

DELHI JUDICIAL ACADEMY

ProgrammeName: Sensitization Programme for High Court Staff on Public Dealing.
Duration& Date: 01 day on 22nd July, 2023 (Saturday).
Participants: High Court Staff deployed at the Filing Counter/Facilitation/Pass Counter/Help Desk/EPABX.
Venue: Seminar Hall, 2nd Floor, Administrative Block, Delhi Judicial Academy (Session I to Session III).
 Club House, Delhi Judicial Academy (Session IV).
Programme Director: Dr. Aditi Choudhary, Director (Academics), Delhi Judicial Academy.
Programme Coordinator: Ms. Jyoti Kler, Additional Director, Delhi Judicial Academy, Delhi.

Date and Day	10.15 am – 11:30 am	11.30 - 12.00 pm	12.00 pm – 01.15 pm	01.15 - 02.00 pm	02.00 pm – 03.15 pm	03.15 - 03.45 pm	03.45 pm – 05.00 pm
22.07.2023 (Saturday)	<u>Session-I</u>		Session-II		Session-III		Session-IV
	<p>Overview of the Programme by Programme Coordinator, Delhi Judicial Academy</p> <hr/> <p>Conducting Oneself in Public – Appropriate Dress Code & Do’s & Don’ts</p> <p>Sensitivity towards the Marginalised like Woman, Differently Abled, Aged, Economically Weaker& Illiterate</p> <p>Speaker:</p> <ul style="list-style-type: none"> Dr. Raj Kumar Gupta, Dean (Academics) (Retd.), Institute of Hotel Management, Catering & Nutrition (IHM), Pusa, New Delhi. 	T E A B R E A K	<p>Handling Grievances</p> <ul style="list-style-type: none"> Identify Priority Patient Hearing Communication Skills Timely Response <p>Speaker:</p> <ul style="list-style-type: none"> Mr. Bhuwan Chandra Bhagat, Assistant Manager (HR), Delhi Transco Limited. 	L U N C H B R E A K	<p>An Overview of the Citizen’s Charter of the High Court of Delhi.</p> <p>Identification of Best Practices of Public Dealing – Preparing Checklist.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Ms. Jyoti Kler, Additional Director, Delhi Judicial Academy. 	T E A B R E A K	<p>Stress Management through Yoga, Exercises, <i>Pranayam</i> etc.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Mr. Sandeep Vaswani, Faculty, Art of Living