MANUAL NO. 1

Clause 4 (b) (i) of Chapter II

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES

OBJECTIVES / PURPOSE OF CIVIC TRAINING INSTITUTE & RESEARCH CENTRE

The objective is to ensure that the training, qualitatively and quantitatively keeps pace with the manpower planning. A congenial climate would remove the organizational weaknesses that impede progress and ensure and aspect of positive motivation to usher in a higher performance level at an accelerated pace.

1. **LONG TERM OBJECTIVES**
   i) To bring about a change in the organisational climate wherein goals are achieved within the time- cost parameters
   ii) To make available to external institutions the training resources of the center.
   Iii) In short to adopt the latest techniques and to keep the entire MCGM staff upgraded so as to render the efficient services to the citizens of Mumbai.

2. **SHORT TERM OBJECTIVES**
   i) To induct new employees to the organization to enable them to see the organization as a whole.
   ii) To train employees in their respective assignments both in the Technological and Managerial content so that they are able to achieve the expected level of performances.
   Iii) To prevent employee obsolescence which may result not only in lack of appropriate Technology but also affect adversely the organizational climate.

MISSION / VISION STATEMENT OF CIVIC TRAINING INSTITUTE & RESEARCH CENTRE

Training – Organising and Conducting Manpower Development Training Programmes for all levels of the Municipal Corporation of Greater Mumbai.

Types of training

The following types of trainings are being organized and conducted by this deptt. –

a)   Induction/Orientation Training

b)   Job Training

c)   Supervisory Training

d)   Training in Management Techniques/Soft Skill Training

e)   Training in Administrative Management

f)   Training in Financial Management

g)   Training for the Trainers

h)   Computer Training

BRIEF HISTORY OF THE CIVIC TRAINING INSTITUTE & RESEARCH CENTRE AND CONTEXT OF ITS FORMATION

The Civic Training Institute & Research Centre (CTI&RC) situated at Abhinav Nagar, Borivali (East), has its roots in the department of the Productivity, started in the year 1975. The institute was established at its present campus in the year 1984 and renamed as Civic Training Institute & Research Centre (CTI&RC). The CTI&RC is located at an ideal place of training, close to the National Park at Abhinav Nagar, Borivali (East), which has total campus area ad-measuring about 13 acres (Plan of CTI&RC is attached) .

MCGM is one of the largest Corporations in India, offering various civic services such as Water Supply and Sewage Disposal, Public Transport (BEST), Market, Health Care, Fire Brigade, etc. CTI&RC is a separate wing of MCGM where training programmes to develop professional skills of various departments through Inhouse / Government / Private expert trainers are designed and conducted.

DUTIES OF THE CIVIC TRAINING INSTITUTE & RESEARCH CENTRE (CTI&RC)

CTI&RC is the centralized, well-equipped Training Institute, imparting training in Administration, Technical, Computer, Soft Skills and Capacity Building subjects for the MCGM staff. The following 6 different types of trainings are organized in CTI&RC

1)   Induction Training to Newly recruited Employed Staff

2)   Induction Training for the staff who are promoted to the higher grade

3)   Orientation Training whenever new techniques and procedures are introduced in the MCGM.

4)   Refresher Courses for the Staff working at particular level to improve skill by

input of the   information   leading to increase the job efficiency.

5)   Job Related Training

6)   Special courses for personality development and general motivation such as Stress Management, Yoga, and Acupressure are also held.

MAIN ACTIVITIES / FUNCTIONS OF THE CIVIC TRAINING INSTITUTE & RESEARCH CENTRE (CTI&RC)

The detailed activities and functions are as below: -

Training : Induction, Computer, Administrative, Technical, Management, Soft Skills Programmes.

Induction Training 1) New employees are introduced to MCGM organizational set up, service rules, duties & responsibilities.2) Promoted employees are introduced to Administrative Procedures, new duties & responsibilities. 3) Refresher Training to labourers.

Computer Training 1) Familiarization with Libre writer & Calc 2)Basic course in Libre Impress 3) Advanced course in Libre Impress 4) Advanced course in Libre Calc 5) SAP-MM Module 6) SAP- PS Module 7) SAP- HR Module 8) CPWM & EP 9) Computer Hardware & Networking 10) Information Security Training 11) Authorization Matrix in SAP 12) E-Office 13) GEM 14) Auto CAD

Administrative Training 1) Administrative Marathi 2) Enquiry Procedures 3) Municipal Service Rule & Municipal Service Disciplinary and Conduct Rule 4) Right to Information Act-2005 5) Draft Letter to Municipal Secretary 6) Ethics in Governance 7) MMC Act 8) Shops & Establishment 9) Refresher Course to Jr.A & A.A.

Technical Training: (civil) 1) Refresher Course for Road Dept. 2) Refresher Course for SWD Dept. 3) Refresher Course for Bridge Dept 4) Refresher Course for SWM Dept. 5) Refresher Course for SO Dept. 6) Refresher Course for HE Dept. 7) Training to Designated Officers in Ward 8) D.P. and New DCPR Overview 9) Working of Building and Factory & Maintenance Dept. Of Ward. 10) Trench less Technology 11) Detection of Dilapidated Bldg. And Structural Audit. 12) Rain Water Harvesting 13) Arbitration and Contract Conditions 14) Concrete Mix Design. 15) Road Safety & Sustainable Mobility 16) I. S. Code 456:2000 and SP-16 & Structural Design of Simple RCC Structure.17) Project Management (PERT & CPM) 18) Contract Conditions & Tender Documents/ GCC/Standard Bid Documents 19) Training to staff of respective Department as per module prepared for MCMCR (MCGM Centre for Municipal Capacity Building & Research) A) Water Supply Dept. B) Sewerage Department C) Storm Water Dept. D) SWM Dept. 20) Provisions of Environmental (Protection) Act 1986 and

Notification issued in this respect and Environmental Impact Assessment (EIA) and Environmental Clearance 9EC of various project undertaken by MCGM. 21) Provisions of Coastal Regulation Zone notification 2011 & 2018 and requisition procedure of its Clearance for various projects undertaken by MCGM. 22) Concrete Technology 23) Reinforcement Detailing of various structures and provision of IS Code etc. 24) Scrutiny of New Connection Application & Reporting 25) QA/QC on Big Construction Sites. 26) Structural Design Staad Pro 27) Material Testing Big Repairs 28) Proposal to P & R Dept. 29) Water Charges Rules & Sewarage Charges Rules 30) A to Z of Concrete 31) Contract Management 32) Bridge Maintenance 33) Pre Stressed Concrete 34) Occupational Safety

Soft Skills Programmes:-1) Stress Management 2) Acupressure 3)Yoga 4) Vipassana & Meditation 5) Financial Literacy 6) Personality Development 7) First-Aid 8) Leadership & Team Building 9) Manashakti 10) Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013

LIST OF SERVICES being provided by the Civic Training Institute & Research Centre in brief.

The Institute has campus admeasuring 13 Acres of land provided with in addition, there are Classrooms 12 in Nos , Hostel with 42 rooms including 1 No. of Rector's Quarter, Mess, Recreation facility ,8 Labour Staff Quarters. ,3 Conference Halls , 2 Computer Room , 6 rooms for Office purpose & 1 Library .(Hostel – Total 42 rooms out of which 30 rooms are with double occupancy.)

Computer Training Centre at CTI&RC – The Institute has established a Computer Training Centre, which became operational since 1995. There are 50 computers placed in 2 separate classrooms facilitating 25 participants in each room. As such many participants per year are trained of this facility in aforementioned computer training programme-

These facilities are provided to all the employees within Municipal Corporation of Greater Mumbai without cost.

Infrastructure-

- 55 computers have been installed which are exclusively used for the purpose of orientation training course in computer for the Municipal staff. In addition to above, 36 computers are provided for the administrative work of CTI&RC .

- There are 8 Nos. of Projectors with projector screens as well as 4 sound system collar microphone are available in training aids in CTI&RC.

- For the purpose of production of course material, 2 No. of Photocopying machines have also been installed in CTI&RC.

Library :

A central Library for the MCGM is also located at the CTI&RC with about 5511 books on the subjects of technical, management, medical, computers etc.

Canteen :

A canteen/ Mess facility is also available for the participants & faculty members.

Hostel :

A Hostel comprising of 42 rooms, out of which 30 rooms are with double occupancy for participants of Residential programmes. 4 rooms are executive rooms and 8 rooms are for Store, Rector, Godown etc.
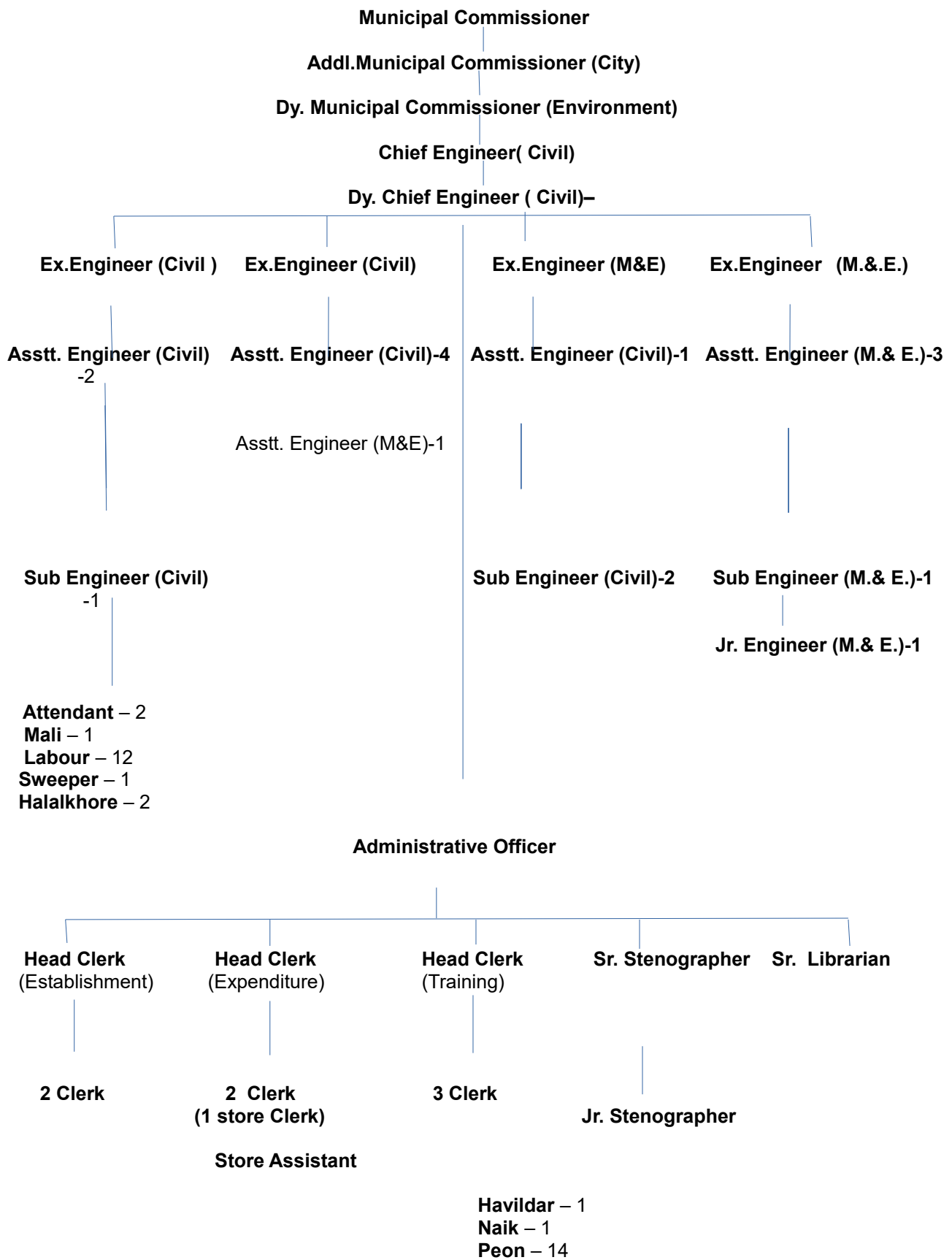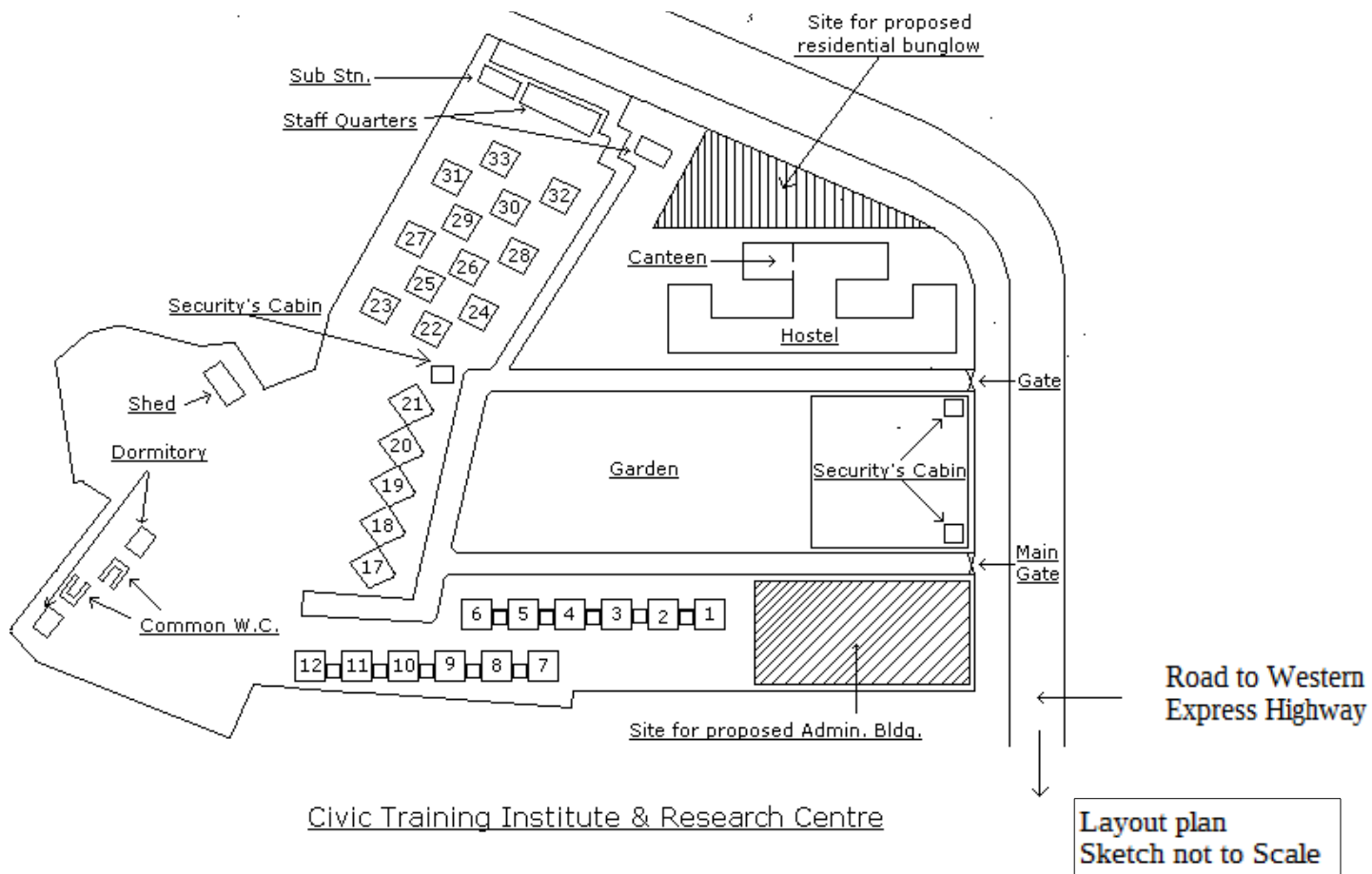
Gardens :

There are 2 well maintained Gardens which add scenic beauty and improve surrounding environment, becoming thereby good place for conducting training programme.

Performance –

Sr. No.	Year	No.of courses conducted	No.of actual days	Participants	
				Invited	Attended
1	2002-03	267	937	7244	4929
2	2003-04	245	776	5597	3795
3	2004-05	215	745	5169	3337
4	2005-06	236	741	6643	3883
5	2006-07	186	366	4490	3125
6	2007-08	93	261	3732	2744
7	2008-09	129	271	4931	3478
8	2009-10	165	284	4953	3340
9	2010-11	142	296	4056	3363
10	2011-12	102	268	3907	2578
11	2012-13	133	335	4756	3255
12	2013-14	113	327	3650	3014
13	2014-15	227	468.5	7331	4719
14	2015-16	287	504.5	8901	5998
15	2016-17	301	448	9036	6176
16	2017-18	299	417	8993	6052
17	2018-19	270	361	7967	5499
18	2019-20	511	566	22932	16493
19	2020-21	105	389	3941	3719

ORGANIZATIONAL STRUCTURE

Municipal Commissioner

Addl.Municipal Commissioner (City)

Dy. Municipal Commissioner (Environment)

Chief Engineer(Civil)

Dy. Chief Engineer (Civil)–

Ex.Engineer (Civil)	**Ex.Engineer (Civil)**	**Ex.Engineer (M&E)**	**Ex.Engineer (M.&.E.)**
Asstt. Engineer (Civil) -2	**Asstt. Engineer (Civil)-4**	**Asstt. Engineer (Civil)-1**	**Asstt. Engineer (M.& E.)-3**
	Asstt. Engineer (M&E)-1		
Sub Engineer (Civil) -1		**Sub Engineer (Civil)-2**	**Sub Engineer (M.& E.)-1**
			Jr. Engineer (M.& E.)-1

Attendant – 2
Mali – 1
Labour – 12
Sweeper – 1
Halalkhore – 2

Administrative Officer

Head Clerk (Establishment)	**Head Clerk** (Expenditure)	**Head Clerk** (Training)	**Sr. Stenographer**	**Sr. Librarian**
2 Clerk	**2 Clerk** (1 store Clerk)	**3 Clerk**	**Jr. Stenographer**	
	Store Assistant			

Havildar – 1
Naik – 1
Peon – 14

Civic Training Institute & Research Centre

Layout plan
Sketch not to Scale

1. Administration Office
2. Chief Eng.'s Office
3. E.E.(Maint.)'s Office
4. Conference Hall No.1
5. E.E.(Training)'s Office
6. Conference Hall No.2
7. Labour Rest Room
8. Conference Hall No.3
9. E.E.(M&E)'s Office
10. Store
11. Library
12. Store
17. Electrical Room
18. Store Room
19. Store Room
20 & 21. Computer Lab 1 & 2
22 to 33. Class Rooms