

A Report on Capacity Building Programme on Administrative Excellence

(Held from 21 to 27 August, 2025)

A seven-day Capacity Building Programme on Administrative Excellence was held from August 21 to 27, 2025, to enhance professional competencies, leadership skills, ethical standards, problem-solving abilities, and workplace harmony. The programme convened distinguished academic leaders and experts who shared their expertise and insights with participants.

The inaugural session of the programme was held on August 21, 2025. The session began with the welcome and inaugural address by the Vice-Chancellor of Apex Professional University, Prof. N. A. Khan. The Joint Secretary of the Association of Indian Universities, Mrs. Ranjana Parihar joined the session virtually and gave her opening remarks. The session ended with the Vote of Thanks by the Coordinator, AIU-APU-AADC, Dr. Tayek Talom.

The first technical session, held on August 21, was delivered by Prof. (Dr.) S.P. Singh, Director General and Vice Chancellor of Kaushalya the Skill University, Government of Gujarat. His presentation, titled "Conflict Resolution & Workplace Harmony," emphasized the significance of skill-based education in the 21st century. Prof. Singh underscored the necessity of continuous learning and adaptability to address evolving professional demands. He advocated for integrating academic knowledge with practical skills to achieve holistic development and encouraged participants to engage actively in the sessions.

The second technical session, held on August 22, 2025, was delivered by Dr. Devesh Nigam, Registrar of Hyderabad Central University. His presentation, "Institutional Ethics & Accountability," focused on the critical role of ethics in higher education institutions. Dr. Nigam highlighted the principles of integrity, transparency, and fairness in decision-making, and discussed accountability mechanisms for administrators, faculty, and staff. He also emphasized the importance of trust-building within institutions and encouraged participants to uphold professional values in all academic and administrative practices.

The third session, conducted in the afternoon of August 22, 2025, was led by Prof. (Dr.) S.N. Jha, Director of Accreditations and Approvals at Apex Professional University. His session, "Strategic Thinking & Visionary Leadership," addressed the role of strategic thinking in organizational growth. Prof. Jha identified key qualities of visionary leaders, including foresight, adaptability, and decisiveness. He contrasted long-term planning with short-term problem solving and emphasized the importance of innovation, creativity, and risk management in leadership. Prof. Jha concluded by encouraging the development of a shared vision to inspire and mobilize teams.

The fourth session of the programme was held on 23rd August 2025. The title of the presentation was "Problem Solving & Critical Thinking". The session was presented by Dr. A.K.

Pandey, Dean, Faculty of Education and Information Science, Apex Professional University. Dr. Pandey defined critical thinking as the foundation of effective decision-making. He discussed the importance of analytical and logical reasoning in problem-solving and shared frameworks for addressing complex challenges.

The fifth session, held in the afternoon of August 23, 2025, was presented by Dr. Sangita Borthakur, Assistant Professor at Apex Professional University, on the topic "Communication & Etiquette." Dr. Borthakur emphasized the significance of effective communication for both professional and personal success, using examples to demonstrate its positive impact. She compared the workplace ecosystem to the natural environment and highlighted the importance of clarity, tone, and body language in communication. Dr. Borthakur also addressed professional etiquette in academic and organizational settings, illustrating its role in fostering workplace harmony and professional achievement. She emphasized values of politeness, respect, and empathy in interactions. The session was concluded with the famous quotation 'In Nature, Nothing Exists Alone' from Rachel Carson's book 'Silent Spring', which reflects how the interconnectedness of employees can bring success to the workplace.

The sixth Technical Session of the Capacity Building Programme was held on 25th August 2025 in the morning by Mr. Sandeep Kumar Sharma, Controller of Examinations, Apex Professional University. The topic of the session was "Office Management & Administrative Office Procedures." Mr. Sharma began the session by introducing the concept of office management and explained its categories, namely discipline, hierarchy, technology, and efficiency. He emphasized that office management involves planning, organizing, coordinating, and controlling office work.

The seventh Technical Session of the Capacity Building Programme was held on 25th August 2025 in the Afternoon, delivered by Dr. Sridar G, Director, IKS, Apex Professional University on the topic "Data Management & Documentation Skills." Dr. Sridar began the session by clearly explaining the difference between data, information, and knowledge with simple examples to build participants' understanding. He then moved on to the concepts of data management and documentation skills, outlining their importance in effective administrative functioning.

The eighth Technical Session of the Capacity Building Programme was delivered on 26th August 2025 in the morning by Prof. (Dr.) Nazim Hussain, Professor, Faculty of Pharmaceutical Sciences, Apex Professional University. The topic of the session was "Event & Programme Management for Administrators."

The ninth Technical Session was conducted on 26th August 2025 in the Afternoon by Mr. Vijay Kumar Tilak, Registrar, Apex Professional University, on the topic "Digital Literacy & ICT Tools for Administration." Mr. Tilak began the session with an introduction to digital literacy and ICT tools, emphasizing their importance in modern administrative practices. He highlighted how the effective use of technology can significantly improve efficiency, accuracy, and productivity in institutional work.

The tenth Technical Session of the Capacity Building Programme was conducted on 27th August 2025 in the morning by Mrs. Priya Sridar, Project Head – Healthcare, Sricare Solutions, Coimbatore, on the topic "Digital Literacy." Mrs. Sridar began the session by clearly explaining the meaning of digital literacy, which involves having the knowledge and skills to use digital tools effectively, efficiently, securely, and responsibly. To make the session more engaging, she introduced a Digital Literacy Quotient Quiz for all registered participants. A link was shared, and participants were given five minutes to attempt the quiz. A reward was announced for the winner.

The eleventh and final Technical Session of the Capacity Building Programme was conducted on 27th August 2025 in the Afternoon by Mr. Harpal Singh, Chief Finance Officer, Apex Professional University, on the topic "Accounting & Budgeting." Mr. Singh began the session by explaining the meaning of accounting and budgeting with relatable examples. Following this, the programme concluded with the Valedictory Session, marking the successful completion of the Capacity Building Programme on Administrative Excellence (21st – 27th August, 2025).



Dr. Tayek Talom Coordinator
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