



# Reflections and Memoir

of

## CO-CREATION WORKSHOP

on

### Administration and Management

organized by

**UNIVERSITY OF DELHI**

in collaboration with

**BITS PILANI**

**KK Birla Goa Campus**

March 16 - 18, 2023

**Venue: BITS Pilani, KK Birla Goa Campus**

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## **Registration Guidelines**

- A two day Co-Creation Workshop on Administration and Management is being organized by University of Delhi in collaboration with BITS Pilani, Goa Campus.
- The Workshop is being conducted for Senior Officials engaged in Administrative roles.
- Interested officials are requested to register latest by February 28, 2023 alongwith letter of nomination from sponsoring organization.
- Participation fee is Rs. 30,000/- for each participant.
- The fee would include boarding and lodging charges on site on twin sharing basis.
- In case the participant does not wish to stay on sharing basis an additional Rs. 10,000/- will be charged.
- Participants not willing to avail accomodation will have to pay Rs. 25000/-.
- The participation fee of Rs. 25, 000 / Rs. 30, 000 / Rs. 40, 000 wll have to be paid through online mode as per details given below latest by March 5, 2023.

Registrar, University of Delhi  
General Fund  
Account No. 10851298934  
IFSC Code - SBIN0001067

- The participants whose fee has not been received by the due date may not be considered.
- For any further query the interested officials can whatsapp at following numbers -
  - 9810558927
  - 9971153704
  - 9711130911
- Details of payment made alongwith the details of participant including name, phone and email ID should be mailed at following email ID by March 8, 2023 -
  - ar\_hr@admin.du.ac.in

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**Last Date of Registration - February 28, 2023**

**Venue: BITS Pilani, KK Birla Goa Campus, Goa**

**Two-day Co-Creation Workshop on Administration and Management is being organized for Senior Officials engaged in Administrative roles by University of Delhi in collaboration with BITS Pilani, Goa Campus. The workshop will be held at BITS Pilani, KK Birla Goa Campus, Goa.**

Participation fee will be as follows:

Participation Fee with accommodation (Boarding & Lodging) on twin sharing basis	Rs. 30, 000/-
Participation Fee without accommodation	Rs. 25, 000/-
Participation Fee with accommodation on non-sharing basis	Rs. 40, 000/-
Participation Fee for BITS Pilani participants	Rs. 20, 000/-

Last date of Registration – February 28, 2023

The participation fee of Rs. 20, 000/-, Rs. 25, 000/-, Rs. 30, 000/-, Rs. 40, 000/- will have to be paid through online mode as per details given below latest by March 5, 2023:

Registrar, University of Delhi  
General Fund  
Account No. 10851298934  
IFSC Code – SBIN0001067



# Co-Creation Workshop

on

## Administration and Management for Senior Officials

### **Philosophy**

Co-Creation is a collective outcome of the synergy of participating individual. This workshop is an attempt to provide a collective space to the participating administrators for synergising their intellect in an out of box scenario. We will try to provide a formal space for interaction of ideas and an informal space where leisure leads to creativity; creativity of ideas, skills and thought processes, which would provide the ground for evolution of the personality of the participating individuals.

## Collaborating Organizations

**University of Delhi**

**BITS Pilani  
KK Birla Goa Campus**

**Dr. Vikas Gupta**

Registrar  
University of Delhi

**Prof. Suman Kundu**

Director  
BITS Pilani, KK Birla Goa Campus

**Smt. Meenakshi Sahay**

Joint Registrar, Recruitment & HR  
University of Delhi  
meenakshi@south.du.ac.in  
9810558927

**Prof. D.M. Kulkarni**

Professor of Mechanical Engineering  
Dean Administration  
BITS Pilani, K.K. Birla Goa Campus

**Sh. S. K. Sant**

Deputy Registrar, Finance  
University of Delhi  
sksant@admin.du.ac.in  
9971153704

**Ms. Sonia Nagarsekar**

Sr Manager -HR  
BITS Pilani, K.K. Birla Goa Campus

**Dr. Geetanjali Kala**

Assistant Professor, Cluster Innovation Centre  
University of Delhi  
geetanjalikala@gmail.com  
8860360404

**Mr. Sailesh Narayan Mohanty**

Joint Registrar  
BITS Pilani, K.K. Birla Goa Campus

## Tentative Schedule for Co-Creation Workshop

Date	Programme	Timings
March 16, 2023	Lunch	2:30 pm – 3:30 pm
	<ul style="list-style-type: none"> <li>• Inaugural Session</li> <li>• Welcome Address by Prof. D.M. Kulkarni</li> <li>• Brief Talk by Dr. Vikas Gupta</li> <li>• Brief talk by Prof. Suman Kundu</li> </ul>	3:30 pm – 5:00 pm
	Dispersal towards Hotel	5:00 pm
March 17, 2023	Session 1 : Speaker from Samarth. Digitalization of Academic Administration	9:30 am – 10:30 am
	Break	10:30 am – 10:45 am
	Session 2 : Speaker – Dr. Geetanjali Kala on Academic Administration in India – Perspective and Perception	10:45 am – 11:45 am
	Break	11:45 am – 12:00 noon
	Session 3 : Speaker – Prof. Sumit Datta, Registrar and Professor (Operations), Goa Institute of Management on Managing with Empathy: An Insight	12:00 noon – 1:00 pm
	Lunch	1:00 pm – 1:30 pm
	Dispersal towards hotel	2:00 pm
	Creative Activities	Afternoon
March 18, 2023	Session 1 : Speaker – Dr. Vikas Gupta on Discipline – Key to effective Management and Administration	9:30 am – 10:30 am
	Break	10:30 am – 10:45 am
	Session 2 : Speaker – Prof. Lakshmi Subramanian, Visiting Professor, Humanities and Social Sciences, BITS Pilani, KK Birla Goa Campus on G20 agenda	10:45 am – 11:45 am
	Break	11:45 am – 12:00 noon
	Valedictory Session	12:00 noon – 1:00 pm
	Lunch	1:00 pm 1:30 pm
	Dispersal towards Hotel	2:00 pm
	Creative Activities	Afternoon

## Co-Creation Workshop Participants

S. No.	Name	Designation	Department / College	E-mail	Contact
1.	Dr. Naresh Kumar	Assistant Registrar	Colleges, DU	Naresh.ardu@gmail.com	9811686540
2.	Smt. Neeru Sachdeva	Assistant Registrar	Academics, DU	Neerusachdeva223@gmail.com	9990681157
3.	Sh. Ashwani Kumar	Assistant Registrar	Faculty of Medical Science, DU	Aswinibhardwaj14@gmail.com ar@fmsc.du.ac.in	9818685593
4.	Sh. Gaurav Anand	Assistant Registrar	SDC, DU	Gaurav5717@rediffmail.com	9818354671
5.	Sh. Kailash Chand Meena	Assistant Registrar	Estab. N/T, DU	Meenakailash12@yahoo.com	8826573792
6.	Sh. Sandeep Sharma	Assistant Registrar	Procurement, DU	sandeepsharmaadu@gmail.com	9717061313
7.	Sh. S. Rangabashiam	Joint Registrar	UCMS, DU	S_rangababashiam@yahoo.co.in	9560163620
8.	Sh. Om Prakash Sharma	Deputy Registrar	SOL, DU	op67sharma@gmail.com	9818184114
9.	Sh. Raja Ram	Assistant Registrar	SOL, DU	rajaji1963@gmail.com	9968249336
10.	Sh. Deepak Joshi	Administrative Officer	Satyawati College (Evening), DU	Deepakiaf1@gmail.com	9560767675
11.	Smt. Lakshmi Budhiraja	Administrative Officer	Institute of Home Economics, DU	lakshimbudhiraja@gmail.com	9811897007
12.	Sh. Sunil Kumar Chaubey	Administrative Officer	Satyawati College, DU	sunilchaubeyaodu@gmail.com	9013217550
13.	Sh. Parmanand Singh	Administrative Officer	Bharti college, DU	parmanandsingh78@gmail.com	9818067739
14.	Sh. Parveen Kumar	Administrative Officer	Shivaji College, DU	parveenca28@gmail.com	9716601659
15.	Sh. Hemant Lamba	Administrative Officer	Shivaji College, DU	hemantlamba18@gmail.com	9873538557
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17.	Sonia Gaurav Nagarsekar	Sr. Manager – HR	General Administration, BITS	sonian@goa.bits-pilani.ac.in	9767240806
18.	Surendra Uttam Kinlekar	Sr. Manager – Purchase	Purchase, BITS	kinlekar@goa.bits-pilani.ac.in	9822264691
19.	Arjun Chandrakant Halarnkar	Sr. Manager – PR	Public Relations, BITS	arjunh@goa.bits-pilani.ac.in	9527272142
20.	Pradeep Kumar S. Raikar	Sr. Manager – Stores	Estate & Stores, BITS	pradeepkr@goa.bits-pilani.ac.in	9822584899
21.	Baiju N. Krishnan	Sr. Manager – IT	Computer Centre, BITS	baijuk@goa.bits-pilani.ac.in	9082031772
22.	Kaushik Anand Phaldesai	Sr. Engineer (Electrical), Gr-I	Estate & Stores, BITS	kaushikp@goa.bits-pilani.ac.in	9923044104



# Memoirs

## Co-Creation Workshop (Day - 1)









## Co-Creation Workshop (Day - 2)





## Co-Creation Workshop (Day - 3)





**Co-Creation Workshop (Session on Wheels)**



**Co-Creation Workshop (Miscellaneous Photographs)**



## Reflections and Learnings

A two-day Co-Creation workshop on Administration and Management for Senior Officials was organized by the University of Delhi in collaboration with BITS PILANI KK Birla Goa Campus from 16<sup>th</sup> March, 2023 to 18<sup>th</sup> March, 2023.

In the Inaugural session on 16<sup>th</sup> March, 2023, Prof. Suman Kundu, Director, BITS Goa Campus welcomed the participants and outlined the basic idea for organizing the workshop. Col. Soumyabrata Chakraborty, Registrar, BITS Pilani had also addressed the delegates. The Inaugural session was concluded with a brief talk by Dr. Vikas Gupta, Registrar, University of Delhi. Dr. Vikas Gupta, had enlightened the participating administrators that why the Co-creation workshop on Administration and Management is being organized. The vision behind organizing the workshop was to provide an opportunity to the participants to think about innovative ways to create more effective and efficient Public Services that better meet needs and expectations of the stake holders i.e. the students, faculty and staff of the University. The workshop provided a collective space to the participating administrators for synergizing their intellects in out of box scenario.

In the next day on 17<sup>th</sup> March, 2023, in the Session – I, Ms. Divya and Sh. Amit from Samarth Team had provided glimpses of different modules available on the Samarth Portal which can be used to digitalize the academic administration to manage the data and files in proper manner and also manage the other functions of the institution. The better part of the Samarth is that it can be customized by any organization as per its requirements.

In the Session – II, Prof. Sumit Datta Registrar, & Professor, Goa Institute of Management in his talk on the topic ‘Managing with Empathy: An Insight’ has discussed about the need to consider the feelings and perspective when making decision and addressing any concern of issues that arise. The speaker was of the view that the policies in the higher educational institution should be students centric and there should be enough freedom to the faculties to take decisions with regard to academic activities. Further, it was also emphasized that the institutions should make arrangement for staff retreat to improve their capacity to work and make them capable to take charge of any situation. The administrators should have to listen their employees with undivided attention and try to put himself in place of employee and think how he would feel if he was in his situation. The employees should be treated with respect and understanding even if the administrators do not agree with the opinion or action of the employee. If we appreciate and recognize the hard work of any employee than it would definitely contribute in the improvement of working of the employees which will create a more positive and productive working environment.

On 18<sup>th</sup> March, 2023, the 3<sup>rd</sup> day of the workshop, in the Session- I, Dr. Geetanjali Kala had given a talk on the topic ‘Academic Administration in India - Perspective and Perception’. The speaker was of the view that the perception among the society towards male and female is mixed. On the one hand, there is sense of admiration and respect for women and on the other hand there is a perception that women could not compete with men and they are inclined to accept that they are not strong than men. It is a fact that women are doing a remarkable job in many fields and immensely contributing to the society which should be recognized. Therefore, the myth that only men can excel in a particular field is biased and discriminating against the women. The role of women in academic administration in India has seen significant progress over the years. However, the perception of women in academic administration is



still marred by gender stereotypes and biases. There is need for reforms in academic administration in India. The academic administration in India are influenced by various factors, including historical, social, cultural and economic factors and the perception of academic administration in India varies depending on the stake holders involved. The Speaker provided in-depth scenario of the socio-economic aspects to understand the basics of the perspective and perception in relation with the academic administration in India.

In the Session-II, Dr. Vikas Gupta, Registrar, Delhi University, had discussed about the topic 'Discipline- Key to effective Management and Administration'. The Speaker had described the importance of positive attitude towards others and explained the role of harmony between mind, heart for resolution in the administration and management. He emphasized that there is need to work for the betterment and humanity to build a national character. Discipline is a critical element of effective management and administration in any organization. It encourages employees to take responsibility for their actions and be accountable for their performance. One has to creative, innovative and dare to take risk to achieve the ultimate goal in any field of life. One has to come out of his stream to take charge the situation and to resolve any issue arise. The speaker emphasized that we need to be generous towards others to create a productive working environment. The learned speaker illustrated the whole concept with a sher(शेर)

खुद मझधार में होकर भी ; औरों का साहिल होता है ,  
ईश्वर ज़िम्मेदारी उसी को देता हैं ; जो निभाने के क़ाबिल होता है

In the Session-III, Prof. Laxmi Subramanian, Visiting Professor, BITS Pilani, had discussed about the 'Emerging role of India-Presidency of G20' and emphasized about the need of economic integration between countries to eradicate the poverty among the society. The Speaker was of the view that distinction in any form is unacceptable in the society. India is emerging financial power in the world and it becomes imperative in the current scenario to make policies for the betterment of the deprived population of the world with more focused on providing basic facilities for primary education.

The valedictory session was held on 18<sup>th</sup> March, 2023 which was concluded with the distribution of certificates by Prof. Suman Kundu, Director, BITS Goa Campus.

In conclusion, the workshop was successful in achieving its objectives of providing participants with new knowledge and we can conclude that co-creation is an effective approach for generating new ideas and solutions to complex challenges. A strong leadership, clear communication and a supportive organizational cultural with positive attitude can change the working environment in building trust and generating meaningful outcomes that meet the needs of all stake holders.

Ashwani Kumar  
Assistant Registrar  
Faculty of Medical Science

## Report on the Co-creation Workshop on Administration and Management for Senior Officials organised by the University of Delhi in collaboration with BITS Pilani KK Birla Goa Campus from March 16-18, 2023.

A Co-creation Workshop on Administration and Management for Senior Officials was organised by the University of Delhi in collaboration with BITS Pilani KK Birla Goa Campus from March 16-18, 2023. The following senior Officers of the School of Open Learning were deputed vide Office Order No.SOL/Estab-I/2023/1694 dated 15/16<sup>th</sup>March, 2023 to attend the above Workshop:

1. Dr. O.P. Sharma, Deputy Registrar, SOL
2. Sh. Raja Ram, Assistant Registrar, SOL



A total 22 Senior Officials i.e. Assistant Registrars, Administrative Officers, Deputy Registrars, Joint Registrars, Senior Managers from various Colleges, Departments of University of Delhi, BITS Pilani Goa Campus and IIT Palakkad attended the above Workshop.

On the first day of the Workshop on 16.03.2023, all the participants from Delhi reached Goa by Air. After reaching there, the lunch was hosted by the Director, BITS Pilani Goa Campus to all the participants and Resource Persons.



Then, the Inauguration Session of the Workshop was started. Prof. Suman Kundu, Director, BITS Pilani KK Birla Goa Campus, Dr. Vikas Gupta, Registrar, University of Delhi, and Col. S. Chakraborty, Registrar, BITS Pilani were present in the Inaugural Session. After the welcome address, the details about the various sessions during 3-days Workshop and the purpose of this workshop was explained to the participants. It was clarified that Co-creation is a collective outcome

of the synergy of participating individual. This workshop was an attempt to provide a collective space to the participating administrators for synergising their intellect in an out of box scenario, a formal space for interaction of ideas and an informal space where leisure leads to creativity, creativity of ideas, skills and thought process which provide the ground for evolution of the personality of the participating individuals.





After the inaugural session, all the participants visited BITS KK Birla Goa Campus and departed for the hotel for stay in Goa.



After that all participants of University of Delhi proceeded to Coco Teros Resort for stay. It was levies resort having amazing facilities viz wooden huts, green plantation, pool etc.

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On the second day of the Workshop on 17.03.2023, the first session was on Samarth, Digitalization of Academic Administration which was taken by Ms. Divya and Mr. Anil from Samarth Team, University of Delhi. A detailed presentation on Samarth ERP system was given elaborating its importance for Higher Educational Institutions, opportunities and limitations etc. Samarth is a platform for governance of administrative and academic process, unification of higher education services and their provisioning through single window, efficient planning, management and delivery of higher education services, digital interfaces to services for students, staff and other stakeholders, high availability and uptime of services with significant cost savings and no technology overheads, real time insights for monitoring and quality improvement and substantial environment friendly. The details about the linkage of Samarth with Academic Bank of Credits for students was also explained. The session was very fruitful and enlightened the knowledge of the participants.



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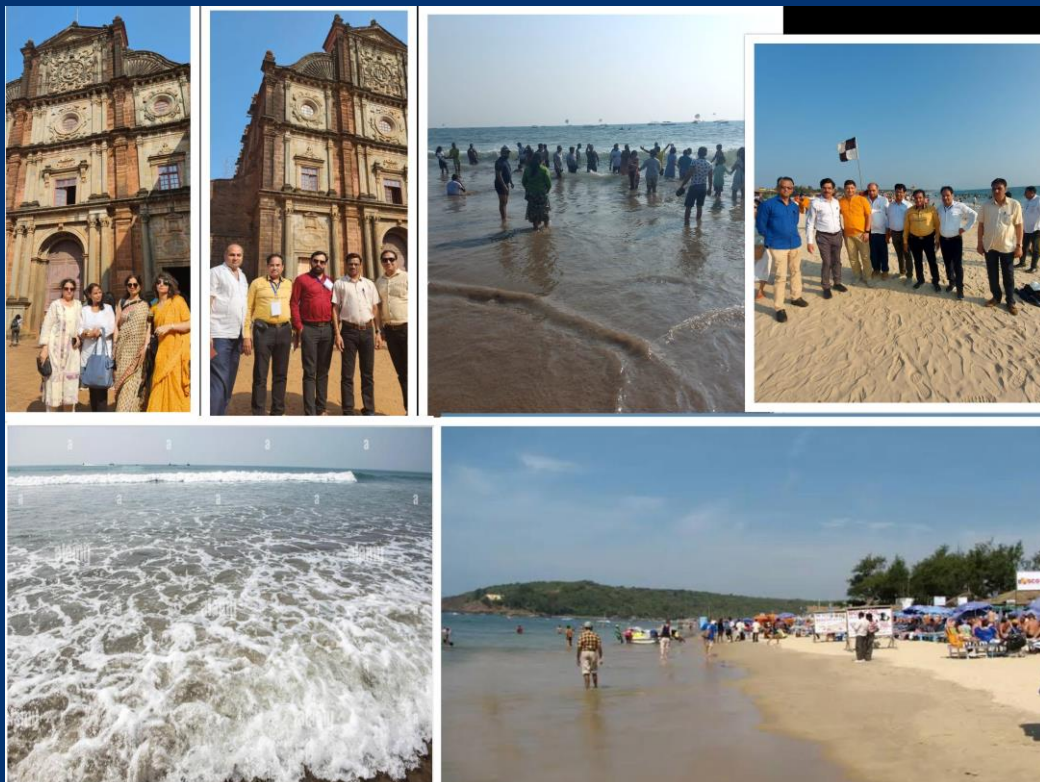


The next session of the day was on Managing with Empathy : An Insight which was taken by Prof. Sunit Datta, Registrar and Professor (Operations), Goa Institute of Management. The session was very interactive and provided a new insight about the Empathy. The importance of Empathy in the present time, understanding its usage, and applying it in our official activities for our staff, students and other stakeholders was explained nicely. He explained about five human endowment i.e. Self-

Awareness, Conscience, Responsibility, Creative Imagination and Empathy. Besides, he explained about Happiness in our life. Happiness is not dependent on physical objects, it is our internal creation and can be created irrespective of external comforts. A few real life examples of some employees were discussed and a very healthy discussion was held among the participants. The session was very informative and enlightened the knowledge of participants about Empathy and Happiness.



The second half of the day was meant for Creative Activities. All the participants visited few tourist spots in Old Goa and saw the famous Xavier Church there. They discussed the role of tourism in development of economy of Goa state. In the Evening, the participants also enjoyed boat ride and bath at the Baga Beach in Goa. The participants saw the development in Goa in the field of education, tourism and its environment.





On the third day of the Workshop on 18.03.2023, the first session was on Key to Effective Management and Administration which was taken by Dr. Vikas Gupta, Registrar, University of Delhi. He emphasized the importance of knowledge in our life. Knowledge never becomes redundant and only its usage change with the passage of time. Many keys to effective management and administration were explained in which harmony, building national character, humbleness, to be

creative and innovative and dare to take risk are included. Humbleness should be the first quality of an Officer as it resolves many problems. The knowledge of technology is also an important key to it as the technology provide us opportunity to collect information, analysis and take better decisions. At the end, he emphasized that the Officers should deliver the best services with full devotions to their Institutions. The session was very interactive and provided various keys to effective management and administration of Higher Educational Institutions.



The second session on 18.03.2023 was on G-20 Agenda of India's Leadership which was taken by Prof. Lakshmi Subramanian, Visiting Professor, Humanities and Social Sciences, BITS Pilani, KK Birla Goa Campus. She shared her views about role of Education in the G-20 Agenda of India. She explained that the Group of Twenty (G-20) is the premier forum for international economic cooperation. It plays an important role in shaping and strengthening global architecture and governance on all major international economic issues. India holds the Presidency of the G20 from 1<sup>st</sup> December, 2022 to 30<sup>th</sup> November, 2023. The Group of Twenty (G-20) comprises 19 countries (Argentina, Australia, Brazil, Canada, China,

France, Germany, India, Indonesia, Italy, Japan, Republic of Korea, Mexico, Russia, Saudi Arabia, South Africa, Türkiye, United Kingdom, and United States) and European Union. The G20 Members represent around 85% of the global GDP, over 75% of the global trade, and about two-thirds of the world population. G20 is the premier forum for international economic cooperation and it plays an important role in shaping and strengthening global architecture and governance on all major international economic issues. The G20 does not have a permanent secretariat or staff. Instead, the G20 Presidency rotates annually





among the members and is selected from a different regional grouping of countries. The 19 member countries are therefore divided up into five groups comprising a maximum of four countries each. Most of the groups are formed on a regional basis, that is countries from the same region are usually put in the same group. Only Group 1 (Australia, Canada, Saudi Arabia and the United States) and Group 2 (India, Russia, South Africa and Türkiye) do not follow this pattern. Group 3 includes Argentina, Brazil, and Mexico; Group 4 includes France, Germany, Italy, and United Kingdom; and Group 5 includes China, Indonesia, Japan, and Republic of Korea. The EU, the 20th member, is not a member of any of these regional groups. Each year another country from a different group assumes the G20 Presidency. The countries in a group are each equally entitled to take on the Presidency when it is their group's turn, though. Thus, India from Group 2 holds the current Presidency of the G20 from 1<sup>st</sup> December, 2022 to 30<sup>th</sup> November, 2023. Thus, the session was very informative and provided good knowledge about the G-20 Leadership of India.



The third session of the day was on “Academic Administration in India – Perspective and Perception” which was taken by Dr. Geetanjali Kala, Cluster Innovation Centre, University of Delhi. She emphasized the key factors in effective Academic Administration. She informed about the various Value Addition Courses being started by the University of Delhi for the enhancement of knowledge and skill of the students, employees and the public. In these courses, Social and Emotional Learning, Artificial Intelligence, Ethics and Culture and Fit India

are included. She highlighted the importance of these courses for the students in achieving the success in their life.



At the end, a Valedictory Session was organised in which Prof. Suman Kundu, Director, BITS Pilani KK Birla Goa Campus, Dr. Vikas Gupta, Registrar, University of Delhi and all the participants were present. The participants were provided their Participation Certificates. The participants expressed their views about the Workshop and thanked the University of Delhi and BITS Pilani KK Birla Goa





Campus for organising jointly such a wonderful and energetic Workshop for the Senior Officials. This was followed by Lunch.



each of their homes.

After the Lunch, all the participants visited a few tourist places in Goa for creative activities. While travelling, the participants also discussed various important issues related to the workshop. In the evening, the participants enjoyed boating and swimming in the ocean. At last, the participants went to the hotel for night stay. On 19.03.2023, the participants from Delhi reached the Mopa Airport, Goa and boarded for return journey. The air journey was nice and enjoyed a lot. On reaching Delhi, all the participants greeted



**Conclusion:** The three-days Co-creation Workshop on Administration and Management for Senior Officials organised by the University of Delhi in collaboration with BITS Pilani KK Birla Goa Campus from March 16-18, 2023 was a very good and nourished the knowledge of the senior officers a lot. Since the Workshop was organised outside from Delhi, all the senior officers wholeheartedly learned a lot and enriched their knowledge about the effective management and administration of higher education Institutions. The knowledge gained by us during the workshop will immensely be utilized for our Institutions. We are very much thankful to the Authority of School of Open Learning for providing us an opportunity to participate in the above Workshop and also to the University of Delhi for organising such a fantastic workshop. It is felt that such creative workshop also be organised for the middle level officers so that their knowledge may be enhanced.

Sd/-  
(Dr. O.P. Sharma)  
Deputy Registrar

Sd/-  
(Raja Ram)  
Assistant Registrar

## **Report On Co-Creation Workshop held jointly by University of Delhi and Birla Institute of Technology & Science, Goa Campus at Goa from 17<sup>th</sup> to 18th March 2023**

### **ATC CLEARANCE**

A unique workshop christened “The Co-Creation Workshop” on Administration and Management was conceptualised by University of Delhi (DU) in collaboration with the Birla Institute of Technology and Sciences (BITS) Pilani, KK Birla Goa campus for Senior Administrators of both the organisations. The workshop was held on 17<sup>th</sup> and 18<sup>th</sup> March 2023 at the Goa campus. 15 officers from DU and 6 Managers from BITS along with one officer from IIT Palakkad, Tamil Nadu participated in the workshop.

### **CLEARED FOR TAKE OFF**

After a hearty lunch at the BITS Guest House on 16 March, the delegates congregated in the Seminar room for the icebreaking. The inaugural session was jointly chaired by Director BITS Goa Campus, Prof Suman Kundu and Registrar, University of Delhi, Dr. Vikas Gupta. Registrar BITS, Col. Saumyabrata Chakraborty (Retd) took advantage of technology to join online and welcomed the delegates. First things first, who is co-creation. Errr... beg a pardon! not who my friend! what ?

For the uninitiated ! Co-creation is a collective outcome of the synergy of participating individuals. An attempt to harness a collective space to the participating administrators for synergising their intellect in an out of box scenario. To provide a formal space for interaction of ideas and an informal space where leisure leads to creativity; creativity of ideas, skills and thought processes, which leads to evolution of the persona.

### **CRUISING AT 36000 FEET**

No administrator / manager can claim to know everything. It is basically sharing of knowledge and knack at this senior level of administration. The workshop got off with the reiteration that we are not here to teach you.

Today, an organisation just cannot be imagined without Enterprise Resource Planning (ERP) by whatever name it may be called. Basically, using a computer software to efficiently manage the core functions of the organisation. For example, to maintain the student lifecycle in the University which is so strategic and core to the basic business of the University. Two decades back NIC had launched the e-Office package with a number of modules. However, it could not address the core function of student lifecycle. The Samarth ERP package developed In-house by the University is a flagship project not only of University of Delhi but also other Universities and institutions. Module-wise customisation and implementation could potentially unlock the economic and operational benefits.

Management could probably be broken down into – Manage-men-t for tactfully. And obviously men implies people, both men and women. Managing people is probably a very complex activity because of which Business Schools have flourished across the world. There are no guide books to fall back on to manage everyday situations. This is where probably managing with empathy comes in. Real life situations and problem solving were used to drive-in the point emphatically.

The creative activities scheduled in the post lunch sessions contributed in breaking the ice and promoting a spirit of bon homie and camaraderie. Team building and leadership honing could be clearly seen on the banks of the Mandovi river and on the beaches. Having a formal session in the moving bus was really unique and establishes that managers would be managers and know pretty well how to manage time and resources.

Can an organisation grow and flourish without being disciplined ? Can it achieve the objectives for which it is set out without following the rule of law. These are questions which are bound to pester the minds of managers. The answer to this is loud and clear. Whether it is punctuality or financial prudence, it all encompasses discipline. At the end of the day, rules, norms and organisational conventions has to be enforced to make it amply clear to the employees that there is zero tolerance to indiscipline. This is what creates the organisational culture, which is so conspicuous in any organisation.

The session on G 20 agenda lent the much needed international flavour to the entire discourse. All the member countries need to prioritise whether the need of the hour is focus on primary education or higher education or skill based education. Highlighting that the whole world is in the same boat as far as development issues are concerned, more specifically the Education sector. Again reinforcing the Indian concept of “Vasudaiva Kutumbakam” meaning the entire world is one big family leading to the philosophy of “One World, One Family, One Future”.

## **LANDING**

The valedictory session on 18<sup>th</sup> March brought the curtains down on a fulfilling workshop with a liberal photo session and distribution of certificates.

All good things must come to an end, my friend !

## **BAGGAGE CLAIM / TAKEAWAYS**

The workshop was surely not run-of-the-mill event and was extremely useful as a value addition tool. The following learnings can be conspicuously delineated.

- Samarth ERP package could be a game changer if implemented in totality including all modules. However, the policy decision of extending it to all the colleges / institutions in the DU-Colleges eco system is eagerly awaited.
- ‘Empathise with Thy’ seems to be the mantra in the upper echelons of Management to deal with everyday managerial dilemmas. A balance needs to be struck between strictly ‘going-by-the-book’ and maintaining a semblance of normalcy and avoiding restlessness among stakeholders.
- As mother and father, both are needed by a child, best practices in Management need the duo of ‘Discipline’ and ‘Work output’ to achieve organisational excellence.
- Effective, lucid organisational communication is the key to putting across the thought. Best communication is one that uses simple language avoiding jargons.
- G-20, which represents 70 percent of humanity on this planet, stands at the crossroads today awaiting a beacon from its current President – INDIA to show the way forward, inter alia, in the field of Education.

With the valuable baggage in hand and a prayer on lips, a new journey begins for the participants to soar high into the limitless Azure sky !

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**THE TAIL PIECE** : *This is a creative manifestation of co-learning and loud thinking undergone during the 3-day stay at Goa for the Co-Creation Workshop. The Rapporteur wishes to place on record his sincere thanks to Prof Piyush Gupta, Principal, UCMS for nominating him to such a productive interaction. Also, thanks to Dr. Vikas Gupta, Registrar DU and Prof Suman Kundu, Director, BITS Goa for such an excellent initiative. A big e-hug and thanks to all my colleagues of DU and friends of BITS for the excellent hospitality and logistics arrangement. The coconut-gravy vegetable curry of the BITS Guest House will be remembered for a long time to come!*

*The Rapporteur heads Administration in the University College of Medical Sciences, a “Maintained Institution” of University of Delhi nestled in the east of Delhi.*

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