



**राष्ट्रीय सीमा-शुल्क, अप्रत्यक्ष कर एवं नारकोटिक्स अकादमी**  
 National Academy of Customs, Indirect Taxes and Narcotics  
 क्षेत्रीय परिसर, केंद्रीय राजस्व भवन सेक्टर 17- सी, चंडीगढ़-17  
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## INDUCTION TRAINING MODULE *for* STENOGRAPHERS OF CBIC

**OBJECTIVE:** To provide training to the stenographers of CBIC about their roles and responsibilities and give them training inputs on various areas of domain competencies, functional and behavioural competencies.

Name of the Office		Course Director	Course Counselor	Assistant Course Counselor	
NACIN Zonal Campus, Chandigarh		Shri Rajesh Roy, Assistant Director	Ms. Radhika Sindhu, AAD	Sh. Amit Kumar, Insp	
Session –I 0930 to 1045	Session-II 1100 to 1215	Session-III 1220 to 1330	Session-IV 1430 to 1545	Session-V 1600 to 1715	
Tea Break 1045 to 1100	Session Break 1215 to 1220	Lunch Break 1330 to 1430	Tea Break 1545 to 1600		

DAY	SESSION	TOPIC	COMPETENCY	Name of faculty (Ms/Sh)
29.12.2025 (Monday)  Day-1  Orientation	Pre-session	<b>Onboarding and Orientation session</b>	0830-0900	• Course Team
		<b>Inauguration</b>	0900 -0930	• Course Team
	I	<ul style="list-style-type: none"> <li>Organization setup of CBIC: GST Zones, Customs Zones and Directorates</li> <li>Hierarchy in CBIC</li> </ul>	Domain	• Rajesh Roy, AD
	II	<ul style="list-style-type: none"> <li>Knowing Your Role [DOPT OM No. 10/4/99- CS-II dated 1<sup>st</sup> Nov., 1999]</li> <li>Duties and responsibilities of stenographers</li> </ul>	Domain	• Mohit Oberoi, Steno-I
	III	- Session continues -		
	IV	<ul style="list-style-type: none"> <li>Mission Karmayogi &amp; i-Got Karmayogi portal               <ul style="list-style-type: none"> <li>Registration on i-GOT Karmayogi portal</li> <li>Prarambh Module</li> <li>Completion of a course.</li> </ul> </li> </ul>	Functional	• Swajesh Gupta, AAD
V	<ul style="list-style-type: none"> <li>Basic courtesy and mannerisms               <ul style="list-style-type: none"> <li>Understanding office decorum and how to maintain it.</li> <li>Dress Code for office –what is</li> </ul> </li> </ul>	Behavioural	• Amit Chaudhary, Insp, CGST Chandigarh	

		<p>formal</p> <ul style="list-style-type: none"> <li>○ dress for gents and ladies.</li> <li>• <b>Etiquettes-</b> Telephone/Mobile, Email, Online communication, Dining, Social Gathering, Interpersonal behaviour, Communication in work place/ public, soft-spoken communication skills</li> </ul>		
<b>30.12.2025 (Tuesday)</b>  <b>Day-2</b>  <b>Computer Skills</b>	I	<ul style="list-style-type: none"> <li>• MS Office - Installation of MS Office</li> <li>• Various features of MS Office</li> </ul>	Functional	• Vinod Kumar, AAD NACIN
	II	<ul style="list-style-type: none"> <li>• Working on Microsoft Word, with examples of letter and note drafting.</li> </ul>	Functional	
	III	<ul style="list-style-type: none"> <li>• Working on Microsoft Power Point, and making a PPT</li> </ul>	Functional	• Saranjit Singh, MGSIPA
	IV	<ul style="list-style-type: none"> <li>• practical training on Google Sheets, Google Forms and related collaborative tools</li> </ul>	Functional	
	V	<ul style="list-style-type: none"> <li>• Working on Microsoft Excel, with examples</li> </ul>	Functional	
<b>31.12.2025 (Wednesday)</b>  <b>Day-3</b>  <b>e-Office</b>	I	<ul style="list-style-type: none"> <li>• <b>Review of the course</b></li> <li>• <b>Introduction to e-Office</b></li> <li>• Logging into e-Office, Menu Bar</li> <li>• Scanning and diarisation <ul style="list-style-type: none"> <li>○ Using scanner; Scanning guidelines; Scanning</li> <li>○ Physical dak/documents;</li> <li>○ Diarising scanned dak &amp; emails; Diarising from Received Letters section; SOP on dak diarisation</li> <li>○ Uploading dak on e-Office;</li> <li>○ Send/Send back, Put in a File, Closing/Reopening, Copy, Pull back, Pull up, Generating acknowledgement</li> </ul> </li> </ul>	Functional	<ul style="list-style-type: none"> <li>• Course Team</li> <li>• Amarjit Singh, Project Lead (NIC)</li> </ul>
	II	<ul style="list-style-type: none"> <li>• <b>Working on eFile</b> <ul style="list-style-type: none"> <li>○ Opening new file,</li> <li>○ Putting up receipt in file</li> <li>○ Writing note (green note/yellow note)</li> <li>○ Flagging (Correspondence/Notes)</li> <li>○ Attaching and linking a file.</li> <li>○ Opening part file</li> </ul> </li> </ul>	Functional	• Amarjit Singh, Project Lead (NIC)
	III	<ul style="list-style-type: none"> <li>• <b>Drafts:</b> <ul style="list-style-type: none"> <li>○ Introduction to Drafts,</li> <li>○ Creation of drafts- typing within editor, using template, copying/pasting to editor, Using Hashtags, Typing in Hindi, Using 'Translate' utility</li> <li>○ Uploading a word document to create draft, Its editing by seniors</li> <li>○ Attachments to drafts,</li> <li>○ Approval of Drafts</li> <li>○ DSC (Digital Signature Certificate) in eOffice, signing &amp; installation of DSC in BO-GST</li> </ul> </li> </ul>	Functional	• Amarjit Singh, Project Lead (NIC)
	IV	<ul style="list-style-type: none"> <li>• <b>Signing, dispatch and Misc. matters</b></li> </ul>	Functional	• Amarjit Singh, Project Lead (NIC)

		<ul style="list-style-type: none"> <li>○ Signing- DSC, eSign, Ink Sign,</li> <li>○ Dispatch: By self and by CRU; Inter and intra e-Office and email;</li> <li>○ Tracking file/receipt – Using Movement feature</li> <li>○ Searching receipt/file - Using Advance Search feature</li> <li>○ “Pull Up” features.</li> <li>○ Sending file &amp; receipt to another department in same/ other instance</li> </ul>		
	V	<ul style="list-style-type: none"> <li>• Various roles in e-Office,</li> <li>• Working as ‘Assistant’ to the officer in e-Office</li> <li>• Role of EMD Manager &amp; redressal of e-Office related grievances</li> </ul>	Functional	• Amarjit Singh, Project Lead (NIC)
<b>01.01.2026 (Thursday)</b>  <b>Day-4</b>  <b>Office Procedures</b>	I	<ul style="list-style-type: none"> <li>• Contacting a person <ul style="list-style-type: none"> <li>○ Using Sampark Handbook; Locating the details from e-Office; Locating the details from internet and websites</li> <li>○ Protocol in contacting a person</li> </ul> </li> <li>• E-mail: <ul style="list-style-type: none"> <li>○ Govt. Policy - personal and generic email ids</li> </ul> </li> <li>• Procedure for creation of emails ‘eforms.nic.in’</li> </ul>	Functional	• Kiran K Lal, PS & Amarjit Singh, Project Lead (NIC)
	II	<ul style="list-style-type: none"> <li>• Noting &amp; Drafting</li> <li>• Official correspondence- Practices in Central Govt. offices</li> </ul>	Domain	• Sukhcharan Sigh, MGSIPA
	III	<ul style="list-style-type: none"> <li>• Various forms of Communication like letter, D.O., Circular, Office Order, O.M., Memo, E.O etc.</li> <li>• Drafting of different types of communication</li> </ul>	Domain	
	IV	<ul style="list-style-type: none"> <li>• Official Language Policy and using Rajbhasha in official work</li> </ul>	Functional	• Monika Sharma, CAO, CGST Shimla
	V	<ul style="list-style-type: none"> <li>• Installing/operating office equipment like intercom, Desktop, printer, scanner, photocopier, etc.</li> </ul>	Functional	• Mohit Oberoi, Steno
<b>02.01.2026 (Friday)</b>  <b>Day 5</b>  <b>Conduct and Employee Benefits</b>	I	<ul style="list-style-type: none"> <li>• Conduct Rules</li> <li>• Consequences of misconduct- Memo, Inquiry and disciplinary proceedings</li> </ul>	Functional	• Vikash, EA, CGST Chandigarh
	II	<ul style="list-style-type: none"> <li>• Joining Time</li> </ul>	Functional	• Deepak EA

		<ul style="list-style-type: none"> <li>Types of Leave- Casual leave, Earned leave, Commuted leave, CCL, EOL, study leave, leave not due</li> <li>LTC, HTC, Leave encashment, Honorarium, Reward</li> <li>e-HRMS</li> </ul>		
	III	<ul style="list-style-type: none"> <li>Medical Facilities <ul style="list-style-type: none"> <li>CGHS</li> <li>CSMA</li> </ul> </li> </ul>	Functional	• Dinesh Saini EA CCU
	IV	<ul style="list-style-type: none"> <li>House Allotment</li> <li>TA/TTA/DA/Hardship allowance/ Additional HRA/Briefcase allowance/ Children Education Allowance/ Newspaper Allowance</li> <li>NPS, UPS GPF,</li> <li>Pension benefits, commutation, gratuity, leave encashment, CGEGIS</li> <li>Other Welfare Measures available to a Central Govt. employee</li> <li>General conditions of service, General conditions of Accommodation</li> </ul>	Functional	• Jaideep Singh, EA DGGI (Adj) New Delhi
	V	<ul style="list-style-type: none"> <li>Secretarial skills- Improving skills in dictation (in shorthand)</li> </ul>	Functional	• Kiran K Lal, PS
<b>03.01.2026 (Saturday)</b>	Full Day	<ul style="list-style-type: none"> <li>Activity under Indian Knowledge Systems</li> </ul>	<b>Behavioural</b>	•
<b>05.01.2026 (Monday)</b> <b>Day 6</b> <b>Secretarial Skills</b>	I	<ul style="list-style-type: none"> <li>Review of the course</li> <li>Official meetings &amp; role of stenographers</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Course Team</li> <li>Sukhcharan Sigh, MGSIPA</li> </ul>
	II	<ul style="list-style-type: none"> <li>Making tour &amp; travel arrangements of the officer</li> <li>Tour Programmes</li> <li>Preparation and submission of bills of officer</li> </ul>	Functional	• Som Nath, MGSIPA
	III	<ul style="list-style-type: none"> <li>Art of letter drafting, report writing &amp; presentation</li> </ul>	Functional	• Sukhcharan Sigh, MGSIPA
	IV	<ul style="list-style-type: none"> <li>Effective Communication</li> <li>Listening skills</li> <li>Getting along with boss</li> </ul>	Functional	• Suresh Gopal, MGSIPA
	V	<ul style="list-style-type: none"> <li>Departmental Security Instructions, SOP &amp; Practices issued by the Ministry of Communication and IT (Department of Telecommunications)</li> </ul>	Functional	• Sukhcharan Sigh, MGSIPA
<b>06.01.2026 (Tuesday)</b> <b>Day 7</b>	I	<ul style="list-style-type: none"> <li>Setting up &amp; winding up of Office.</li> <li>Managing Visitors &amp; Engagement Diary <ul style="list-style-type: none"> <li>Engagement Planner,</li> </ul> </li> </ul>	Functional	• Sukhcharan Sigh, MGSIPA

<b>Secretarial Skills</b>		<ul style="list-style-type: none"> <li>Fixing appointments,</li> </ul>		
	II	<ul style="list-style-type: none"> <li>Maintenance of confidential files of officers/ Secret documents/ Minutes of Meetings</li> <li>Handling Senior Officers/ Dignitaries visit</li> <li>'Special Watch' files/receipts handling</li> <li>Managing office in the absence of Boss</li> <li>Management of conflict in office</li> </ul>	Functional/ Behavioural	<ul style="list-style-type: none"> <li>Sukhcharan Sigh, MGSIPA</li> </ul>
	III & IV	<b>Session Reschedule:</b> on Working on MS Power Point, MS Excel <ul style="list-style-type: none"> <li>practical training on Google Sheets, Google Forms and related collaborative tools</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Sh, Bhupesh Satija, JD (in-situ) &amp; Sh. Vinod kumar AAD</li> </ul>
	V	<ul style="list-style-type: none"> <li>Improving skills in dictation (in shorthand)</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Kiran K Lal, PS</li> </ul>
<b>07.01.2026 (Wednesday) Day 8 Behavioural Skills</b>	I	<ul style="list-style-type: none"> <li>Gender Sensitization and POSH Act</li> </ul>	Behavioural	<ul style="list-style-type: none"> <li>Prof. Manvinder Kaur PU</li> </ul>
	II	<ul style="list-style-type: none"> <li>Stress Management, Yoga</li> </ul>	Behavioural	<ul style="list-style-type: none"> <li>Suresh Gopal, MGSIPA</li> </ul>
	III	<ul style="list-style-type: none"> <li>Organizing Work and Managing Time</li> </ul>	Behavioural	<ul style="list-style-type: none"> <li>Naynika Singh, Mental Health Consultant</li> </ul>
	IV	<ul style="list-style-type: none"> <li>Ethics and values in administration</li> <li>Work-Life Balance</li> </ul>	Behavioural	<ul style="list-style-type: none"> <li>Naynika Singh, Mental Health Consultant</li> </ul>
	IV	<b>Session Reschedule:</b> <ul style="list-style-type: none"> <li>Noting &amp; Drafting</li> <li>Official correspondence- Practices in Central Govt. offices</li> <li>various forms of Communication like letter, D.O., Circular, Office Order, O.M., Memo, E.O etc. Drafting of different types of communication</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Sunil Singh Katiyar, Pr. ADG (in-situ)</li> </ul>
<b>08.01.2026 (Thursday) Day-9 Knowledge of Rules and Procedures</b>	I	<ul style="list-style-type: none"> <li>Cyber security; precautions/safeguards in using social media</li> </ul>	Domain	<ul style="list-style-type: none"> <li>Gurcharan Singh, Cyber Faculty CDTI</li> </ul>
	II	<ul style="list-style-type: none"> <li>RTI</li> <li>CPGRAM</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Amit Kumar, Insp.</li> </ul>
	III	<ul style="list-style-type: none"> <li>CBIC's Infrastructure Manual</li> <li>GFR and GeM</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Navdeep Singh, EA</li> </ul>
	IV	<ul style="list-style-type: none"> <li>Sparrow and filing of APAR/IPR</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Swajesh Gupta, AAD</li> </ul>
	V	<ul style="list-style-type: none"> <li>Secretarial skills – Taking dictation (in shorthand)</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Kiran K Lal, PS</li> </ul>
<b>09.01.2025 (Friday)</b>	I	<ul style="list-style-type: none"> <li>Investment and financial planning</li> </ul>	Functional	<ul style="list-style-type: none"> <li>Vineet Goyal, AGM,</li> <li>IDBI Bank</li> </ul>

<b>Day-10 Evaluation and Valediction</b>	II and III	• Evaluation and assessment		• Team NACIN
	IV & V	• Review of the course, Feedback, Valediction and Conclusion		• Course Team NACIN

In terms of pillar 5, metric 25 of the NSCSTI Guidelines, the following iGOT courses shall be completed by all the trainees.

<b>S. No.</b>	<b>Competency</b>	<b>Course</b>	<b>Content Creator</b>	<b>Duration</b>
1	<b>Functional</b>	Stay Safe in Cyber Space	Indian Cybercrime Coordination Centre - I4C	1 hr 26 m
2	<b>Functional</b>	Artificial Intelligence Integration in Microsoft Office 365	Microsoft	1 h 13 m
3	<b>Functional</b>	Prevention of Sexual Harassment of Women at Workplace	Institute of Secretariat Training and Management	1 h 51 m
4	<b>Functional</b>	Introduction to Emerging Technologies	Wadhvani Institute of Technology and Policy	2 h 20 m
5	<b>Functional</b>	Code of Conduct for Government Employees	Institute of Secretariat Training and Management	35 m
6	<b>Domain</b>	The Art of Communication	Indian Railway Institute Of Transport Management (IRITM)	24 m 47 s
7	<b>Behavioural</b>	Dos and Don'ts of Social Media	Indian Institute of Mass Communication (IIMC)	1 h 10 m
8	<b>Behavioural</b>	Yoga Break at Workplace (Y-Break)	Morarji Desai National Institute of Yoga (MDNIY)	27 m 54 s
9	<b>Behavioural</b>	Introduction to Indian Knowledge Ecosystem	Capacity Building Commission	1 h 33 m
10	<b>Behavioural</b>	Orientation Module on Mission Life	Ministry of Environment, Forest and Climate Change	22 m 59 s
11	<b>Behavioural</b>	Indian Knowledge Systems in Governance: A Values-Based Approach	Department of Telecommunications	1 h 46 m