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Annual Administration Report 2009-10

1. ORIGIN OF THE INSTITUTE

The erstwhile Kerala Institute of Public Administration KIPA established by Government of Kerala at Trivandrum with centers at Kochi and Kozhikode was developed as a full-fledged management Institute for the state under the name Institute of Management in Government in the year 1981.

In the meeting of Secretaries to the Government which was convened on 19th of June 1978, it was proclaimed that KIPA should be an Apex Institution for the State in all aspect of management - inputs providing services, setting standards and regulating management inputs by other agencies etc. It was also viewed that the Institute shall provide expertise and facilities for management education, training programmes, policy and operations, research, consultancy and extension, seminars and conferences etc. for all aspects of state's economic and social life where management science can play an useful role.

It was also envisaged that the Institute should engage in policy and planning studies and can collaborate with other institutes on relevant subjects, problems, etc.

It was further pointed out that there is specific need to impart attitudinal skills and values to technical personnel and general administration so that they will became aware of the need to improve their behavioral pattern with public.

2. OUR MISSION

"To become a Centre of Excellence for Capacity Building for providing an efficient, transparent, equitable and citizen centric public service delivery system in a knowledge society".

2. a. Highlights of the year 2009 – 10

- *Inauguration of ETDC block*
- *Inauguration of Citizens Cell Centre*
- *Inauguration of RTI knowledge Centre*
- *Inauguration of e – enabling IMG*
- *Collaboration with IIITMK on Post Graduate Diploma Programme on e – governance*
- *Collaboration with NIFM*
- *Hosting the Kerala State e-Governance awards 2009*

3. ADMINISTRATION

3. a The Governing Body

IMG is governed by a Body consisting of eminent persons drawn from State/Central Government, Academia and Public management system with the Chief Secretary, Government of Kerala as the President. Smt. Neela Gangadharan IAS officiated as President for the year 2009 - 10

Board of Governors met this year on the following dates

58th meeting - 7 May 2009

59th meeting - 27 July 2009

60th meeting - 18 January 2010

During the year under report the following governors were there in our Board of Governors.

President

Smt. Neela Gangadharan IAS, the Chief Secretary, Government of Kerala

Members

Dr. Ajay Kumar IAS, Director, IMG

Dr. Dharam Veer IAS, Secretary, P&AR Dept**.**

Shri Teeka Ram Meena IAS, Principal Secretary, P&EA Dept

Shri TK Manojkumar IAS, Secretary, Finance (Expenditure) Dept.

Smt. Ishita Roy IAS, Secretary, Finance (Expenditure) Dept. (from 59th GB onwards)

Shri PG Muraleedharan IAS (Rtd), Former Secretary to Govt. of India

The Vice Chancellor, Kerala Agricultural University, Vellanikkara, Thrissur

Shri K Ramamoorthy IAS, Addl Chief Secretary & Principal Secretary, Animal Husbandry Dept.

Shri Remakanthan N, Director, KILA, Mulamkunnathukavu,Thrissur

Shri Ajay Sawhney IAS, Joint Secretary (Training), DoPT, New Delhi

The Secretary, IT Department, Government of India, New Delhi

The Director, Indian Institute of Management, Kozhikode

Shri K Premarajan, Faculty Member, IMG RC, Kozhikode (from Nov. 08 onwards)

Dr. R Prakasam, Faculty Member, IMG, Thiruvananthapuram (Special invitee)

The Secretary of the Institute is the Ex-officio Secretary of the Board of Governors and the Executive Committee.

3.b The Executive Committee

An Executive Committee supervises the functioning of the Institute, of which the Director, IMG is the Chairman. Following were the members of the Executive Committee during the year under report

Dr. Ajay Kumar IAS, Director, IMG
Dr. Dharamveer IAS, Principal Secretary, P&AR Dept.
Shri TK Manojkumar IAS, Secretary, Finance (Expenditure) Dept.
Smt. Ishita Roy, Secretary, Finance (Expenditure) Dept.
Shri K Premarajan, Faculty Member, IMG

Executive Committee met on the following dates during the period under report

111th meeting	-	2 May 2009
112th meeting	-	10 July 2009
113th meeting	-	14 Dec 2009

3 . c Overview

Institute of Management in Government (IMG), an autonomous body constituted under the auspices of the Government of Kerala, was established in 1981 to develop managerial skills, organizational ability, leadership qualities and decision making skills among different categories of employees of Government, Private and Public sector. Designated as the Apex Training Institute (ATI) for the State of Kerala, IMG is now overall entrusted with the responsibility of training Government officials. This responsibility necessitates developing detailed training plans for various Government Departments, networking of training institutions, pooling of faculty resources, upgradation of facilities available in these institutions, etc. The Institute located at the State Capital, Thiruvananthapuram has two regional centers, one at Kochi and the other at Kozhikode. This year was marked by innovations in terms of the diversification of activities undertaken by the institute.

3 . d Objectives of the Institute

The objectives of the Institute are:

i. To create an awareness of the potential of modern management science as a major instrument for the development of the economic and social activities of Government,

ii. To develop managerial skills, organisational capability, leadership and decision making ability, development planning and implementation efficiency,

iii. To carry on research, operational and policy, to evolve ideas and concepts appropriate to the nation and formulate policy alternatives,

iv. To foster, assist and support individuals, organisations and institutions indirectly for the use of management science and

v. To create social awareness and make it a genuine instrument for economic development and social change in the State as well as in the region.

3 . e Functioning of IMG

- Apex Training Institute for the State of Kerala
- Convener of the State Training Council with a mandate to coordinate, network and standardize training functions.
- Monitor and supervise the delivery of various training Institutes under the State Government

- Offers a variety of quality and need based training programmes for Civil Service Personnel at the State and National Level.
- Undertakes research and consultancy assignments with social orientation and commitment
- Have linkage with national and international organizations including World Health Organization, United States Agency for International Development, United Nations Development Programme, Asian Development Bank and major Universities in research, training and consultancy.
- Provides advisory functions for streamlining administration by undertaking policy research and studies.
- Offers quality management and functional programmes for middle level and senior level functionaries (including All India Services).
- Offers various training programmes targeted at different levels and for an array of Departments, Public Sector Undertakings and Local Self Governments on Information Technology enabled governance
- Has a reputed track record for client orientation in providing handholding support for Government Departments in post training and post consultancy scenario.
- Nodal agency in preparation of citizen charter for all departments except Local Self Government
- Nodal agency for capacity building in Right to Information Act, 2005
- E-governance Awards

For over the last 28 years IMG has been engaging in activities for realisation of these objectives through training programmes, research, consultancy, publications, seminars, workshops and lectures by eminent persons from India and abroad.

3 . f Faculty & Staff

The Institute relies on a team of competent faculty body, with strong inter-disciplinary skills, drawn from different streams and disciplines relevant to Government. This team of proficient faculty undertakes training, research and consultancy activities of the Institute.

During the period under report there were 15 Academic Staff and 102 Administrative and Ministerial Staff. Out of the members of faculty, 8 are on the permanent roll, 6 are on deputation from Government Secretariat and the rest are on deputation from other Departments viz., Kerala general service, University of Kerala.(Annexure I).

3 . g Development Activities at IMG

There are two committees constituted for the smooth conduct of training programmes and development activities viz. Programme committee and Planning and Development committee.

The constitutions of these committees are as follows:

- Chairman (Faculty member)
- Convener (Faculty member)
- Two members from Faculty (Member)
- A representative from administration division (Member)
- A representative from finance division (Member)

3.g .i. Programme committee

In the year 2009-2010 Dr Jaya S Anand functioned as the chairperson and Dr R Jayasree was the convener. Sri C Suresh Kumar, Associate fellow was the member of the committee. The Programme Committee with delegated authority took decision on routine training activities. During the year under report the committee initiated activities to stream line and standardize the training programmes by standardizing course designs and the review of Training needs Analysis documents. The committee had seven meetings.

The main activities of this committee are

a) Standardizing course materials.

b) Monitoring of projects and programmes/ scheduled items.

c) Finalization of training calendar, taking up of new programmes / recommend for deletion of scheduled programmes.

d) Guest faculty rating

3. g .ii. Planning and Development Committee

In the year 2009-2010 Dr R Prakasam professor, functioned as the chairman and Dr Anishia Jayadev was the convener. Dr R Jayasree, Assistant Professor was the member of the committee. During the year the Committee met twelve times and supervised the following activities.

a) On going works of Executive Training and Development Centre and inauguration of the ETDC Block

b) Renovation work of Hostel and 4 Guest suits.

c) Initiated activities for covering the Old Block with GI Sheet roofing to prevent leaking.

d) Campus development activities of Regional Centres

e) Managing of the civil and electrical works of the Regional Centre, Kochi.

4. TRAINING

"You learn more quickly under the guidance of experienced teachers. You waste a lot of time going down blind alleys if you have no one to lead you."(W. Somerset Maugham, Novelist and playwright). At IMG, we lead the civil servants to the path of Citizen Centric Good Governance.

4 . 1. TRAINING PROCESS -A Schematic Depiction

IMG has envisaged the Principal objective of training and development as to make sure the availability of a skilled and willing workforce to an **organization**. We also have individual, Organizational, Functional and Societal objectives. **Individual Objectives** is to help employees in achieving their personal goals, which in turn, enhances the individual contribution to an organization. **Organizational Objectives** are to assist the organization with its primary objective by individual effectiveness.

Functional Objectives helps maintain the department's contribution at a level suitable to the organization's needs and **Societal Objectives** – ensure that an organization is ethically and socially responsible to the needs and challenges of the society. These stems from the recognition that training is a pre-requisite for enabling them to demonstrate the required degree of efficiency, effectiveness and behavioural propriety expected of them both towards the public and to others in their own work organizations.

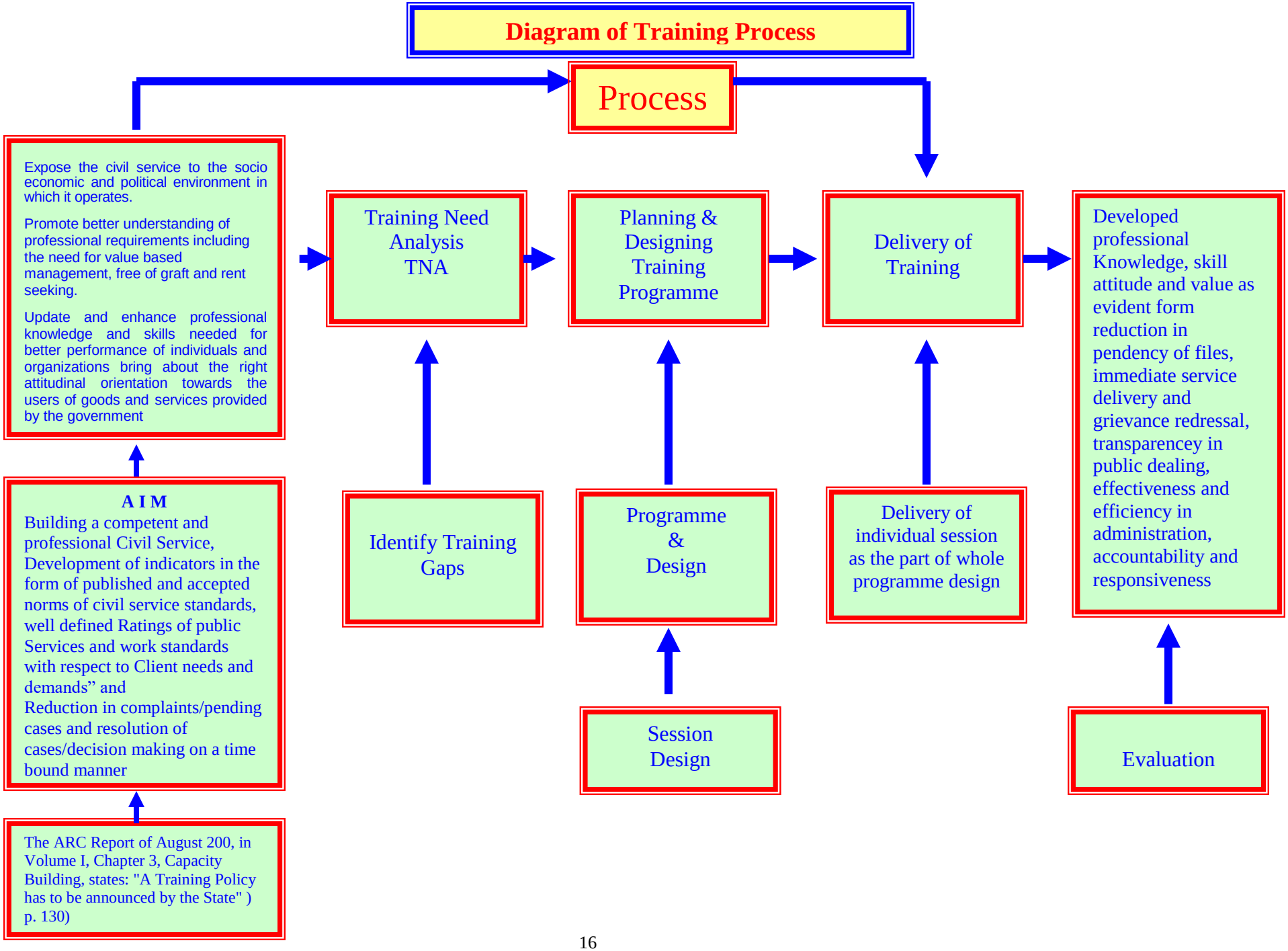
Diagram of Training Process
Process
Expose the civil service to the socio economic and political environment in which it operates.
Promote better understanding of professional requirements including the need for value based management, free of graft and rent seeking.
Update and enhance professional knowledge and skills needed for better performance of individuals and organizations bring about the right attitudinal orientation towards the users of goods and services provided by the government
A I M
Building a competent and professional Civil Service, Development of indicators in the form of published and accepted norms of civil service standards, well defined Ratings of public Services and work standards with respect to Client needs and demands" and Reduction in complaints/pending cases and resolution of cases/decision making on a time bound manner
The ARC Report of August 200, in Volume I, Chapter 3, Capacity Building, states: "A Training Policy has to be announced by the State") p. 130)
Training Need Analysis TNA
Identify Training Gaps
Planning & Designing Training Programme
Programme & Design
Session Design
Delivery of Training
Delivery of individual session as the part of whole programme design
Developed professional Knowledge, skill attitude and value as evident form reduction in pendency of files, immediate service delivery and grievance redressal, transparencey in public dealing, effectiveness and efficiency in administration, accountability and responsiveness
Evaluation

Following the mandate contained in the National Training Policy that each State should formulate a State Training Policy, IMG prepared a preliminary draft in January 2000 and later Government of Kerala approved it after discussions and modifications in 2004.

Table - I

Details of trainings conducted thus far in figures

Year	No. of Programmes	No. of Participants
2004-05	1037	27119
2005-06	1119	29146
2006-07	1353	38223
2007-08	576	17394
2008-09	1166	32552
2009-10	1369	36801

Details of conduct of programmes During 2009-10 is as below

Table 2

SI.No.	Category of Programmes	No. of Programmes Scheduled	No. of Programmes Conducted	No. of participants conducted	No. of Training Days
1	**State Training Policy Programmes (STP)**	1277	1142	31265	5809
2	**Government of India Sponsored Programmes(GOI)**	72	65	1593	269
3	**Other Sponsored Programme(OSP)**	15	71	1781	364
4	**Other Training Programme(OTH)**	28	11	339	74
6	**RTI**	67	77	1733	104
7	**Induction Training**	0	3	90	54
8	**Total**	**1459**	**1369**	**36801**	**6674**

Out of the 1459 scheduled programmes, 1369 were conducted in 6574 course days 36801 participants were trained.

IMG conducted the following Categories of programmes:

4. 2 State Training Policy Programmes

A conscious policy for the development of the human resources available to the Government has been sought to be evolved for meeting the challenges of development - social, economic and political. In this context, the Government authorized the Institute of Management in Government to formulate a State Training Policy which, apart from identifying the objectives which training should meet, would help in balancing knowledge and skills with attitudinal changes wherever required.

On the lines with the National Training Policy of Government of India, and in tune with the Administrative Reforms Committee Report, the Government of Kerala has approved the State Training Policy in the year 2004 with the vision "Training for All". This has become our Government's mandate and IMG, which is the Apex Training Institute for the State of Kerala has been designated as the nodal agency to impart training to its departments.

From 2004 onwards, IMG has conducted comprehensive Training Needs analysis for the Government departments and has been addressing the training needs, which emanated in the process.

4 .2 . i. Training Needs Analysis

In 2004, during the first phase of conduct of Training Needs Analysis those departments with direct citizen interface were selected. These departments were assigned to particular members of faculty of IMG designated as

facilitators. They conducted systematic Training Needs Analysis, came up with training and non-training solutions that needs to be addressed for the improvement in service delivery and performance of respective departments. On the basis of training needs, training modules were designed for different categories of employees.

In order to ensure the departments ownership in the conduct of training programme a senior officer of the department was designated as *Training manager* and the Training Manager works as liaison between department and the Facilitator concerned. He/she ensures the nomination of participants. A group of senior officers function as *Core Group members* and oversee the conduct of training for the Department.

Till March 2010, IMG has done the Training Needs Analysis of 49 departments, (List attached as Annexure II) designed course modules for different categories of employees, conducted Trainer Development Programmes for employees and are conducting programmes in a decentralized manner. Those who have undergone the Trainer Development Programmes are designated departmental coordinators (DC) to conduct the programme in IMG or in some other venue. The senior level programmes and induction programmes are directly conducted by the Facilitator in Head Quarters or one of the Regional centers of IMG.

The details of conduct of State Training Policy programmes during 2009-2010 are shown in the table 2. In the current year, one new department –the department of Prosecutions was inducted to State Training Policy.

Among the various programmes conducted under **STP**, some programmes were very innovative in terms of its content, conduct and methodology.

4 2. ii Evaluation and upkeep of quality of training

At the end of each training programme a summative evaluation of the course is done by the participants using a structured evaluation Pro forma prepared and provided by IMG. This is consolidated and major suggestions pertaining to

conduct of programme, course design, and quality of training per say etc was incorporated in the conduct of next years programme.

For ensuring regular update of Training Needs Analysis Document, course module, design etc., the respective facilitator conducts a workshop with all the Departmental Coordinators who have conducted at least one training programme and the core group members and make necessary changes in this regard on the basis of evaluation given by participants at the end of each training programme.

This year, IMG prepared a baseline data from the consolidated evaluation Proforma of STP programs. A guest panel was prepared for the faculty and was made available in the website. It was further decided that facilitators and departmental co-ordinators would stick on to the panel so as to ensure quality and standardization of training sessions.

IMG has entrusted Centre for Management Development (CMD), an autonomous body under the Government of Kerala to conduct a detailed evaluation of the training programme conducted by IMG since the inception of State training policy.

4. 3. Government of India Sponsored programmes (GOI)

These programmes comes to each Apex Training Institute as *Support to State Training Activities category Programmes* and are designed to develop knowledge of different areas, management skills, sensitize officers of senior and middle level of State Governments, State Public Sector Undertakings and State Autonomous Bodies to improve their service delivery and enhance attitudinal excellence.

These Programmes cover a large variety of subjects under the broad thematic groups viz. Computer Awareness and Information Technology, Gender Empowerment, gender Budgeting, energy security, Total Quality Management,

Participatory Administration, Decentralized Planning and Governance, Change Management, Disaster Management, State Financial Management, Gender Issues, Citizen's Charter, Human Rights, Ethics and Human Values, etc.

Each year, on the basis of the expertise of the faculty member concerned, IMG gives proposal on the above areas to Department of personnel and Training (DoPT) and get a funding for these programmes. Usually there are 5 day programmes and 3 day programmes. For 5 day programme we receive Rs. 63,000 per programme and for three day programme it is Rs 54,000/-. In the year 2009 - 10, we received approval for 72 programmes under this category and conducted 65 programmes.

The programmes were highly appreciated by the participants as evident from their oral evaluation as well as

4 4. National Level Trainer Development programmes

The Training Division of the Department of Personnel & Training, Government of India, (DoPT) aims to develop a pool of quality trainers who can promote training in partnership with departments, ministries and organizations committed to best practice in human resource development. The thrust is to train trainers in training technology to help them deliver their subject-specific training in a systematic manner. With this view, every year through the state Apex Training Institutes Department of Personnel and Training conduct its trainer development programmes deploying the Master trainers and recognized trainers developed and enlisted in their national resource portal. Five of IMG's faculty members are empanelled by DoPT as Recognized Trainer.

The various Trainer Development Programmes are

- Direct Trainer Skills (DTS)
- Design of Training (DoT)
- Management of Training (MoT)
- Evaluation of Training (EoT)
- Direct Trainer Skills – II (DTS-II) or Experiential Learning Techniques
- Training Needs Analysis & Use of TNA Toolkit (TNA)
- Mentoring Skills & Facilitation Skills (M&F)
- Recognized Trainer/ Master Trainer (RT/MT) development workshops in all the above areas.

Out of these, in the year under discussion, IMG requested for and was sanctioned one Recognized Trainer Development Workshop on Direct Trainer Skills course. Three recognized trainers were developed in this programme out of which two were IMG faculty members. There were two courses on Training Needs Analysis & Use of Training Needs Analysis toolkit. IMG has 4 Recognized Trainers in Training Needs Analysis and one on Experimental Learning Techniques. The recognized trainers conduct National Level Trainings and develop a training pool within the State. The recognized trainers are deployed by Department of Personnel and Training Government of India to other States to conduct courses.

In Training Needs Analysis, where there is project work for the final certification, reasonable numbers of candidates have submitted their reports. After evaluation they will be certified as Training Needs Analysis

consultants (certified Training Needs Analysts) who will be able to conduct Training Needs Analysis of institutions/departments. The courses were highly appreciated by the participants. From IMG, recognized trainers were deployed, for conducting the National Level Training Needs Analysis Course.

In the year under report, IMG was allotted 8 TDPs as per the proposals submitted to DoPT by IMG. The were co-ordinated by faculty members. The participants were faculty members and selected trainers from departments.

4. 5. Other Sponsored Programme (OSP)

IMG conducts certain programmes apart from State Training Policy training for Government Departments, Public Sector Undertakings and other agencies as per their immediate necessities and requests. These programmes are funded by the department / institution. IMG designs specific courses based on the demand and conducts the programmes accordingly. In the year referred to we received requests for **Other Sponsored Programmes** from Social Welfare Department, Food and Civil Supplies Department Sree Sankaracharya Sanskrit University and Kerala State Housing Board. These programme were suggested by departments on the basis of IMGs expertise and their immediately felt needs.

The major Other Sponsored Programmes were

4. 5. i. **Flagship programme on prevention of Domestic violence** sponsored by Department of Social Welfare

This programme was a continuation of the previous year's programme.

IMG was entrusted with the onerous task of conducting a series of programmes on the Act by Social Welfare Department. Those programmes were conducted for

different categories of players in the Act- Magistrates, Police personnel, Protection Officers, Doctors, NGOs, political leaders, Shelter Home Managers etc. The experience, the enhanced confidence and the contacts developed from these engagements resulted in us conceptualizing and conducting two programmes on the subject with all the stakeholders together for each course getting funs from Government of India. The programme opened way for free communication of the different actors and much to our gratification the stakeholders in at least Ernakulam and Trichur Districts began informal networking to make Kerala homes violence free. Many trainees continue to have associations with IMG for clarification of related issues. Thus we are able to fulfill the legislative intent of protecting women from Domestic Violence and the statutory requirement of governments to train personnel on the Act.

4.5. ii. Training Programme on Targeted Public Distribution System (TPDS) Sponsored by Civil Supplies Department.

The Civil Supplies Department discharges the important responsibilities of Public Distribution, enforcement of markets discipline and promotion of consumer awareness and protection of their interest. A series of training were given to the staff of Civil supplies Department to inculcate in them better public relations skills and for ensuring proper enforcement of various acts and rules. Citizen charter and its role in service delivery was also emphasized. The training programmes were rolled out in the 3 Centres of IMG. The department was funded by the central government.

4.5. iii **Double Entry Accounting System for Executive Officers (DEAS)** for the Kerala State Housing Board

This programme was designed for executive and middle level officers, who have responsibilities in connection with accounts and its interpretation, financial analysis and decision-making. Experts in the field of finance and accounts handled the classes.

4 . 5. iv. Skill up-gradation Training Programme for Sree Sankaracharya Sanskrit University

IMG continued to provide training to teaching staff, non-teaching staff, students and research scholars of the university.

4 d. v. Sensitization programme on Human development.

Faculty members who underwent Training of Trainers programme on 'District Planning and Human Development' conducted 2 programmes for government officials who engage in planning and formulating plan documents for departments. The programme was sponsored by Kerala State Planning board. The aim of the programme was to sensitise the line department officials on human development initiatives and helping related functionaries for implementing human development approaches for planning and formulating the human development programmes.

4 . 6. ***Govt of India – Department for International Development Project on Capacity Building for Poverty Reduction (CBPR)*** *continued this year also. a trainer's hand book both in regional language and English were prepared. Training of trainers were also conducted*

4.7. UNDP Sponsored Capacity Building for Access to Information

IMG has been recognized by the Department of Personnel and Training, Government of India as the Nodal Agency for Capacity Building in Right to Information Act, 2005 for both officials and the general public.

For the smooth conduct of training on Right to Information Act, 2005 and related research activities IMG has constituted a Right to Information Act, 2005 Cell with Dr Jaya S Anand , Professor, IMG as the Nodal officer and members of faculty across Regional Centers – The RTI cell has expanded its scope of activities by providing publications and training through tele-conferencing. This year the cell charted and conducted 77 training programmes.

4.7. i. Activities under the RTI Cell

Apart from the training of trainers programme and general awareness training, this year the RTI cell diversified its activities.

a. Distance learning using Video Conferencing

- For meeting the challenge in finding good trainers in remote locations, IMG has launched the distance training programme using the existing Video Conferencing facility of the Govt. of Kerala. Video Conferencing centres available at all district headquarters are used for this purpose and about 10 to 12 trainees participate from each centre for a particular course on RTI. The expert faculty is available at Trivandrum from where he makes the presentation. The trainees also got a chance to interact with the State Information Commissioner in the last session. The first batch was launched

in October 2009 and has been conducting two batches every month. It extends to all the 11 districts where IMG does not have any centre. This has enabled fast roll out of training and also better outreach.

b. RTI Portal

- A Knowledge Portal is also being developed as part for the RTI training system. This is expected to go online by soon It aims at educating the public and Government employees to understand and apply the Act and get the services from Public Authorities. The portal will serve as a single referral point with latest circulars, case laws etc

c. e-Learning module on RTI

- The work relating to the bilingual e-Learning module on RTI is in progress and is expected to be formally launched by the end of March 2010. This facility involves creation of online pedagogically sound e-courseware. The online module also provides for evaluation of the trainee about the content by administering interim quizzes and tests before the trainee can proceed to subsequent sections. The system also provides for online certification.

d. Ask the Expert

- This facility enables remote user to ask a specific question on the online portal. The question is then routed to a panel of experts who within a specified timeframe provide the best possible answer to the query. Moreover, the reply is recorded in a Knowledge Management system for subsequent users to refer.

e. RTI Quiz Competition

- As a part of the RTI Week celebrations, IMG conducted a Quiz competition for College Students on October 13, 2009. at IMG

Tvpm. 12 teams from different colleges participated Cash prizes were given to the winners.

POSITION	COLLEGE	TEAM MEMBERS
1st Prize	Law Academy Tvpm	Basi Ajith & Syamnath,
2nd Prize	Smt. Vijayalakshmi & Anila Sri. Jose James & Drisya Balakrishnan	Women's College, Tvpm Govt. Law College, Tvpm.
3rd Prize	Sri. Akhil. R. M.& Nishanth P. K.	Ayurveda College, Tvpm

The programme was supported by the programme division of IMG and the RTI core group members

5. Role of IMG in ensuring good governance

Being the Nodal Agency for imparting Training for both Right to Information and Preparation and implementation of citizen charter, IMG is upholding its position as the Apex Training Institute for the state of Kerala.

5.a. Preparation of Citizen's Charter

IMG, the nodal agency for preparation of citizen charter, this year conducted 3 batches of training. The Employment department has submitted their draft charter for the approval of State Government.

6. OTHER MAJOR ACTIVITIES

IMG also provides a forum for senior policy makers, Government officials among others to interact with experts and leaders on a variety of subjects relating to social, economic and other development issues. As part of this initiative, leading scholars and experts in various fields interact with intellectuals, State Planning Board Members, Government Secretaries and other academicians. Thereby IMG reaffirms its role as think tank for the Government of Kerala. This year, under the lecture series, there were

two lectures.

6. a. IMG Lecture Series 2009-2010

***6. a. i. Towards a Global Common Currency*:** Dr.Sita Ram Gurumurthy IAS (Rtd), Member, Tamil Nadu Planning Commission on November 18, 2009 IMG, Thiruvananthapuram gave a lecture on Global Currency

The talk was well received by the august gathering of the participants including Secretaries to Government, Officials of RBI, Faculty members of Colleges and University Departments. Students appreciated the issues and points raised by him during the session. The session was concluded with the remarks that the move towards the creation of a global common currency is not viable since strict targets were fixed in the Maastricht Treaty and until the targets of Fiscal deficits were achieved, the common currency could not become reality.

***6. u. ii. Managing time and cost through contract management* by Shri.G P Gupta, Director, National Institute of Financial Management, Faridabad on 25th February 2010, IMG, Thiruvananthapuram**

IMG, Thiruvananthapuram conducted a Public Lecture on **Managing Time and Cost through Contract Management by Shri.G P Gupta, Director, National**

Institute of Financial Management, Faridabad. Sri Gupta, in his presentation pointed out that if we manage time, seventy percentage of the additional cost burden of any project can be avoided in most cases. The talk was highly appreciated by the participants.

6. b. Workshops and seminars conducted by IMG

6.b. i. Seminar on the "Recommendations of Administrative Reforms Commission

The second Administrative Reforms Commission (ARC) Government of India completed its work by May 31st 2009 after preparing 15 reports.

As desired by the Chief Secretary Govt. of Kerala, Smt. Neela Gangadharan I A S, an interactive half day workshop was organized at IMG on 16/8/2009 with Principal Secretaries, Secretaries & HoD's with the intention of spreading awareness among senior officers.

The Seminar was presided over by the Chief Secretary, Government of Kerala. Sri.V.Ramachandran IAS, Acting chairman, ARC Government of India spoke on the ARC recommendations and invited questions. The Principal Secretary P&ARD Dr. Dharamveer IAS facilitated. More than hundred officers attended the seminar.

6. b. ii. Workshop on Managing Risk of Fraud in Government

As desired by the Chief Secretary the Institute of Management in Government conducted a half day workshop for senior officers (Secretaries and Head of Departments on the fourth of December 2009.

It attempted to:

a. *create awareness about risk of fraud; and*
b. *provide certain good practices to manage the risk of fraud.*

The workshop was lead by Sri. A Srinivas Kumar IA & AS, Deputy Executive Director, Centre for Good Governance, Hyderabad. The workshop was inaugurated by the Additional Chief Secretary Sri. Prabhakaran. I A S.

7. CONSULTANCY

IMG acts as professional advisor to various government and public institutions in areas such as restructuring, recruitment, policy advice, performance gap identification, organizational development interventions etc with a view to enhance their organizational capacity. IMG undertakes research and consultancy assignments with social orientation and commitment.

This year, IMG undertook a consultancy for the Social Welfare Department, Government of Kerala to recruit 14 "Women Protection Officer" for the implementation of PWDV Act 2005. The implementation of this act was undertaken by Social Welfare Department as a flagship programme. Series of training programmes were conducted by IMG for the successful implementation of the act. Dr. Anishia Jayadev, Lecturer undertook the consultancy. The test was conducted on March 2010 and merit list prepared were given to the department for the conduct of interview and appointment.

8. EMERGING AREAS OF EXPERTISE:

The year 2009 – 10 marked an year of evolutionary leap in the history of training for IMG as it marked IMG's entry into new and innovative areas of training. Keeping in tune with the governmental effort to maximize quality service delivery with minimum citizen interfere, IMG entered into the arena of e-Governance, Cyber Security and Secretariat Training.

8. a. Cyber Security

The role played by computer and internet in the dissemination of information and knowledge is remarkable. But with the increase in the use of computers,

internet and mobile technology in our daily life, there is also a corresponding increase in cyber crimes. Cyber Crimes are being committed by cleverest of the clever, the users of computers, cell phones and other electronic devices. If taken necessary precautions we can get rid of them. In spite of very high punishments prescribed by law, such crimes are on the rise. So IMG felt that it is necessity to create awareness on cyber security so that people including government officials may not fall in the traps set by such criminals. On an analysis it was inferred that Judges, Prosecutors Police officers and Law officers should be trained properly so as to enable them to handle the cases involving cyber crimes efficiently and effectively. Since the students of schools and colleges happen to be the culprits and victims of cyber crimes it was necessary to enlighten them also in this regard. Training should be given to teachers of schools and colleges so that they in turn shall convey the message to their students. Hence it was decided to chart three types of programmes. A one day awareness programme for employees of various departments, a three day programme for Nodal officers of e Governance and 5 day programme for TSPs and system administrators.

8. a. i. Seminar on Cyber Crimes: Law and Practice

One day Seminar on **Cyber Crimes: Law and Practice** was held on 24.9.2009 for the employees of Government Departments. Dr. A. Prasanna, Associate Fellow IMG, Dr. Alexander Jacob I PS, Sri E. K. Bhadran , Director CDAC, Sri. Mohanachandran , Additional Director C-DIT and Sri. Bijumon from cyber police station presented papers. .47 employees from various government departments and faculty members of IMG participated in the seminar.

8. a. ii. Training Programmes on Cyber Security

In the year under report, IMG conducted six Training Programmes on Cyber Security. The Awareness Programme on Cyber Security received an enthusiastic response from various departments. The first programme was conducted on 13-1-2010 with 38 participants. Classes were handled by experts from C-DAC, Police Officers from Cyber Police Station and Dr. A. Prasanna, Associate Fellow, IMG. The participants appreciated the classes and they requested to extend the duration of the programme to three days.

8. b. Secretariat Training Centre (STC)

At its 59th meeting, the Governing body decided to create a special cell – The Secretariat Cell for meeting the Training Needs of Secretarial focusing it as the Centre of Governance of the State Government. This cell prepared an action plan for secretariat training programmes, training related to use of information technology especially application being implemented such as IDEAS, MESSAGE, digitalization activities, Website management, Touch screen Kiosk, SPARK etc.) Smt. Mollykutty Louis, Associate Fellow was the nodal officer.

Later, this centre was converted to Secretariat Training Centre (STC).

Innovative programme under STC Minutes Writing Workshop

Minutes-writing is an important part of the overall job profile for most officers in the Secretariat and even those who work in the headquarters of the Heads of Departments. The ineffectiveness in minutes writing results is not only wasting time spent on meetings, but also failure to take follows up action by functionaries who are expected to take action based on the decisions of the meeting. Considering the importance of developing Minutes Writing skills for the officers in Secretariat, IMG has developed a package for conducting an one day workshop on Minutes Writing. The package is developed on the principles of experiential learning. Six trainers were also developed for conducting the workshops through a Trainer Development Programme on minutes writing. The first workshop was inaugurated by Smt.Neela Gangadharan, Chief Secretary, Govt. of Kerala on 19.11.2009. It is expected to cover all the officers from Addl.

8. C "The New Induction Training Programme"

The year 2009-2010 marked the beginning of a new training programme specially designed for the new recruits in government service. Induction training for new recruits plays an important role in the overall shaping of an employee. It helps improving employee morale and productivity, and trains them on skills which the employees would require in fulfilling their responsibilities in the Government. Recognizing the importance of the Induction Training, the Honourable Minister for Finance provided rupees one crore in the Budget Speech of 2009-2010.

Institute of Management in Government, (IMG) the Apex Training Institute of Kerala has revamped the existing course curriculum based on current focus and thrust in governance. The revised course content for **'the New Induction Training Programme'** – so titled to reflect the thorough revision in the overall approach -- spans three weeks with the following six areas of governance.

1. Individual Perspective
2. Rules & Procedures
3. Financial Management
4. Service Delivery
5. e-Governance
6. Accountability

The New Induction Training Programme is a certification programme. The Certificate will be awarded to successful participants after an evaluation. IMG is initially proposing to conduct forty New Induction Training Programmes every year in the main campus at Thiruvananthapuram and two Regional Centres in Kochi and Kozhikode focusing on new recruits in Government Secretariat and selected Departments with maximum government-Citizen interface. It is expected that this training will invariably result in professionalization of Civil Servants.

The first Training Programme was formally inaugurated by **Hon'ble Minister for Finance, Dr. T M Thomas Issac** on 15-1-2010 in a function

presided over by **Smt. Neela Gangadharan, Hon'ble Chief Secretary to Government** at the Executive Training & Development Centre, IMG, Thiruvananthapuram.

In 2009-2010 IMG conducted three batches of the New Induction Training Programme, two at IMG Thiruvananthapuram and one at Regional Centre, Kochi.

The first batch of Training was conducted from 14th January to 14th February 2010 (18 working days) in Chandragiri - a classroom with the state of the art facilities in the Executive Training & Development Centre, Thiruvananthapuram. The first batch consisted of 30 Assistants from the General Administration Department; Govt. Secretariat. The training schedule was prepared as per the guidelines given in the brochure on the New Induction Training Programme. Three days' Computer Training was given in the IMG Lab followed by 2 days training on e-governance under the tutelage of experts from Kerala State IT Mission. IMG faculty and experienced guest faculty in the respective fields took the rest of the classes. Shri. M Nandakumar IAS, Director, I & PRD handled the opening session and interacted with the participants on Ethics and Values in Administration, Career Opportunities and the individual's role in government. Recap of the previous days classes and book review by trainees helped them to enhance communication and presentation skills.

As desired by the participants a field visit was arranged to KSITM to view the paperless office and the implementation of e-governance there. Dr.Ajay Kumar IAS, Director, IMG hosted a dinner for the participants and interacted with them to give them a new orientation on the changing scenario in administration.

Dr. D Babu Paul IAS, former Additional Chief Secretary, was the celebrity guest of the programme. He gave a very exhilarating speech and interacted with the participants in a highly motivating environment. The participants were divided into 5 groups and were required to make Group Presentations on service delivery related matters. A test paper was conducted on completion of the course in which the participants performed well. At the

valediction ceremony course certificates were given to them. All the participants expressed their appreciation highlighting the usefulness of the course and the effective co-ordination and conduct of the programme.

Shri. P R Sasikumaran Nair, Faculty, IMG was the Course Director, Shri. B R Prasannakumar, Faculty, IMG and Dr.R Jayasree, Assistant Professor, IMG were the Associate Course Directors of the first Training batch.

The second and third batch of Induction Training was conducted from 19-2-2010 to 12-3-2010 at IMG, Trivandrum and Kochi respectively for the supernumerary employees of various departments. Altogether there were 51 employees of various departments holding supernumerary post attended the second and third batch.

Hon'ble MLA Shri. K J Alphonse Kannanthanam was the celebrity guest of the second batch and the **renowned Malayalam literary critic Shri.M K Sanu** was the celebrity guest of the third batch at Regional Centre, Kochi. These two programmes were also run with full of participatory and interactive sessions as in the case of the first batch and the trainees satisfaction and appreciation for the effective conduct of the programmes were placed on record. Smt. Mini B Nair, Faculty Member and Smt.L. Rema, Faculty Member were the Course Directors of the second and third batch respectively

8. d. TRAINING PROGRAMME FOR IAS PROBATIONERS

The four IAS Probationers allotted to Kerala Cadre, viz Sri. Hari Kishore. S, Sri. Keshvendra Kumar, Sri. M G Rajamanickam and Sri. P. Bala Kiran, underwent the training programme at Institute of Management in Government from the 24th of June 2009 to 31st of July 2009 in 2 phases.

The first phase began on 25/06/2009 and ended on 15/07/2009 (18 working days). The first phase was inaugurated by Dr. Ajay Kumar IAS, Director, IMG. The Course Director was Dr. Rathan U Kelkar IAS along with Smt. Mini B Nair, as the Assistant Course Director.

During the first phase forenoon they had classes from experts in the field of administration, IT, Health, Kerala Polity, Budget, Service Rules, Social Reforms, Environment and Energy, Policing, Kerala History and culture, auditing and governance. After noon sessions were devoted to field visits to give them a broader canvass of Kerala economy, history, society, culture, and governance.

On 16/8/2009 the IAS probationers attended a seminar on the Recommendations of Administrative Reforms Commission organized at IMG along with Secretaries and Head of Departments.

The second phase of training began on 16/7/09 and ended on 31/07/2009. Chief Secretary, Additional Chief Secretaries / Principal Secretaries and Secretaries to Government along with Head of Departments had interactive sessions with the probationers in the forenoon on Government policies, programmes, and schemes.
In the afternoons the three non-Keralite probationers attended Malayalam classes conducted by State Institute of Language, Trivandrum.
The Second Phase ended on 31st July 2009 with an informal course end evaluation presided by the Director, IMG. The programme was highly appreciated by the probationers.

9. COLLABORATION WITH INSTITUTIONS OF NATIONAL REPUTE

As envisaged in the perspective plan Document of 1979, the year under discussion, IMG decided to collaborate with institutes of National repute, facilitating sharing of resources**.** This entails us to enhance new knowledge in various domain areas. The institutions like NIFM, IIPA, ASU, LBSNAA etc.

a. Joint Civil Military Programme with LBSNAA
b. P G Diploma in e – Governance with IIITMK.
c. Collaboration with National Institute of Financial Management (NIFM), Faridabad.

d. Collaboration with expert institutions in Cyber Security **(C-DAC and DOEACC)**

9. a. Joint Civil Military Programme

The Institute of Management in Government, (IMG) Thiruvananthapuram in collaboration with the Lal Bahadur Shastri National Academy for Administration (LBSNAA), Mussoorie has successfully conducted a Joint Civil Military Training Programme on National Security from 10th to 21st August, 2009 at Thiruvananthapuram. The participants will be from Southern States, belonging to the All India Services, Central Services, Paramilitary Organizations and the Defence Services (Joint Secretary/Director in the Government of India and Brigadier/Colonel or equivalent level from the Armed Services).

The Training is for ten days with three sessions of two hours each and the main Objectives of the Training is to:

(i) to increase awareness of the different dimensions and elements of national security as well as threats to such security;

(ii) to familiarize the participants with challenges to management of national security, emerging external security environment, impact of globalization and internal security environment etc.;

(iii) to provide an opportunity for the participants to interact and exchange ideas on the subject; and

(iv) to expose the participants to the imperatives of civil-military interface at state, division and district level.

9. b. Collaboration with IIITMK Technopark

In 2009, IMG jointly with IIITM – K launched a post-graduate Diploma in e – governance (PGDeG) to help fulfill its mission of producing leaders in the areas of science, technology and management information. Directed at workers in public sector undertakings and employees of public and government bodies and supported fully by the state government of Kerala, the programme aims to develop professionals with a holistic view of e-governance. Those who obtain this diploma will acquire the skills, knowledge, perspective and leadership qualities needed to orchestrate complex e-governance projects in a systematic and disciplined manner. This diploma programme, is a well-conceived response to the growing needs of government in the area of e-governance. This will help in catering to the growing demand for e-governance professionals in government.

OBJECTIVES

- Generating human resources with the right skills, knowledge, aptitude and leadership qualities for effective implementation of e-Governance Projects.
- Conceptualization of ideas and development of service delivery models for improving the quality of service to citizen.
- To broaden the scope of e- governance in the State through various sectors and services.
- To enhance the effectiveness of the e-Governance programmes by integrating state-of-the-art technologies and management.

SALIENT FEATURES OF THE PROGRAMME

- Curriculum is designed carefully by eminent academicians, senior officials from Government and IT Industry, covering basic and advanced levels of relevant fields.

- Faculty members are drawn from leading organizations and academic institutions, who are experts in the subject.

- Study trips for the participants to familiarize with e-Governance projects.

- Opportunity to study mission mode e-Governance projects.

- Supported with Learning Management System, Digital Library, Multimedia based video lectures, and other collaboration tools to enhance the quality of teaching and learning.

- Training is held in IIITM – K and Government's Training agency IMG that allows participants to interact with IT professionals and Government Officials.

- Students are provided with 24 x 7 lab with high-end network infrastructure, high stepped internet bandwidth and quality software services.

- Wi-Fi campus with high end computing infrastructure.

- Half of the students are deputed from state government and the other half are taken from open market.

9.c. Collaboration with NIFM

In our Endeavour to enhancing new knowledge in its domain to make training and education increasingly relevant for the changing requirements, we are in the process of collaborating with the reputed National Institute like NIFM,

IIPA, ASCI, LBSNAA for sharing resources including exchange of faculty members and experts, including joint training programmes, information sharing and exchange of training officers. Accordingly a MOU was signed between IMG and NIFM in the presence of Honourable Chief Secretary, Govt. of Kerala on 25th February 2010. IMG entered into a memorandum of Understanding (MoU) with National Institute of Financial Management, Faridabad on 25th February 2010 in the presence of Honourable Chief Secretary, Government of Kerala.

The signing of MOU between IMG and NIFM marked a new beginning.

The High Lights of MOU are

- IMG shall sponsor three candidates every year for PG Diploma in FM at NIFM
- IMG shall examine the possibility of sponsoring candidates for the following programmes.
- Diploma in Government Accounting and internal audit
- Three weeks programme on budgeting, accounting and FM in Government Sector
- NIFM and IMG shall jointly organize three programmes in Kerala of different durations on mutually agreed themes and terms. Two programme themes for the first year for which interest was evinced by IMG are (i) Financial markets and (ii) Contracting and procurement of consultancy and services
- IMG and NIFM would jointly organize a programme on e-governance at NIFM for national level participation. The modalities would be worked out between Nodal Officers.
- Dr Baiju K C (General) and Dr. Prakasam R (e-Governance) are nominated as respective nodal officers to NIFM

9. d. Collaboration with C-DAC and DOEACC

IMG conducted the Training Programmes on Cyber Security in collaboration with expert institutions. The Kerala State Information Technology Mission is the funding source for the training programme on cyber security and e- governance. The Centre for Development of Advanced Computing (C-DAC), and the National Informatics Centre (NIC) provides IMG with expert faculty for the successful conduct of training programmes on cyber security. The Department of Electronics and Accreditation of Computer Courses Society (DOEACC) has agreed to collaborate with IMG to conduct short term courses on cyber security. The Hi-Tech Crime Enquiry Cell **of** the Police Department and the officials of the Cyber Police Station used to share their expertise and experience with the faculty and participants of the training programmes on cyber security

10. IMPORTANT FUNCTIONS

10. a. KERALA STATE e – GOVERNANCE AWARDS 2008

Kerala is ranked as one of the leading states in the country and implement e - Governance projects. In the last few years the state has been able to introduce e – Governance in almost all major departments and public sector units. The Govt. of Kerala decided to institute e – Governance Awards to encourage greater initiatives in e – Governance by Govt. departments and organizations. Institute of Management in Government (IMG) has been entrusted with the responsibility to implement the said decision in close co-ordination with the Government.

Nominations for the e – Governance awards were invited by IMG in the categories such as: online service & e-filing; best website; Digital file flow system; M-Governance; Service and payroll Administrative Repository for Kerala (SPARK) implementation; local language content development and maximum utilization of Akshaya Centres. Many major departments and public sector units had sent their nominations and after a stringent screening process, the winners were short-listed. IMG received 33 nominations which were screened by a high level jury panel.

The jury members of Shri V Ramachandran IAS, Former Chief Secretary, Government of Kerala & Member, Central Administrative Reforms Commission, Shri Anand Parthasarathy, Consulting Editor, The Hindu Daily; Shri Rajeev Chawla, Commissioner, Survey and Land Records Department, Govt. of Karnataka; Dr. Ajay Kumar, IAS, Principal Secretary (IT), Government of Kerala and Director, IMG. 12 projects were short-listed after the initial screening and were invited for a presentation on their respective projects to the selection committee and the winners were announced as detailed below under the categories of Online Service and e–filing; Best web site; e-payment service; Digital file flow system and M- Governance.

The awards were bagged for different categories of performance by the following organization / Institutes on a ceremonious event, on 8th December 2009.

10 a i. Online Services and e-filing.

1) **Thrissur Collectorate** for its innovative use of informative technology to facilitate equitable and environmentally sensitive sand mining and distribution within Thrissur district.

2) **Indian Institute of Information Technology and Management – Kerala (IIITM-K)** for its innovative web-driven e-Krishi initiative and related programmes to enable agricultural outreach initiatives.

3) Regi**onal Cancer Centre** for its pioneering application of telemedicine tools and applications to extend cancer detection and care across the State of Kerala

10. a. ii. Best Websites.

1) **Kerala Tourism** for its comprehensive web portal that integrates multiple services aimed of consolidating Kerala's leadership in the travel and tourism sector.

2) **Kerala State Information Technology Mission** for creating a single yet multilayered and comprehensive web resource that reflects all aspects of Information Technology initiatives of Kerala

3) **AIDS Control Society** for its imaginative web portal that displays sensitivity as well as professional competence in its HIV related initiatives including a useful online connecting service.

10. a. iii. Digital File Flow

Palakkad Collectorate for its innovative harnessing of Information Technology tools and optimize revenue collection mechanisms in the district.

10.a. iv. M-Governance

Kozhikode Collector for its innovative use of mobile phone messaging technology to improve citizen access to health services in Kozhikode district.

10 a. v. Service and Payroll Administrative Repository for Kerala (SPARK) implementation:

1. **Electrical Inspectorate Department**
2. **Stationery Department**
3. **Registrar of Co-operative Societies** for diligent and speedy implementation of SPARK solutions to enable their processes across Kerala.

10. a. vi. Local language content development

10. b. Commercial Taxes Department for its leadership in harnessing the State's Akshaya network and crewing a single state-wide window for the collection of VAT in Kerala.

Three leadership awards were also awarded which were received by Dr. V K Baby, District Collector, Thrissur for his role and leadership of the district's innovative schemes for the regulation of river sand mining in Trissur, **Dr. A Ajayakumar, Director, Computer Centre, University of Kerala** for his inspirational role and leadership of the University's drive to computers all its core operations, using open source tools and entirely in-house resources and **Shri. John Britto, Special Secretary, Law Department** for his inspirational role and leadership of the Law Department's drive to automate its core operations.

A Special Jury Award was jointly received by Kerala University and Calicut University for their initiatives in IT leading to the automation of wide spectrum of administrative, examination –oriented and student-facing activities resulting in greater efficiency and transparency in Kerala's higher education system.

Honourable Chief Minister of Kerala Shri.V S Achuthanandan gave away the prestigious recognition to the winners in a meeting organized by IMG at Mascot Hotel, Thiruvananthapuram. At the awards ceremony Smt. Neela Gangadharan IAS, Chief Secretary gave the presidential address. Dr. Ajaykumar IAS, Director, IMG and Principal Secretary (IT) welcomed the gathering. The Jury's report was presented by Jury member Shri. Anand Parthasarathy. Shri. Vishal Dhupar, MD, SAARK Region, Symantec Corporation held a keynote speech on "the new IT agenda" ensuring cyber security to combat Cyber Terrorism". An e-book “e-governance-the Kerala Contribution" was also released by him at the function. Shri C P Ajumal, Associate Fellow, IMG and Nodal Officer, e-governance awards presented the vote of thanks. .

10.b. i. Inauguration of Executive Training and Development Centre

Honorable Chief Minister Sri V S Achuthanandan inaugurated the Executive Training and Development Centre (ETDC) on 8th September 2009. The inaugural function was chaired by MLA Sri V Surendran Pillai. The ETDC completed in

September 2009, is a state of the art building with 48000 sq.ft. It has the facility to conduct Executive Programmes of national and international standards. Besides it has a state-of-the-art computer lab, seminar room, an auditorium, rooms for faculty members, faculty lobby, library and two dining halls.

- "Padmam" a modern auditorium has a seating capacity of 160 persons, with most modern acoustics and sound system.
- The state-of the art- class rooms, Pampa, Periyar, Nila, Kabani, Bhavani and Chandragiri can accommodate 30 – 40 participants each.
- There are break-out rooms (Syndicate rooms) attached to the class rooms to facilitate participative mode of training such as group discussion, panel discussion, guided practices etc.
- All the class rooms are equipped with OHP, PCs, LCD, Projectors etc, and have web connectivity.
- There is also a mini conference hall for the conduct of high level meetings, press conferences etc.

10.b. ii Inauguration of `Citizen- Employee Call Centre

Government, with the objective of providing information the citizen on various activities, projects, regulations, schemes etc. have set up an integrated Citizens Call Centre at Thiruvananthapuram since 09/05/2005. The main feature of this service is that information on Frequently asked Questions (FAQs) regarding various Government Departments, Public utility services and Universities have been collected and arranged in an electronic database. This is retrieved immediately from network by the call agent through a phone call. This Centre also sets as a complaint register for Citizen which will be answered by the departments concerned.

IMG has decided to utilize this system and provide service to its trainee population especially the Government employees with similar service through a call centre. Now this system is acting as guidance and information helpline to the employees and public. This facility was inaugurated on 8th September 2009 by the leader of opposition Sri. Oommen Chandi by dialing the No - 155300 and asking a training related query.

Based on FAQ furnished by IMG, round the clock service will be available for the citizen without queue or delay. Information will be received in both English and Malayalam. This will enable citizen / employees to utilize IMG's services in a better way.

10.b.iii. RTI Knowledge Centre

IMG has been recognized by the Department of Personnel and Training, Government of India as the Nodal Agency for Capacity Building in Right to Information Act for both officials and the general public. The center was inaugurated by the Vice Chairman of State Planning Commission Prof. Prabath Patnayik.

In the first phase (2006 – 2008), of the UNDP sponsored Project on Capacity Building for Access to Information (CBAI) the Institute functioned as one of the partners of Government of India. In the second phase also (2009 – 2011), IMG has been identified as one among the few Training Institutes by DoPT for Institutionalizing the RTI Act. The training component of the Centrally Sponsored Scheme on "Strengthening Capacity Building and Awareness Generation for effective implementation of the RTI Act" is being undertaken by IMG. Now IMG has formed an RTI Cell and expanded its scope of activities by providing publications and training through teleconferencing.

As part of the project, the Institute has initiated action to develop a RTI knowledge portal which will act as single referral point for all relevant information relating to RTI in the State. It will have online system for expert advisory in RTI, discussion forums, Frequently Asked Questions (FAQs) and advanced search facility. An RTI e-learning portal will enable PIOs / AA to undergo online training in RTI and get certified as trainers. In view of huge response from Central Government and State Government organizations for training, the distance learning mode using Video Conferencing facility will be instituted. A bi-monthly video conference based training will be launched for Revenue staff which will enable commissioners, IMG faculty and legal experts to interact with officials in remote districts. This will be a major milestone in the history of IMG to institutionalize change management through RTI.

10.b. iv. e-enabling IMG

As a step to take forward the efforts of government towards e-governance and to facilitate quick service delivery to its internal and external stake holders of IMG, all its documents including training calendar, course module etc are published through the website www.img.kerala.gov.in. This enables the government employees and departments to get a clear view of IMG's activities.

The IMG Library with 30000 books and 75 periodical across disciplines like Management, Public Administration, Economics, Health, Gender etc. is being digitalized. To facilitate government employees, research students and public to access its services.

IMG have digitized all our documents and decided to have all the internal communication through e-mail. The website not only provides its trainee population details of courses in which they are eligible to participate but also generic and specific reading materials in various domain areas. This will improve

the overall functioning of our institution and will add on to transparency and accountability aspects of service provided by IMG. This effort was inaugurated by worshipful Mayor Sri. B. Jayan Babu.

To spread the scope of these activities to other departments in Government, IMG has also started a PG Diploma in e-Governance in collaboration with IIITM – K wherein 50% of candidates are from Government Departments. Graduates from this course will be able to accelerate the pace of e-governance process in the various government departments in the state.

10 . c IMG Day celebration.

IMG day was celebrated on 28th March, 2010 with pomp and grandeur at ETDC Padmam Auditorium. Various cultural activities of IMG family members were organized the function was inaugurated by Minister for Food and Civil Supples, Sri Divakaran. The chief guest was Sri Madhu- the famous film Actor.

11. Retirements

The following offices retired from the service of IMG during the year under report.

Sri V Unnikrishnan Peon

Sri K Somasekharan Nair, Typist

Smt Mollykutty Louis, Associate fellow

Smt Melbi CP , Associate Fellow

Sri Sasikumaran Nair, Lecturer

Sri P Samban, Regional Director, IMG Regional Centre, Kochi

12. Audit report 2009-10

The Auditor's Report and Statement of Accounts for the year 2009-10 are attached as **Annexure 2 .**

13. **Office and Training Equipments**

The list of office and training equipments available with the institute is given as Annexure 3.

Annexure 1

Details of Faculty

IMG Head Quarters, Thiruvananthapuram - Permanent Faculty

Dr. R Prakasam, Professor

Dr. Jaya S Anand, Professor

Dr. R Ram Mohan, Sr. Lecturer (LWA)

Dr. R Jayasree, Asst. Professor

Dr. S Sajeev, Sr. Lecturer (LWA)

Dr. Anishia Jayadev, Lecturer

Dr. Mini B Nair, Lecturer

Faculty on Deputation

Shri C Suresh Kumar, Associate Fellow

Dr. A Prasanna, Associate Fellow

Shri PR Sasikumaran Nair, Lecturer

Dr. KC Baiju, Lecturer

Shri BR Prasannakumar, Lecturer (on depn.)

Shri CP Ajumal, Associate Fellow

Smt. CP Melbi, Associate Fellow

Smt. Mollykutty Louis, Associate Fellow

IMG Regional Centre, Kochi - Permanent Faculty

Dr. Neena Joseph, Professor

Shri Oommen Mathew, Associate Professor

Faculty on Deputation

Smt. TK Geethakumary, Associate Fellow

Shri PV Chandrabos, Associate Fellow

Smt. L Rema, Lecturer

IMG Regional Centre, Kozhikode - Faculty on Deputation

Dr. Jacob Varghese, Associate Fellow

Shri MK Sadique, Associate Fellow

Annexure3

List of Training Equipments

Sl.No.	Item	IMG, Tvpm	IMG, Kochi	IMG, Kozhikode
1	Over Head Projectors	19	5	8
2	16 mm Projects	4	-	-
3	16 mm film	32	-	-
4	Public Address System	16	3	3
5	Slide Projector	5	1	1
6	LCD/DLP Projector	14	7	8
7	Video Cassette recorder	4	-	1
8	Colour TV	7	2	3
9	Tape Recorder	4	-	-
10	Still Camera	1	-	-
11	Pana Board	1	-	-
12	FM Codeless Receiver	9 sets	-	2
13	Laptop Computers	28	6	3
14	Video Camera	2	-	-
15	Video Projector	1	-	-
16	DVD Player	2	-	-
17	LCD TV	1	-	-
18	Desktop computers	204	35	49
19	Servers	5	1	2
20	Printers	50	12	4
21	Scanners	3	1	2