

Report on

**Smart Office Administration@3:
Effective Leadership for Viksit Bharat**

Organised by

IQAC, Shyam Lal College

January 10 - 11, 2024

Shyam Lal College, being a pioneer college of University of Delhi situated at east Delhi, has taken another step towards achieving excellence in the field of education and training by organizing a two days workshop on “**Smart Office Administration@3: Effective Leadership for Viksit Bharat**” for non teaching staff of colleges under University of Delhi. The workshop was organized by the Internal Quality Assurance Cell (IQAC) of SLC on January 10-11, 2024 under the able guidance of Prof. Rabi Narayan Kar, Principal, Shyam Lal College.

The IQAC of college mainly focuses on developing a system for conscious, consistent and catalytic improvement in the overall performance of the institution. In this spirit, the IQAC of SLC had organized the first edition of Smart Office Administration Workshop in the academic year 2016-17 with the objective of enhancing the work productivity and skill development of the office staff. Then another edition of the training program was organized in 2017-18 to further facilitate the process of enhancing skills, capabilities and knowledge of the Office staff.

Moving forward on this path of excellence, SLC organized the third edition of a two day workshop on “**Smart Office Administration@3: Effective Leadership for Viksit Bharat**” on **January 10-11, 2024**. More than **50 employees** from SLC and across various colleges have participated in the workshop. The two day workshop has six sessions along with an inaugural and a valedictory sessions where experts from different fields and administrative background shared their knowledge and experience with the participants of the workshop.

The first day of the workshop started with the inaugural session held on January 10, 2024 at 9:30 AM in the august presence of Dr. Vikas Gupta, Registrar, University of Delhi. The session started with lighting of the Lamp and University Kulgeet. Further, Prof. Rabi Narayan Kar, principal of SLC formally welcomed the distinguished guest of the session Dr. Vikas Gupta, Registrar, University of Delhi and all the participants of the workshop. Prof. Kar shared the experience of two previous editions of the workshop and their positive outcome with the audience. He also highlighted the importance of organizing such a kind workshop for non teaching staff of university and colleges which work as invisible hands and ensure the efficient and smooth functioning of the institution. After that, Prof. Kusha Tiwari, IQAC Director, SLC, introduced the themes of the workshop. She also appreciated the hard work done by the administrative staff of the college and addressed the non teaching staff as the backbone of the organizational setup at the institution.

The chief guest Dr. Vikas Gupta in his address to the participants shared his experience and views. He also acknowledged the relevance of the topic of session i.e. effective leadership for **Viksit Bharat** in the present context of the country when we are moving towards the path of becoming **Vishwa Guru**.

The speaker of the 1st session was Shri Girish Ranjan Ji, Finance Officer, DU. He shared his insights on the topic ‘Financial Management for Smart Administration’.

There were two sessions post lunch. The 2nd session was of Smt. Meenakshi Sahay, Joint Registrar (Recruitment & HR), DU. During her session on ‘Work Efficiency and Effective Leadership’, she talked about the importance of various values that one must show in his/her

conduct to work effectively and efficiently with coordination. Meenakshi maam showed various videos to keep the session interesting.

3rd session on 'Bringing in Efficiency in Purchases and Procurement' by Shri. Sandeep Sharma, Assistant Registrar (Procurement), DU was a hands-on session.

Three sessions were scheduled on the second day of the workshop. The 1st session of day 2 was by Shri. Mahesh Gupta Ji, Internal Audit Officer, DU on 'Pay, Pension and Service related matters'. It was an interactive session. Mahesh sir discussed the difference between various pay commissions, leave rules, MACP, ACP etc. He cleared doubts on encashment of leave at the time of retirement, NPS withdrawals, VRS put up by the participants during the session.

2nd session on 'Ethical Administration and Good Governance' by Shri. Shreenibas Prusty, Registrar, Indian Law Institute. Prusty Sir gave a new meaning to the topic of the workshop. He said '@3' on Social Media means love and affection and connecting this to the non teaching staff, he said that it's the responsibility of the administrative staff to provide a healthy and friendly environment in an institution so that teachers can effectively facilitate the students, future of our nation, in their education. According to him mutual acceptance can help avoid many conflicts and will lead to satisfaction in the workplace, which will ultimately benefit the institution.

The last session of the workshop by Shri. Jay Chanda, Joint Registrar (Academics), DU on 'RTI related appeals and compliances'. Jay sir impressed on the quality of being adaptable in order to build a sustainable system that lasts for long. He discussed record management, RTI act and its preamble, importance of professionalism among the administrative staff in order to achieve goals instead of just ensuring that the work is done.

With the Valedictory session at the end of the second day, the two day workshop on Smart Office Administration concluded. Participants were invited to share their experience and what they learned through the workshop followed by a thanks giving ceremony to express a heartfelt gratitude to all the speakers who shared their valuable insights during this two- day workshop, taking the spirit of learning and development forward, that helped the participants to excel in their work. Participants, technical and support staff that helped in successfully conducting the workshop were also appreciated.

The workshop concluded on this note that success of an education institution doesn't solely depend on the teachers and students or the practices it adopts but also on the administrative staff who skillfully wield its potential. The workshop was aimed at addressing the evolving needs of the professionals in office administration. The workshop covered a range of topics, including financial management, human relations, leadership, resource management, pay and pension, ethical administration, communication and adaptability and RTI related matters. It was able to achieve its objectives by providing practical insights and hands-on training in key areas relevant to smart office environments.