



July 2023

IN SEARCH OF EXCELLENCE

Newsletter of Regional Training Institute, Chennai

Director General's Message

BY K P ANAND, IA&AS

Regional Training Institute, Chennai is extremely happy to bring out the 2023 issue of the in-house newsletter 'In search of Excellence'.

Capacity building is about creating a culture of continuous improvement and learning, where individuals and organizations are constantly striving to be better than they were yesterday.

We, at Regional Training Institute, Chennai, are committed to act as a catalyst in bringing about this improvement by equipping our fellow colleagues with the knowledge, skills, and tools they need to succeed in today's fast-paced and ever-changing government setup. The year 2022-23 saw us bounce back to normalcy with a bang after a long spell of Covid pandemic affecting the classroom coaching. We have outperformed our initial targets and we could also add substantially to the repository of training materials in our knowledge centre topics.

We are happy to present a brief of the aforesaid in this issue besides a few articles by the officials working here at Regional Training Institute, Chennai

Please feel free to send your suggestions and comments on the newsletter.

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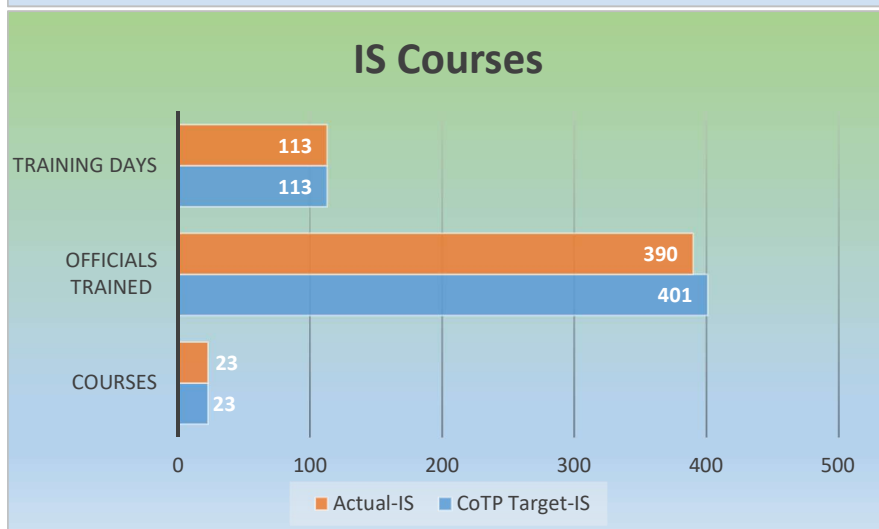
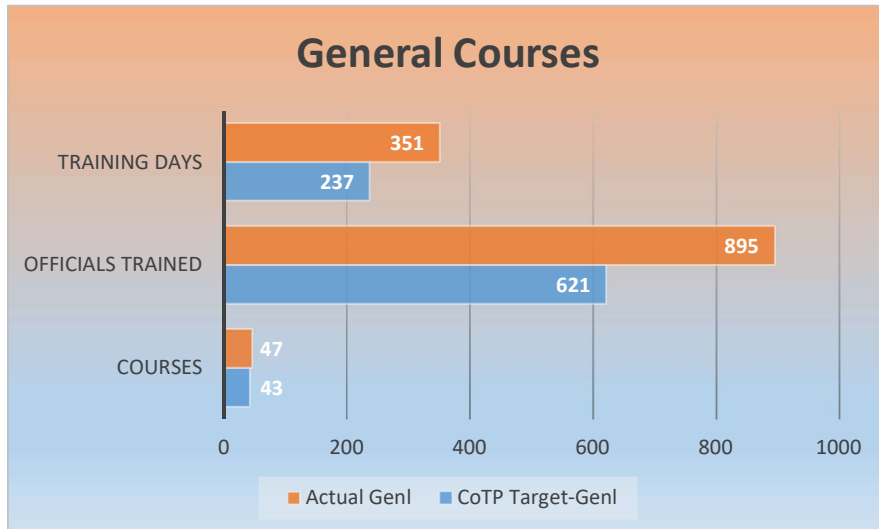
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Achievements

Regional Training Institute, Chennai functions with the mission of enhancing and refining the skills of its user offices.

During the year 2022-23, Regional Training Institute, Chennai conducted all the scheduled courses. We also conducted additional courses and have outperformed the targets fixed for the year 2022-23, in terms of number of courses held as well as participants trained. A synopsis is given below:

	Target-Genl	Actual-Genl	Target-IS	Actual-IS
Courses	43	47	23	23
Officials trained	621	895	401	390
Training Days	237	351	113	113



Kural 391:

அறன்எனக்கொன்று
ஆகுதல் உழந்துவிட்டு
உள்ளங்கண் ணில்லை
உயிர்க்கு.

Translation: "Learning is a treasure that follows its owner everywhere, even beyond death."

This Kural emphasizes the lasting value of education. It suggests that knowledge gained through learning is a valuable asset that accompanies an individual throughout their life and beyond.



(RAC meeting – February 2023)



(Field Trip to Chennai Port)



(Field Trip to Integral Coach Factory)

Besides the above training courses, we prepared Structured Training Modules and Case Studies for various courses, as detailed below:

Structured Training Modules

Sl#	Particulars of Structured Training Module
1	STM on Goods and Services Tax
2	STM on Data Analytics using Postgre SQL
3	Training Module on Absolute Integrity, Devotion to Duty and Honesty in Public life

Case Studies

Sl#	Particulars of Case Studies
1	Case Study on HEFA Loan in Autonomous Bodies
2	Case Study on Data Assurance and Analysis
3	Case Study on Mis-classification of Revenue Expenditure as Capital Expenditure (under consideration of HQ)

Induction Training Programme for DR AAOs

The new pattern of Induction Training Programme for DR AAOs consisting of six months classroom coaching at Regional Training Institutes and three months on-the-job training was successfully completed for the CGLE 2018 batch from April 2022 to March 2023.

The course consisted of technical skills of audit (including IT environment), human resources skills for coordination roles and conceptual skills for taking up leadership roles. As many of these topics were newly inducted into the training schedule of Regional Training Centres, this was a learning curve both for the participants as well as the faculty members.

Besides classroom coaching, cultural activities, sports, and field trips play a vital role in a comprehensive training schedule. While engaging in cultural activities exposes individuals to different customs, traditions, and perspectives, regular participation in sports contributes to physical fitness, improves cardiovascular health, and enhances overall well-being. Field trips offer real-world experiences that reinforce theoretical concepts learned in training. They provide opportunities for hands-on learning and help individuals bridge the gap between theory and practice.

Kural 392: ஆன்ற
பொருளாதாரம் இல்லை
வெறுக்கைமற் றேன்று
படாதநல்ல செருக்கு.

Translation: "There is no wealth like knowledge, and there is no poverty like ignorance."

This Kural highlights the incomparable value of knowledge and emphasizes that true poverty lies in ignorance. It implies that education and knowledge are the most valuable possessions one can have



(Yoga - Induction Training DRAAOs)



(Meditation - Induction Training)



(Field Visit to Dakshin Chitra Museum - a heritage village)

The participants of Induction Training for DRAAOs were taken to various field trips, like Treasury, North Chennai Thermal Power Station and Dakshin Chitra Museum (a heritage village). The participants made presentations on the field trip as part of the soft skill training on presentation skill. The presentations made by each of the groups was really excellent from the point of view of materiality as well as the delivery aspect. What was more interesting is that each of the presentations was totally different from the other, although on the same subject. This made us realise the importance of soft skills such as group dynamics, communication skills, etc., which were part of the course structure.

The participants also participated in various cultural activities, yoga & meditation and sports activities. Based on an overall assessment of the participants in all the aspects, one participant was nominated for a one week Exposure Training at NAAA, Shimla.

Capacity building of auditee organizations

The mission of SAI India is to promote accountability, transparency and good governance through high quality auditing and accounting and provide independent and timely assurance to the Legislature, the Public and the Executive, that public funds are being collected and used effectively and efficiently.

In a constant endeavour to promote good governance through high quality audit, our Institute has been engaging extensively with domain experts and stakeholders for capacity building of our officers in various fields of audit.

However, good governance cannot be achieved solely through high quality audit. Good governance is also about a system where there is accountability, transparency, impartiality, fairness and integrity by the executives. The approach towards promoting good governance should be two pronged. On one hand there should be high quality audit, and on the other hand there should be proper hand holding of the

Education is the
manifestation of the
perfection already in man

Swami Vivekananda



(Field visit to North Chennai
Thermal Power Station)



(Cultural activity - Induction Training)



(Training Programme for officers and
staff of Chennai Port Authority)

executives to equip them with domain knowledge, functional skills, and behavioural competencies required for managing the task of administration and governance, which will improve the internal controls to give more degree of assurance.

As a step in this direction, Regional Training Institute, Chennai organized a five-day training programme for officers and staff of the Director General, Local Fund Audit (DLFA), GoTN on various aspects of accounts, audit and Information Technology, at their premises. This Institute has also been involved in designing course structures for other training programmes being conducted by the DLFA.

Thereafter, two three-day training programmes were organized in this Institute for officers and staff of Chennai Port Authority, on establishment matters, accounts, audit, information technology, etc.

Presently, this Institute is finalizing modalities for conducting a training programme for the newly inducted Accounts Officers/ Enforcement Officers of Employees Provident Fund Organization, Gol.

The response from DGLFA and Chennai Port Authority were encouraging and gives us a lead to move forward with capacity building of public entities

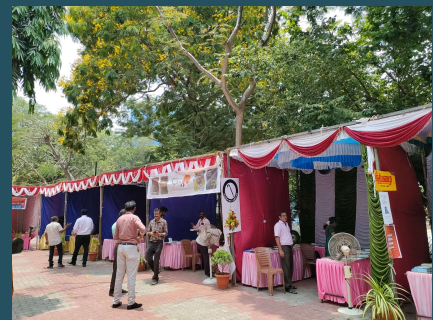
Organizing a Book Fair

World Book Day was created by UNESCO on 23rd April 1995 as a worldwide celebration of books and reading. World Book Day is celebrated in over 100 countries around the globe to encourage young people to discover the pleasure of reading, and highlight the importance of publishing and copyrights.

In commemoration of the World Book Day, a three-day book fair was organized by Regional Training Institute, Chennai in the office complex. Stalls were setup and twelve leading

Learning gives creativity,
creativity leads to thinking,
thinking provides knowledge
and knowledge makes you
great

Dr. APJ Abdul Kalam



(A view of Book Fair)



(Welcome Address by DG, RTI)



(Inauguration of Book Fair by
PAG (A&E), TN)

publishers took part in the fair. The fair was open not only to the officers and staff members of this department, but to the general public as well to create awareness on the benefits of reading books, in a world which is moving towards digitalization and screen-based entertainment. The fair aimed to emphasize the unique and irreplaceable experience that reading books provides, fostering imagination, critical thinking, and personal growth.

By inviting the general public, the event sought to reach a wider audience and showcase the diverse range of books available, encouraging individuals to explore different genres, authors, and perspectives.

The fair was inaugurated by Principal Accountant General (A&E), TN and attended by IAAS officers in the station and all staff members of the department. The welcome address was delivered by Director General, Regional Training Institute, Chennai.

Around 500 books were sold during the three-day fair.

Apart from the book stalls, functions were organized on each day of the fair, and eminent personalities were invited as Chief Guests to speak about the importance of reading books. The list of eminent personalities included Shri Baskaran Krishnamurthy, writer, Shri K Amarnath Ramakrishna, Superintending Archaeologist, Keeladi Excavations and Thiru Indran, Poet.

The speeches delivered by these eminent personalities highlighted the unique ability of books to ignite imagination, broaden perspectives, and ignite a thirst for knowledge, that transcends time and connects us with the wisdom and experiences of those who came before us.

In today's era of rapidly advancing technology, where information is available at our fingertips, it is easy to overlook the profound impact that books continue to have on our lives. However, this book fair reminded everyone that books have withstood the test of time, carrying with them the wisdom and dreams of countless generations. They are not mere objects but vessels of human imagination, creativity, and knowledge.



(Book Fair - With Chief Guest - Shri Baskaran Krishnamurthy, Writer)



(Address by PDA(C), Chennai during Book Fair)



(PAG (Au-I & II) at Book Fair)



(Presentation of bouquet to Chief Guest Shri Amarnath Ramakrishna, Superintending Archaeologist, Keeladi Excavations)

Article by Staff Members

Criticism: A Tool for Growth and Improvement

By M Ganesh, Faculty Member (General)

The other day, I met a friend of mine with his child in the market place. The child was playful and did not greet me or respond to my greeting. The father explained, "I'm sorry, my child is still learning how to interact with others." He then proceeded to gently encourage his child to greet me with a hello and apologize for not greeting me earlier. The child responded positively to the father's guidance and greeted me with a shy smile.

I couldn't help but notice how well the father guided the child and more importantly how well the child handled the situation. The child remained calm and respectful towards his father. He listened attentively to his father's words, acknowledging his mistakes and correcting his mistakes, instantly.

I was impressed by the child's maturity and grace in accepting the criticism. Children are generally more accepting of criticism because they are still developing their sense of self and are open to learning new things. They are also more likely to trust and respect authority figures, such as parents and teachers, who often provide constructive criticism to help them learn and grow.

However, as we grow older and develop our own identities and sense of autonomy, we may become more defensive when faced with criticism. We may see it as a personal attack on our character or abilities, rather than as an opportunity for growth and improvement.

If we google the text 'criticism' for meaning, it states 'Criticism is the expression of disapproval of someone or something on the basis of perceived faults or mistakes.'

Is criticism really related to disapprovals, finding faults or mistakes? Should we always take criticism in the negative way? Why can't we have the same maturity that a child has in handling criticism to learn from our mistakes and improve upon ourselves?

It is well known that though our nose is the organ of smell and is closest to our mouth, it doesn't have the ability to actually smell our own breath. Similarly, a person may not have the ability to actually see his own shortcomings, and requires assistance of another to act as a mirror to improve upon.

I agree that criticism can be a difficult pill to swallow, but it is an essential tool for growth and improvement. It is often said that the only way to truly grow is to step outside of your comfort zone and push yourself beyond your limits. Criticism is one of the ways that we can do this, by exposing ourselves to different perspectives and constructive feedback.

When we receive criticism, our first reaction may be to feel defensive or hurt. However, it's important to take a step back and evaluate the feedback objectively. Is there truth to what is being said? Is there room for improvement in the areas that are being criticized? By approaching criticism in this way, we can turn it into a valuable opportunity for growth.

Criticism can come from many sources, including supervisors, colleagues, friends, and family members. It can be difficult to receive criticism from those closest to us, but it's important to remember that their feedback comes from a place of caring and wanting to see us succeed. It's up to us to receive their feedback with an open mind and use it to our advantage.

Constructive criticism can help us identify areas where we can improve our skills and behaviours. It can also provide motivation to strive for excellence and reach our full potential. By taking a proactive approach to criticism, we can use it as a tool for growth and development, rather than letting it hold us back.

How do we do it? Six simple steps..

Stay Calm: It's natural to feel defensive when you receive criticism, but it's important for us to stay calm and composed. Take a deep breath and try to remain open-minded.

Listen Carefully: Listen carefully to the feedback we're receiving. Listen to understand the other person's perspective and not to react or defend. By reacting or defending immediately, we may silence the other person and may miss out on more vital feedbacks.

Ask Questions: If we're not sure what the other person means, we should ask questions for clarification. This can help us understand their feedback more fully and may even help us identify solutions for improvement.

Focus on Solutions: Instead of dwelling on the negative aspects of the feedback, focus should be on the solutions. We should ask ourselves how can we use this feedback to improve our skills, behaviours or actions in the future.

Take Responsibility: We should take responsibility for our actions and behaviours. Avoid making excuses or shifting blame to others. Instead, we should acknowledge the feedback and commit to taking action to improve.

Express Gratitude: Finally, we should express gratitude for the feedback we received. By acknowledging the other person's effort in providing feedback, we show that we value their input and are open to learning and improving.

Take the example of Rudyard Kipling, English novelist, short-story writer, poet, and journalist, whose works of fiction include the famous Jungle Book duology (The Jungle Book, 1894; The Second Jungle Book, 1895), Kim (1901), the Just So Stories (1902). One of the most famous rejection letters received by Rudyard Kipling, early in his career, was from the editor of the Newspaper 'San Francisco Examiner'. It is often referred to as the "Connoisseur" rejection letter.

The letter reads as follows:

"I'm sorry, Mr. Kipling, but you just don't know how to use the English language."

Despite the initial setback, Kipling persevered, improved upon himself and went on to become one of the most renowned and influential writers of his time, receiving the Nobel Prize in Literature in 1907. This rejection letter serves as a reminder that even great writers and artists can face rejection and criticism, but it does not necessarily define their ultimate potential.

Sometimes, criticism may be delivered in a harsh or negative manner. We need to try and focus on the substance of the feedback rather than getting caught up in the delivery, look for the underlying points and insights that can help you improve.

But of course, not all human beings are equal and as great as Kipling. While criticism delivered constructively can be a valuable tool for identifying areas of weakness and developing strategies for improvement, when delivered in a negative or hurtful way, it can be damaging to individuals and teams, eroding confidence and self-esteem, and even leading to resentment and conflict.

The general tendency of human nature is to concentrate solely on bad qualities of another similar to that of our tongue relentlessly trying to point out a small particle stuck in between a single tooth, completely ignoring the other thirty-one that are perfectly fine.

Hence, one needs to be very careful while giving criticism. Delivering criticism positively is an important skill that can help to ensure that feedback is constructive and well-received.

Here are some tips for delivering criticism in a positive way:

Focus on the behaviour or action, not the person: When delivering criticism, it's important to focus on specific behaviours or actions that need improvement, rather than making personal attacks. This can help to ensure that the feedback is seen as constructive rather than hurtful.

Use "I" statements: Using "I" statements, such as "I noticed that..." or "I feel that...", can help to frame the criticism in a way that is less confrontational and more empathetic.

Be specific and provide examples: To make criticism more actionable, it's important to be specific and provide examples of the behaviours or actions that need improvement. This can help the recipient understand the issue and make concrete changes.

Offer solutions: When delivering criticism, it's helpful to also offer solutions or suggestions for improvement. This can help to make the feedback more constructive and less negative.

End on a positive note: Ending on a positive note, such as by expressing confidence in the recipient's ability to improve, can help to ensure that the criticism is seen as constructive rather than demoralizing.

Overall, delivering criticism positively requires empathy, specificity, and a solutions-oriented mindset. This can be achieved by the 3x3 model of criticism. The 3x3 method is based on the principle that feedback should be balanced and include both positive and negative aspects. The method involves breaking down the feedback into three parts, each of which addresses a different aspect of the work being critiqued:

Three things that were done well: This part of the feedback focuses on identifying the strengths of the work and acknowledging the positive aspects of the effort. It is important to start with the positives in order to build trust and confidence, and to create a foundation for more critical feedback.

Three things that could be improved: This part of the feedback focuses on identifying areas where the work could be improved or where there may be opportunities for growth or development. It is important to be specific and clear about the areas for improvement, and to offer suggestions or examples to help the person being critiqued understand how they can make improvements.

Three recommendations for moving forward: This part of the feedback focuses on offering suggestions or recommendations for how the person being critiqued can continue to develop and improve their work. This may include suggestions for further training or education, ideas for new approaches or techniques, or recommendations for further resources or support.

By focusing on both the strengths and weaknesses of the work, and offering clear recommendations for improvement, the method can help the person being critiqued to grow and develop their skills and abilities

In conclusion, criticism can be both a boon and a bane depending on how it is delivered and received. By using criticism constructively and in a positive way, it can be a valuable tool for growth and improvement. However, when used negatively, criticism can be damaging to individuals and teams, leading to conflict and resentment. It is up to us as individuals and leaders to use criticism in a positive way and ensure that it is being used to promote growth and development, rather than tear others down.

ChatGPT - a milestone in Artificial Intelligence

By T Lakshmi, Faculty Member (Civil)

Artificial intelligence (AI) has emerged as a game-changer, transforming the way we interact with machines and ChatGPT is revolutionizing Human-Computer Interaction.

ChatGPT is an artificial intelligence chatbot developed by OpenAI and released in November 2022. The "Chat" in the name is a reference to it being a chatbot¹, and the "GPT" stands for generative pre-trained transformer—a type of large language model (LLM)².

Developed by OpenAI, ChatGPT is a natural language processing tool driven by AI technology that allows you to have human-like conversations. This powerful language processing capability is achieved through a combination of recurrent neural networks (RNNs) and transformers, enabling the model to capture context, infer meaning, and generate coherent responses.

One of the key strengths of ChatGPT is its ability to enhance the user experience by providing personalised and contextually relevant responses. With its extensive training on massive datasets, ChatGPT has acquired a vast amount of knowledge and linguistic patterns, making it a highly versatile conversational partner. By analysing the input text, ChatGPT can understand the user's intent and deliver accurate information or assistance. This level of personalization enables users to engage in dynamic conversations that feel more natural and tailored to their needs.

The language model can answer questions and assist you with tasks, such as to

- Write an essay
- compose emails
- Create an app
- Write code
- Build your resume
- Write Excel formulas
- Summarize content
- Write a cover letter

ChatGPT can also assist users with scheduling, task management, and general information retrieval, making daily tasks more efficient and convenient.

It is a free chatbot since it is in the developing stage and hence one can ask as many questions as needed. If the output is not satisfactory ChatGPT can be asked to regenerate the responses and another version would be generated by ChatGPT. All the responses are stored in the personal account.

In academia, ChatGPT can write introduction and abstract sections of scientific articles. Several papers that are published have already listed ChatGPT as a co-author.

¹ A **chatbot** (originally **chatterbot**) is a [software](#) application that aims to mimic human [conversation](#) through text or voice interactions, typically online

² A large language model is a [language model](#) consisting of a [neural network](#) with many parameters (typically billions of weights or more), trained on large quantities of unlabelled text using [self-supervised learning](#) or [semi-supervised learning](#)

ChatGPT as a tool in training:

As a virtual tutor: Provide real-time assistance and guidance to learners. Students can engage in conversations with ChatGPT to ask questions, seek explanations, and receive feedback on their work. The model can adapt to the learner's level of understanding, providing tailored explanations and examples to facilitate learning.

To improve techniques: Trainers can engage in a dialogue with ChatGPT to refine their teaching techniques and to explore different narrative paths.

Professional development: Trainers can consult ChatGPT for quick access to relevant information, case studies, or best practices. ChatGPT can act as a knowledge repository, offering insights and recommendations to enhance professional expertise.

Training modules: This can offer interactive training modules and quizzes on the resources available thereby helping the training to be interactive.

Onboarding and Training: A chatbot can act as a repository of organizational knowledge, providing essential information about the organisation, its culture and policies.

Simulated Role-Playing: ChatGPT can simulate conversations with characters or personas relevant to a specific training scenario. This approach can be valuable in fields such as sales, negotiation, or customer service training. Learners can practice their communication and problem-solving skills by interacting with ChatGPT, simulating real-world scenarios and receiving feedback on their performance.

So How to use ChatGPT:

1. ChatGPT can be accessed by visiting chat.openai.com and creating an OpenAI account.
2. Once signed in, one can start chatting away with ChatGPT.
3. Start the conversation by asking a question.

Concerns over ChatGPT:

ChatGPT is a language model created to hold a conversation with the end user unlike a search engine which indexes web pages on the internet to help the user find the information they asked for. ChatGPT does not have the ability to search the internet for information. It uses the information it learned from training data to generate a response, which leaves room for error

As with any AI technology, ChatGPT raises important ethical considerations. Bias in language generation is a significant concern, as the model can inadvertently perpetuate societal biases present in the training data.

As researchers continue to refine and improve language models like ChatGPT, we can expect even more sophisticated and nuanced conversational experiences in the future. With responsible deployment and ongoing efforts to address ethical concerns, ChatGPT has the potential to transform various industries, foster creativity, and enrich human interactions with technology.

(This was drafted using inputs from various websites and ChatGPT)

Vande Bharat Express – A new milestone in Indian Railways history on passenger train

By J Logesh Kumar, AAO (OM)

In a meeting of higher level officials of Railway in 2016 an idea of making Trainsets (EMU - Electric Multiple Units) for intercity superfast trains was evolved. The main idea was to replace locomotive-hauled intercity express trains with Trainsets, similar to EMU design. Like EMUs, these trainsets will not have a separate locomotive for hauling coaches. Integral Coach Factory, (ICF) Chennai was chosen as the hub to “Make in India” Best in Class Trainsets at half the manufacturing cost compared to the cost, if imported. The project was named as Train-18, based on the target of accomplishment of manufacturing fixed as the year 2018. The Ex-General Manager of ICF Shri. Sudhanshu Mani and his team of Engineers and officials played a key role in the success story of Train-18.

Train-18 was planned as a semi-high speed train of 160 kmph (99 mph) with quicker acceleration comprising of 16 chair car coaches. The coaches were planned to have world class passenger amenities viz. fully air-conditioned and equipped with automatic plug doors, on-board Wi-Fi, and infotainment among many other modern facilities. The coaches are interconnected with fully sealed gangways which reduce noise and enable passengers to have better mobility across coaches. Each end of the train has Driver’s cabin which enables immediate switch in train's direction, unlike a locomotive-hauled train. Alternate coaches are motorized to ensure an even distribution of power and quicker acceleration and deceleration. Each end of the train rake has an aerodynamic design that is meant to reduce air resistance at high speeds. The layout of coaches of Train-18 were made with a capacity of accommodating 1128 passengers. Two of the centre compartments are first-class compartments that seat 52 each, with the rest being air-conditioned chair car compartments seating 78 each. The specifications were standardized by the Research Designs and Standards Organisation (RDSO), Lucknow.

Procurement action of Propulsion Motors and all other required materials for the purpose of manufacturing of Trainsets was initiated by ICF. ICF completed manufacturing of two rakes of Train-18 and were despatched to Northern Railway during October 2018 and May 2019.

The first Train-18 rake was inducted into passenger service on 15.02.2019 between New Delhi and Varanasi Railway Station. Later in the year, the second rake of Train-18 was launched between New Delhi and Katra.

Subsequently, certain design changes were made and a new version of Train-18 renamed as ‘Vande Bharat’ (VB-2.0) was produced in ICF. The name Vande Bharat was coined as an acknowledgement of the fact that it was completely built in India by Indian engineers. ICF has been producing more number of these VB trainsets and more VB trains are being introduced in various railway zones.

The Railway Board has also plans to introduce the Vande Bharat 3.0 trainset as sleeper coaches comprising of 1A, 2A and 3A classes with higher speed. The fourth generation Vande Bharat 4.0 trains are planned to have a maximum speed of more than 200 kmph. It is planned to manufacture VB-4.0 coaches with light weight aluminium alloy.