

SYLLABUS: ASSISTANT MANAGER (GENERAL) in DTTDC Ltd.

1. Principles of Management

Concept and scope of management; managerial functions—planning, organizing, staffing, directing and controlling; decision-making processes; leadership styles; motivation and coordination; supervision and performance monitoring.

2. Office Administration and Government Procedures

Office organisation; file movement and record management; noting and drafting in government format; e-office system; official correspondence; conduct of meetings, preparation of agenda and minutes; grievance redressal mechanisms.

3. Public Administration and Governance

Basic principles of public administration; administrative structure of Central and State Governments; role of public institutions; e-governance initiatives; citizen-centric service delivery; transparency and accountability frameworks.

4. Financial Administration and Basic Accounting

Basic financial management; budgeting and expenditure control; General Financial Rules (GFR); financial propriety; basic accounting principles; audit concepts and compliance in government organisations.

5. Procurement and Contract Management

Fundamentals of public procurement; tendering procedures; bid evaluation and award; contract execution and monitoring; adherence to government guidelines and compliance standards.

6. Human Resource Management

Recruitment and service matters; conduct rules; performance appraisal systems; training and development; team building; workplace discipline and interpersonal relations.

7. Project and Event Management

Basic project planning and implementation; scheduling and monitoring; stakeholder coordination; risk management; event planning, logistics and execution, particularly in public and tourism-related contexts.

8. Communication and Public Relations

Official communication skills; drafting of letters, reports and notes; stakeholder engagement; basics of media interaction; public relations in government organisations.

9. Legal and Regulatory Framework

Basic administrative and contract law concepts; Right to Information (RTI); regulatory compliance; service rules; legal awareness in public administration.

10. Information Technology in Administration

Basic computer applications; MS Office; digital governance tools; e-office systems; data handling; cybersecurity awareness in administrative functions.

11. Tourism Administration (DTTDC Context)

Overview of DTTDC functions; coordination with tourism and government stakeholders; support in tourism promotion, events, infrastructure and public interface.

12. Ethics, Integrity and Public Service Values

Integrity in public service; code of conduct; accountability; transparency; anti-corruption measures; citizen-focused administration.

13. Disaster Management and Safety

Basic disaster management principles; emergency response systems; safety protocols in public places and events; coordination with authorities.

14. Contemporary Issues and Emerging Trends

Governance reforms; digital transformation; sustainable practices; smart city initiatives; innovation in administration and public service delivery.