reservation
	E-office
	Establishment Rules & General Administration Matters of Government Departments

NTH Regional Office	Functional Requirements
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	NIC applications (email, messenger, cloud storage and others)
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Noting and drafting for cabinet note, EFC, office order or files.
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Right to Information Act, 2005 (RTI)
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment

NTH Regional Office	Functional Requirements
	Rules
	Roster management
	Social media
	Systematic research for document / report preparation
	Training inn computer operation
	Training on testing of Optical fiber cables and Communication Cables. & Testing of High Voltage Transmission Line equipment
	Vendor management
	Writing proficiency
	hands on training on capital instruments needed for various chemical analysis, e.g gcms, lcms, icp ms, uhplc, ic, aas, oes, icp oes etc.
NTH WR, Mumbai	Book Keeping & Accounting
	Calculating reservation
	DoPT rules
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	Financial Management – Budgeting, Accounting & Auditing Techniques and Income Tax on salary
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)

NTH Regional Office	Functional Requirements
	Grant of Financial upgradation under MACP
	Human resource management
	Legal and Court proceedings
	Marketing
	Modern technologies and materials used for energy efficient buildings / construction.
	NIC applications (email, messenger, cloud storage and others)
	New Pensions Scheme (Gratuity, Commutation, Leave Encashment, GPF etc.) of 7th Pay Commission Report
	Noting and drafting for cabinet note, EFC, office order or files.
	Occupational Health and Safety Management Systems
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Pension Rules, Benefits under the Old Pension Scheme
	Preventive Vigilance
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)
	Right to Information Act, 2005 (RTI)
	Roster Writing and Reservation in Services Govt. Policy for SC/ST/OBC/EWS/PWD/Ex-servicemen & Recruitment Rules

NTH Regional Office	Functional Requirements
	Roster management
	Social media
	Systematic research for document / report preparation
	Technical training on recent developments related to the field of chemical analysis
	Vendor management
	Writing proficiency
NTH Varanasi	Book Keeping & Accounting
	E-office
	Establishment Rules & General Administration Matters of Government Departments
	General Financial Rules, 2017 (GFR)
	Government e-Marketplace (GeM)
	Human resource management
	NIC applications (email, messenger, cloud storage and others)
	Pay Fixation, Leave & TA Rules, MACP, DPC and Maintenance of Service Book
	Procurement and tender writing
	Project appraisal
	Project management
	Public Financial Management System (PFMS)

NTH Regional Office	Functional Requirements
	Right to Information Act, 2005 (RTI)
	Systematic research for document / report preparation
	Writing proficiency

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