Institute of Management in Government

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From the Desk of the Director

Strengthening the Public Grievance Redressal System

Ensuring the delivery of services at the level expected by citizens is the primary responsibility of all civil servants. However, it is natural that public dissatisfaction may arise if the quality of services falls short of expectations or if there are deficiencies in service delivery. This dissatisfaction often manifests as a grievance.

Given that citizen expectations vary, it is impossible to completely avoid complaints. When a complaint does arise, it is essential to resolve it to the best of the complainee's satisfaction or, where necessary, to clearly explain why the complaint cannot be addressed.

Both the Union Government and state governments across the country have been making considerable efforts to enhance the quality of the public grievance redressal system. At the state level, the Chief Minister's Office (CMO) Portal serves as an effective tool for addressing public grievances. Additionally, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal of the Department of Administrative Reforms and Public Grievances (DARPG) is integrated with the CMO Portal, ensuring seamless coordination and resolution of public complaints

In line with this, the Department of Administrative Reforms and Public Grievances, Government of India, in collaboration with the Institute of Management in Government, is organizing a National Conference on SEVOTTAM on April 25, 2025, in Thiruvananthapuram. The Nodal Officers of the CPGRAMS portal from across the country and the Nodal Officers of the SEVOTTAM cell from Administrative Training Institutes nationwide are expected to attend the conference. The Heads of Administrative Training Institutes will also participate and deliberate on the best practices in addressing public grievances within their respective states.

I urge all senior administrators in the state to actively participate in this workshop and seize the opportunity to contribute towards building a robust public grievance redressal system in the state.

K Jayakumar

Training of Trainers programme for Co-operative Department

IMG conducted a Training of Trainers programme for Co-operative Departments from 17th to 20th March 2025. 24 officers handpicked by the Co-operative department were deputed to attend the ToT programme. 16 technical topics were identified and trainers were trained to handle the topics. They were given inputs on different training techniques including Experiential Learning Tools, preparation of PPTs, designing of training and also on delivering lectures. This was evaluated by the Course Directors and constructive feedbacks were given. The training programme was inaugurated by Dr. Sajith Babu IAS, Registrar of Co-operative Societies and the valedictory function was attended by Secretary Co-operative Department Smt. Dr. Veena N Madhavan IAS and Dr. Sajith Babu IAS

Sustainable Waste Management Practices

A training programme sponsored by Government of India was conducted on the topic, Sustainable waste management practices. Nodal officers, who have the executive function of keeping the Institute Green, and to ensure conduct of Green protocol, attended the training programme from across the state. The three-day program included a field visit to the site where waste management practices are conducted in an excellent manner. Faculty who are experienced in the field from Suchitwa Mission and other government agencies came and took classes.

Induction Training for Supervisors of ICDS

Induction training for supervisors of ICDS was contacted on the month of March 2025. 150 newly inducted Supervisors updated their knowledge, skill and attitude towards Vet, their services to anti natal, postnatal services to women, infants, children, and adolescence.

Project Management Excellence Tools and Techniques for Success

A two day workshop on ' Project Management Excellence Tools and Techniques for Success

' was conducted on 3rd to 5th March 2025. The workshop was conducted with the objective of enhancing the effectiveness of the present vacancy module of the employment portal by optimising the process of submitting the list of candidates for a particular vacancy to the employer . The outcome of the workshop was gaining insights on upgrading the vacancy module in such a way that list of candidates are made available to the employer through their registered account in the portal.

30 participants and 5 moderators of National Employment Services Dept were the participants of the programme.

National Workshop on Technology in PSC Recruitment

Kerala Public service commission joined hands with IMG for the conduct of National workshop on technology in PSC recruitment conducted at Muscat Hotel from 22nd to 23rd of March 2025.

Phase II Attachment Training Programmes for IAS Officer Trainees

The IAS 2023 batch officers reported at IMG on 2nd March 2025 for their Head Quarters attachment. (Phase II training programme). This programme included attachments with IMG, ILDM (Institute of Land and Disaster Management), Judicial Academy and Honorable High Court of Kerala. The Officers also had an interactive session with the Deputy Director LBSNAA and Joint Secretary DoPT. Valuable insights and understanding on executive judiciary interface, Land governance, sharing of experience in the field level attachments, were the key outcomes of the attachment programme. After an official lunch with Director, IMG followed by the winding up session the officers left for their Central Secretariat attachment on 29th March 2025.

Conducted Programmes for the Month of March 2025

Code	Name of Programme	Department	From	To	Facilitator
GOI 54	Project Management Excellence Tools and Techniques for Success	Various	03-Mar-25	05-Mar-25	GM
OSP 183	Palliative Care	NAM	03-Mar-25	05-Mar-25	MBN/AB
OSP 179	Induction Training for ICDS Supervisors	W&CDD	03-Mar-25	07-Mar-25	AJ
OSP 180	Training for Information Officers	I&PRD	03-Mar-25	07-Mar-25	AJ
OSP 181	Induction Training for ICDS Supervisors	W&CDD	03-Mar-25	07-Mar-25	AJ
OSP 178	Phas II Attachment Training Programmes for IAS Officer Trainees	Various (IAS)	03-Mar-25	22-Mar-25	MBN
OSP 190	Training for Junior Assistant	KSFE	05-Mar-25	07-Mar-25	SS/RJ/AB
	Conducting Test - Consultancy	KERA	06-Mar-25	06-Mar-25	VS
OSP 184/24	Training on Palliative Care	NAM	05-Feb-25	07-Feb-25	LJ
OSP 186	Induction training for Assistants of KSFE	KSFE	03-Mar-25	05-Mar-25	RD
OSP 182	Induction training for Supervisors	WCD	03-Mar-25	07-Mar-25	DC
SCTP-95	Training on Gender Sensitivity	GOI	05-Mar-25	05-Mar-25	RD
SCTP-96	Training on Malayalam Computing	GOI	06-Mar-25	07-Mar-25	RD
OSP 185	Palliative Care	NAM	09-Mar-25	11-Mar-25	MBN/AB
STP 1233	Training Programme on Word Processing and Malayalam Computing	Various	10-Mar-25	12-Mar-25	ME
OSP 188	Induction Training for ICDS Supervisors	W&CDD	10-Mar-25	15-Mar-25	AJ
OSP 189	Induction Training for ICDS Supervisors	W&CDD	10-Mar-25	15-Mar-25	AJ

	Group discussions/interviews	KSFE	10-Mar-25	15-Mar-25	SS/RJ/AB
OSP 196 /24	AYUSH Mobile Medical Unit	NAM	14-Mar-25	15-Mar-25	MBN/AB
STP 25	e-Office and Administrative Training for Veterinary Surgeons	AH Dept	14-Mar-25	15-Mar-25	RM
STP 1300	Training Prog. for Staff of Nirbhaya Homes	W&CDD	14-Mar-25	15-Mar-25	AJ
	Workshop on TNA	Various	14-Mar-25	17-Mar-25	SS
STP (Addl.29)	Advisory Meeting on Governance Knowledge Centre	CGG	15-Mar-25	15-Mar-25	MBN
STP 78	Training Programme for Taluk Supply Officers	Civil Supplies	10-Mar-25	11-Mar-25	SJR/DC
OSP	Training on Palliative Care for Medical Officers of ISM	NAM	12-Mar-25	14-Mar-25	LJ
STP 1230	Word Processing and Malayalam Computing	Various	13-Mar-25	15-Mar-25	LJ
SCTP-97	Training on General Service Rules and Office Procedures	Various	10-Mar-25	12-Mar-25	RD
OSP -	Training on Foundation Course in Palliative Care for Medical Officers Dept. of Indian System of Medicine	NAM	10-Mar-25	12-Mar-25	RD
OSP-195	Induction training for Assistants of KSFE	KSFE	11-Mar-25	13-Mar-25	RD
	Workshop on TNA	Various	17-Mar-25	17-Mar-25	SS
OSP 201	Training on Attendance Monitoring System	NAM	17-Mar-25	17-Mar-25	MBN/AB
GOI (SCTP) 90/2024	Sustainable Waste Management Practices	Various	17-Mar-25	19-Mar-25	AJ
STP 944	Basic Intelligence Awareness Course for Railway Police	SBCID	17-Mar-25	19-Mar-25	SS
STP 1235	Training Programme on Word Processing & Malayalam Computing	Economics & Statistics Dept	17-Mar-25	19-Mar-25	ME
STP 1237	Training Programme on Word Processing & Malayalam	Economics & Statistics Dept	17-Mar-25	19-Mar-25	ME

	Computing				
GOI (SCTP) 86/2024	Training on Vigilance and Disciplinary procedures	Various	17-Mar-25	19-Mar-25	SJR
OSP 200	Enhancement of Existing vacancy module in e-employment Exchange portal	Employment Directorate	17-Mar-25	18-Mar-25	GM
OSP 204	Training for Medical Officers of Ayurvidya (NAM)	NAM	17-Mar-25	18-Mar-25	MBN/AB
STP 1035	Capacity Building Training Program for Architectural wing	PWD	17-Mar-25	19-Mar-25	ME
GOI (SCTP) 32/2024	Training on skill enhancement programme on e-Governance	Various	17-Mar-25	19-Mar-25	VS
STP 108	Training of Trainers	Co-opeative	17-Mar-25	20-Mar-25	MBN/SB
STP 30	Induction Training Programme for the Clerical Staff	Animal Husbandry	17-Mar-25	29-Mar-25	RM
OSP 202	Training on attendance monitoring system	NAM	18-Mar-25	18-Mar-25	MBN/AB
STP 1301	Training Programme for the Staff of Nirbhaya Homes	W&CDD	18-Mar-25	19-Mar-25	AJ
GOI OSP 7	Consultative Meeting with Taskforce Members of DARPG - PACE Project	Revenue	18-Mar-25	20-Mar-25	RM
OSP 203	Training on attendance monitoring system	NAM	19-Mar-25	19-Mar-25	MBN/AB
STP 1302	Trainig Programme for the staff of Nirbhaya Homes	W&CDD	20-Mar-25	20-Mar-25	AJ
STP 241	Court Procedure	Factories & Boilers	20-Mar-25	21-Mar-25	NPM
GOI OSP 8	Consultative Meeting with Taskforce Members of DARPG - PACE Project	Revenue	20-Mar-25	22-Mar-25	RM
GOI-39	Behavioural Aspects of Administration	Various	20-Mar-25	22-Mar-25	RJ
OSP 199	InductionTraining for Jr. Assistants	KSFE	20-Mar-25	22-Mar-22	SS/RJ/AB

STP 1240	Training Programme on Word Processing and Malayalam Computing	Various	20-Mar-25	22-Mar-22	ME
STP 1241	Training Programme on Word Processing and Malayalam Computing	Various	20-Mar-25	22-Mar-22	ME
GOI OSP 9	Consultative Meeting with Taskforce Members of DARPG - PACE Project	Revenue	21-Mar-25	22-Mar-25	RM
STP 266	Leadership and Supervising skills for Officers	Fire & rescue	21-Mar-25	22-Mar-25	SJR
OSP 206	Training Programme for PSC	PSC	21-Mar-25	24-Mar-25	AJ
STP 276	E office and Ease of doing business	Fire & Rescue Services	17-Mar-25	18-Mar-25	DC/SJR
STP 599	Leadership Development Programme for the Auditors of KSAD	Kerala State Audit Department	17-Mar-25	18-Mar-25	DC
STP 1234	Training on Malayalam Computing and Word Processing	Various	19-Mar-25	21-Mar-25	LJ
STP 1027	Training on New Criminal Law Amendments for Special Public Prosecutors	Prosecution	21-Mar-25	21-Mar-25	LJ
STP 1028	Training on New Criminal Law Amendments for Special Public Prosecutors	Prosecution	22-Mar-25	22-Mar-25	LJ
STP - 601	Capacity Building Programme for Audit Officers	Audit	17-Mar-25	18-Mar-25	RD
SCTP-98	Stress Management and Enhancing Interpersonal Relations for Positive work culture	GOI	17-Mar-25	19-Mar-25	RD
OSP-	Induction Training for Assistants of KSFE	KSFE	17-Mar-25	19-Mar-25	RD
OSP-	Induction Training for Supervisors	WCD	18-Mar-25	22-Mar-25	DC
STP 1229	Training Programme on Malayalam Computing and Word Processing	Various	20-Mar-25	22-Mar-25	RD
STP Addl. 22	Training on e-Office	VACB	24-Mar-25	24-Mar-25	SS
STP 269	E-Office & Ease of doing business	Fire & Rescue	24-Mar-25	25-Mar-25	DC/SJR

STP 373	Capacity Builing Programme for Sr Clerks and Jr Superintendents	General Education (HSE)	24-Mar-25	25-Mar-25	DC/ME
GOI SCTP 35	Disaster Management for LSGD Officers	LSGD	24-Mar-25	26-Mar-25	NR
STP 55	Workshop on Toxicology	ChemicaL Examiners	24-Mar-25	26-Mar-25	DC/GM
STP Addl. 23	Training e-Office	VACB	25-Mar-25	25-Mar-25	SS
STP 43	Re-orientation Programme for Nurses of DAME	Ayurveda Medical Education	25-Mar-25	26-Mar-25	DC/SAS
STP Addl. 24	Training on e-Office	VACB	26-Mar-25	26-Mar-25	SS
STP 272	Stress Management & Behavioural Act	Fire & Rescue	27-Mar-25	28-Mar-25	DC/SJR
GOI (SCTP) 43/2024	Research Methodology	LSGD	27-Mar-25	29-Mar-25	NR
STP-1236	Training on Malayalam Computing and Word Processing	Econimics & Statistics	24-Mar-25	26-Mar-25	RD
STP-296	Training on Income Tax	Fire & Rescue	24-Mar-25	25-Mar-25	RD
OSP-207	Induction Training for Junior Assistants of KSFE	KSFE	24-Mar-25	26-Mar-25	RD
STP-290	Training on Chemical Emergency Part II, Battery/Electrical Vehicle Fires	Fire & Rescue	26-Mar-25	27-Mar-25	RD

Programmes Scheduled for the Month of April

OSP -1	Induction Training for Jr. Assistants	KSFE	3-April -25	5-April -25	SS/RJ/AB
OSP-3	ToT for Internal Complaint Committe Members of AYUSH Institutions	NAM	5-April-25	5-April-25	MBN/AB
OSP 02	Induction Training for Jr. Assistants	KSFE	9-April-25 2025	11-April-25	SS/RJ/AB

	RTI		22-April-25	24-April-25	RM
	Interview for the KERA Project	Agriculture	23-April-25	25-Apr-25	VS
	Training on Palliative Care	NAM	21-Apr-25	23-Apr-25	MBN/AB
OSP 8	Capacity Builing Programme for Sr Clerks and Jr Superintendents	General Education(HSE)	21-Apr-25	22-Apr-25	ME
OSP 9	Capacity Builing Programme for Sr Clerks and Jr Superintendents	General Education(HSE)	23-Apr-25	24-Apr-25	ME