NATIONAL JUDICIAL ACADEMY

NATIONAL CONFERENCE ON REGISTRAR (Miscellaneous)

01st-03rd March, 2016

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Minutes of National Conference on Registrar (Miscellaneous)

A three day Conference on Registrar (Miscellaneous) was organized by The National Judicial Academy, Bhopal.

Day 1

Participants:-

S. No.	Participant (s)	Designation	High Court
1.	Mr. Irfan Qamar	Joint Registrar (Judicial)	Allahabad
2.	Mr. K. Narasimha Chari	Central Project Co-coordinator	Andhra Pradesh
3.	Mr. N.V. Nhavkar	CPC, e-Courts Projects, HC Appellate Side	Bombay
4.	Mr. Bibhuti Khesong	CPC	Calcutta
5.	Mr. Shakti Singh Rajput	Additional Registrar (Judicial)	Chhattisgarh
6.	Mr. T.R. Nagpal	Joint Registrar	Delhi
7.	Mr. Romen Baruah	Joint Registrar (Recruitment)	Guwahati
8.	Mr. Virender Sharma	Registrar (Rules)	Himachal Pradesh
9.	Mr. Jaffar Hussain Beg	PO MACT, Jammu	Jammu & Kashmir
10.	Mr. Nikesh Kumar Sinha	CPC, e-Courts Projects	Jharkhand
11.	Mr. T.G. Shivashankare Gowda	District Judge, CPC	Karnataka
12.	Mr. Kuldeep Singh Kushwaha	Registrar (IT)	Madhya Pradesh
13.	Mr. C. Kumarappan	Registrar (IT-cum-Statistics)	Madras
14.	Mr. Puneet Jindia	Registrar (Rules)	Punjab & Haryana
15.	Ms. Poonam Durgan	Registrar cum CPC	Rajasthan

Training Agenda:-

- Enhancing the understanding on the basic knowledge about the management principles in an organization.
- Developing basic organizational management skills within the participants.
- Developing Team Building, Leadership Skills, and Time Management within the participants.
- Providing training for the Performance Management, Conflict Management, Data Management, Stress Management & Relationship Management to the participants.
- Disseminating the various management skills in order to provide a cutting edge to the participants in order to develop as a better professional in this dynamic world.

Key Points:-

- The workshop started with the registration of participants.
- Address of welcome by Professor S.P. Srivastava, National Judicial Academy, India.
- Further Addressed by Jyoti Kumari, Research Fellow, National Judicial Academy, India.

- The conference was attended by registrars of 15 different states.

Day 1

- The program started with a series of theoretical lectures by Professor Parul Rishi and Professor Kajari Mukherjee.
- After basic lectures all of them focused on the practical and conceptual part of the management principles in order to give the better understanding to the principles.
- Every participants were requested to participate in various practical activities during the session.
- After the end of every theoretical session of the day participants were requested to use the library for further reading and thereafter imparting them with the Computer Skills Training.

Day 2

- The program started with a series of theoretical lectures by Professor Paprinath, Professor Kajari Mukherjee and Assitant Professor Abhishek Totawar.
- After basic lectures all of them focused on the practical and conceptual part of the management principles in order to give the better understanding to the principles.
- Every participants were requested to gather for a group photograph.
- After the end of every theoretical session of the day participants were requested to use the library for further reading and thereafter imparting them with the Computer Skills Training.

Day 3

- The program started with a series of theoretical lectures by Professor Paprinath, and Professor Madhukar.
- After basic lectures all of them focused on the practical and conceptual part of the management principles in order to give the better understanding to the principles.
- After the end of every theoretical session of the day participants were requested to give their valuable feedback and share their experiences.
- After the successful completion of the conference everybody has been greeted with the warm departure.

Conclusion

The conference was concluded by imbibing the basic principles of management within the participants effectively and efficiently through various theoretical, conceptual as well as practical sessions over the time period of 3 days. This conference definitely helped all the participants to emerge as a better legal professional having a cutting edge of all the management skills imbibed within them precisely.

DAY 1: 10:30 AM – 11:30 AM: SESSION 2
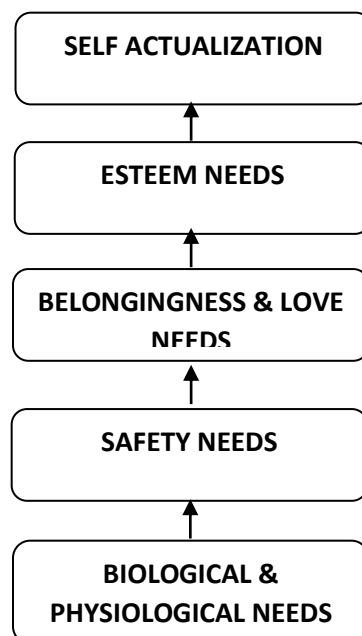
<u>**Team Building**</u>

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the Tea Break. She later requested Professor Parul Rishi to start the session.

This session basically aims at imbibing the true sense of team building within the participants by making them understand the true meaning of the term team and helping their personality to evolve as an able professional to work within the team in their professional life.

She started this session by saying that this will be somehow the conceptual session in which we talk about various aspects relating to the formation of team. She explained various reasons why people are not working within the organizations in which she stated the following main causes:-
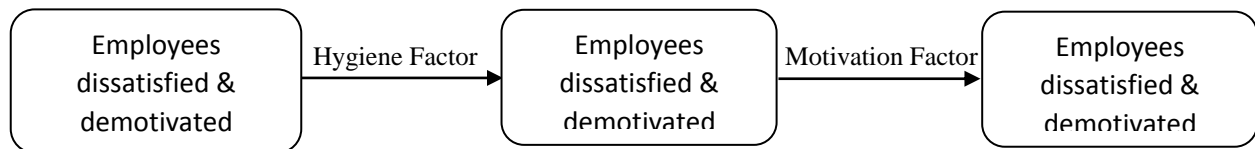
- Lack of capacity
- Lack of opportunity
- Lack of willingness

Along with the above factors she explained the concept of **"Maslow**" in the workplace where she describes the needs of a human being and its relationship with their performance with the help of the following flowchart starting from downwards to upwards.

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┌─────────────────────────┐
│   SELF ACTUALIZATION    │
└─────────────────────────┘
            ↑
┌─────────────────────────┐
│      ESTEEM NEEDS       │
└─────────────────────────┘
            ↑
┌─────────────────────────┐
│  BELONGINGNESS & LOVE   │
│          NEEDS          │
└─────────────────────────┘
            ↑
┌─────────────────────────┐
│      SAFETY NEEDS       │
└─────────────────────────┘
            ↑
┌─────────────────────────┐
│     BIOLOGICAL &        │
│   PHYSIOLOGICAL NEEDS   │
└─────────────────────────┘
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She explained that at the very beginning all human beings wants to satisfy their Biological & Physiological needs and when it is satisfied they move to the next level i.e. of security needs and then they move forward towards fulfillment of Belongingness & love needs after which they want to get satisfy their esteem needs and finally the Self Actualization needs on the final stage.

She further explained the **"Two Factor Theory"** with the following flow chart:-

Employees dissatisfied & demotivated	Hygiene Factor →	Employees dissatisfied & demotivated	Motivation Factor →	Employees dissatisfied & demotivated

She said that these two factors i.e. **Hygiene and Motivation** are one of the most important factor and it must be present within the work environment in order to achieve the goal of the organization precisely.

She further narrates the story of a Crow, Rabbit & a Fox which tells about the importance and responsibilities of a person sitting at the top of the organization. Some of its importance and responsibilities which we can derive from the story are as follows:-

- One always have a big picture of an organization.
- He/She must be able to asses risk and save the employees from the same.
- He/She must communicate well with the employees.
- He/She must treat everyone as per their potential.
- He/She must take the right decision.

And if any person have the following points imbibed in it then he/she can be a good team leader and make others capable enough to work in a team with a team spirit.

Then she requested all the participants to join for a short practical activity where all 15 members are divided into 3 groups of 5 members each and they have to work in a team by drawing on a chart paper anything which predicts the picture of our Judiciary before 10 years, Judiciary Nowadays and where we want to see our judiciary after 10 years. Each team has been allotted a fixed time of 5 mins where they have to work in team and accomplish the allotted task followed by the presentation of what they have made.

She said that the basic motive behind such activity is to develop a true sense of team spirit within the participants as they were divided into teams and they have to accomplish the certain given task within a certain given time.

She finally concluded the session by saying that with the help of the above practical activity you have drawn the 3 decades of our judiciary within a very short span of time of only 5 mins and this has become possible only because of a team effort therefore one must try to understand the importance of a team within the organization and must try to develop such personality so that one can work with the team spirit in any organization for its overall success.

DAY 1: 12:00 PM – 01:00 PM: SESSION 3

Performance Management

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the Tea Break. She later requested Ms. Kajari Mukherjee to start the session.

The session basically narrated the true concept of performance management and how it reflects individual personalities. She started the discussion by asking how the participants measure the quality and quantity of performance in an organization.

Ms. Kajari talked about IQ and EQ which means intelligent quotient and Emotional quotient which in turn gets you hired and gets you fired / promoted. She further shared one statement she follows in her life is like "**how you cannot choose your parents in the same manner you cannot choose your boss".**

The interesting part of such session was derived with the help of a test named **Fundamental Interpersonal Relationship Orientation (FIRO): A framework of Understanding Interpersonal Interactions.**

Tests had certain questions who answers reflects how the individual performs in their organization followed by the nature of the person in dealing the performance of their subordinates.

By using or taking this test individuals can better understand how wants or behaviors can help to form subculture and therefore contribute to resistance.

The following figure summarizes FIRO's postulates of interpersonal needs and behaviors exhibited.

	Inclusion	**Control**	**Affection**
Expressed	I Include people • Talking and joking with others • Involving others in projects and meetings • Recognizing others establishments.	I Control people • Assuming positions of leadership • Advancing ideas within a group • Taking competitive stance	I have Close relationships • Reassuring and supporting • Giving gifts to show appreciation • Sharing personal feelings and opinions.
Wanted	I want people to include me • Frequently heavily trafficked areas • Seeking recognition or responsibility • Going along with the majority	I want people to control me • Asking for help on the job • Involving others in decision-making • Asking for permission	I want close relationships • Being flexible, accommodate • Listening carefully to others • Trying to please others

The FIRO-B Six Cell Model and Behaviors.

The FIRO-B Instrument was created by Schutz. The questioner to measure an individual's orientation toward the three interpersonal needs along six dimensions i.e.

• Expressed Inclusion

- Expressed control
- Expressed affection
- Wanted Inclusion
- Wanted Control
- Wanted Affection

After the test Ms. Kajari discussed every participants performance based test and made them acquainted with 6 instrument which examines behavior. It helps in motivating people in their work which they perform within their ambit.

It helped in understanding the difference between what one wants and what one is getting can be extremely helpful in getting teams to work together effectively and individuals to communicate relate and understand not only their own personal wishes but also the desires of those around them.

The FIRO-B is applies successfully in Team Building, Coaching, leadership Development, Personal Development.

The session concluded with open question and answer round with few suggestions from eminent participants and the guest speaker regarding how to evaluate the performance and how to make it better for future success.

The participants dispersed for Lunch.

DAY 1: 2:00 PM – 03:00 PM: SESSION 4

<u>**Relationship Management**</u>

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the lunch. She later requested Ms. Kajari Mukherjee to start the session.

This session basically aims at achieving various root point of relationship management in any organization and how to deal it or cope with it in an effective manner.

She started the discussion by asking what the participants understand about "**Relationship management in an organization".** She further explained the importance of relationship between the employers i.e. Boss and the employee i.e. juniors with the help of the presentation and involving the participation of the participants in lieu of their relation with their juniors.

The session followed by short stories demonstrated by Ms. Kajari Mukherjee. The participants were asked to derive the sense and meaning of such stories and the relation of such in their organization.

Stories such **as Mini Me** which conveyed that no person in the organization whether juniors or low management want themselves to be the extension of their seniors this leads to lose confidence in one's self, **The angry Customer** explained the importance of interpersonal skills and positive impressions required in an organization towards the work and their clients and **Please Explain** discussed the true meaning of miscommunication and its after consequences if one fails for such communication**.** Thus Ms. Kajari depicted the clear picture of various relationships in an organization and their effects in the daily life as well as the growth of the organization.

Ms. Kajari explained 8 basic problems faced by the people in an organization due internal and external force. **The categories included Ego, Sabotage, and attitude, mismanagement, followed by interpersonal skills and miscommunication**.

Ms. Kajari said that maintaining good relationship with people in an organization and try to find out the root cause of the various problems faced in whatever profession we are then only we can give our best to that profession.

Finally Ms. Kajari concluded the session by saying that having good relationship and management skills such as motivating the juniors rewarding them with great rewards understanding their capacity of work promoting them on the basis of their performance is very essential for the development of an organization and one's career life in every field.

The session was concluded with the open question answer round followed by some suggestions for the participants by Ms. Kajari.

The participants dispersed for library and computer skills.

DAY 2: 10:30 AM – 11:30 AM: SESSION 6

Leadership Skills/Types

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the Tea Break. She later requested Asst. Professor Abhishek Totawar to start the session.

This session basically aims at imbibing the true sense of leadership within the participants by making them understand the true meaning of the term leadership and helping their personality to evolve as a good leader in their professional life.

He started the discussion by asking; what comes in our mind at first when we listen to the word leader; He gave some examples of a good leader like Dr. APJ Abdul Kalam, Gandhi Ji, Narendra Modi, Barack Obama etc., along with it he explained the meaning of the term "Leadership". He describes Leader as constructive and destructive. Along with it he describes the two separate concepts of **"Situational Leadership"** & **"Transactional Leadership"** where the former one involves or occurs when there is follower's readiness is present and there is importance given to followers whereas the later one involves the personal humility and the intense professional will.

Asst. Professor   Abhishek Totawar then makes a difference between a Leader & a Manager by explaining that all leaders can be a Manager but all Managers can't be a Leader. While adding to this differentiation he said that a leader is one who have followers with them but the managers have the people who work for them. He then classified the Leaders into two different categories i.e. Proactive Leader & Reactive leader and emphasized on some basic characteristics of a leaders such as **Ambition & Energy, Desire to lead, Honesty, Behavioral Approach etc.** He further talked about different levels of leadership numbering them into 5 levels as Level 1 Leaders, Level 2 Leaders and so on up to Level 5 Leaders. He added that Level 5 leaders are those individuals who possess personal humility and professional will at a same time, they are basically known as outlier among there groups and it is considered as highest degree of leadership in its hierarchy.

Finally Assistant Professor Abhishek concluded the session by saying that in order to become a good leader one must possess the quality of a leader as well as manager on the same time

because a successful person needs to be both a strong leader as well as a good manager to get their team on board to follow them towards their vision of success.

DAY 2: 12:00 PM – 01:00 PM: SESSION 7

Personality Types

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the Tea Break. She later requested Asst. Professor Paprinath to start the session.

This session basically aims at imbibing the true sense of understanding one's personality within the participants by making them understand the true traits of different personalities and helping them in diversifying their traits in their organization.

She started the discussion by asking; what the participants understand about **"Personality"?** She narrated the characteristics of personalities possessed by individuals in every organization by explaining Personality as Unique adjustments to one's environment.

Later the presentation showed types of personalities with the help of Myers Briggs type Indicator such as **Extrovert v Introvert** (from where you draw your energy) **Sensing v Intuition** (how you gather information and learn) **Thinking v Feeling** (how you make Decisions) and **Perceiving v Judging** (how do you respond to deadlines).

Further the session was followed by a test named "**Discovering Self". All the participants** completed the test with great enthusiasm and came to the end of the test with having different sets of 4 alphabets.

Prof Paprinath discussed all the 16 sets made by 4 alphabets based on the quality of that set of personality. Various examples were demonstrated in favor of such traits.

The main objective of this session was to make the participants of various dimensional personalities across the world and their character in every organization.

Professor Paprinath said that Personality is the main cause for various disturbances occurring in the human being therefore one must focus towards the understanding of personalities and try to find out the root cause of the various problems faced due to change in personalities in whatever profession we are then only we can give our best to that profession.

Finally Professor Paprinath concluded the session by saying that having different personality is good but keep changing your personality with the force of external forces might cause difficulties.

DAY 2: 02:00 PM – 03:00 PM: SESSION 8

Stress Management

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the lunch. She later requested Asst. Professor Abhishek Totawar to start the session.

This session basically aims at achieving various root point or root causes from where the stress can emerge and how to deal it or cope with it in an effective manner without hampering one's own health and daily routine.

He initially started discussing and explaining the meaning of the term "Stress Management". He emphasized on how does stress occur? Its prime causes and control along with it he told all the various conditions in which stress can be accounted by the people. He describes stress as constructive and destructive which is further divided into "Eustress" and "Distress". Such stress basically increases the capability of performance and decreases the health status of a human being.

He further discussed the points such as root for happiness and asked the participants to share their views. He differentiated between happy people and unhappy people based on example of marriage and love, work and personality etc. He further discussed by comparing the various surveys that married people are happier as compared to the unmarried people.

Different participants discussed their areas of stress and asked for the methods or solution to deal or cope with it. Assistant Professor Abhishek helped the participants to correct and curb their difficulties and also explained that how stress can be curbed or managed effectively.

Assistant Professor Abhishek said that stress is the main cause for various diseases occurring in the human being and if we can't curb the stress effectively it will harm our health which in turn leads towards a failure in our life therefore one must focus towards the stress management and try to find out the root cause of the stress in whatever profession we are then only we can give our best to that profession.

Finally Assistant Professor Abhishek concluded the session by saying that stress is present in every profession but we must try to find out the cause of it then only we can find the solution to

cope with it because nobody in this world is there who do not have any stress everybody has to face certain stress in their life but there are various ways to cope up with it unless one has identified the main cause of his/her stress.

DAY 3: 09:00 AM – 10:00 AM: SESSION 9

Data & Information Management

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars from various states. She later requested Professor Madhukar to initiate the discussion. Professor Madhukar introduced himself to the gathering.

He initially emphasized on the meaning & classification of the term "Data" as Qualitative and Quantitative which is further distributed into discrete and continuous further he said that "Data leads to information which is related and relevant and then he derived the concept of the term knowledge and wisdom with the help of the term "Data". He said that "When any related and relevant information" i.e. ("Data") when properly compiled, analyzed, interpreted, integrated & presented it becomes "Knowledge" & accumulation of such knowledge leads to "Wisdom".

He further talked about the latest technologies with the help of which we collect various data and the way it is hampering our daily life in a positive and a negative manner with the help of a video.

Later he explains the purpose of data in which he said that the initiation of the data starts from measurement of facts. He also discussed about the concept of "Data Mining" and "Data Warehousing" along with it he talked about various new emerging engineering discipline like Data Science and new sort of jobs like Data Scientist.

Then he showed a video relating to the Drone Delivery practiced in the US by Amazon and emphasized the importance of latest technologies like MS-Word and said that we people are not using it to the fullest and we must acclimatize ourselves with the rapid technological changes happening in the world.

At last he talked about how to manage "Big Data" in which he suggested various techniques such as **Transaction Programming System (TPS), Management Information System (MIS), Enterprise Resource Planning System (ERP) & Library Information System (LIS)** which were helpful in managing Big Data.

Finally it was concluded that the collection and analysis of big amount of Data is emerging as a new field of study in every organizational system and we must acclimatize ourselves with the new technological dimensional changes in order to collect and analyze the Data.

DAY 3: 10:30 AM – 11:30 AM: SESSION 10

Time Management

Ms. Jyoti Kumari, Programme Coordinator & Research Fellow, National Judicial Academy welcomed the gathering of Registrars after the tea break. She later requested Professor Dr Paprinath to initiate the discussion.

This session basically aims at achieving the clear concept and method for the time management along with focusing on various other aspects which are closely related to the time management. The basic agenda in this session is whether we are properly managing our time according to the profession or not? And How to manage the time so that the other components which are associated with it should also not get affected and the work and life balance will be maintained?

Professor Dr Paprinath introduced herself to the gathering. Prof Dr Paprinath started the session by discussing the true meaning of the term "Time Management". She discussed about the various models and theories related to Time Management which includes **Segmentation Model, Spillover Model, Compensation Model, Instrumental Model, and Conflict Model.** Along with this she differentiated between Workaholics and over workers. She defined Workaholic as the one who do unnecessary work on expense of other activities and Over Worker as the one who don't perceive rewards, still work long hours due to less choice in their life.

Further, she talked about the ways to maintain the balance between work and life and describes six basic components which must be kept in mind while managing the time which includes family, friends/social, work, colleagues, relatives, and religious. Adding to it she talked about various ways through which one can manage his/her time in day to day life which includes the following –

- By effectively and efficiently delegating the work.
- By saying "No" for those extra task which are less in priority in some situations where one already had some pending work which is more important.
- Ask for help whenever needed.
- Confront procrastination by setting short goals for the employees.

- Avoid poorly planned meetings and unnecessary travels.
- Always do the follow up of the task performed or undertaken by you.

Along with the theory part this session also contains a practical approach where all the participants were given with a form which contains some general questions and with the help of which the work and life index can be obtained for various aspects such as **Social Needs, Personal Needs, Time Management, Team Work, Compensation and Benefit, Work etc.**

After ascertaining the values of the Work and Life Index of various participants Dr. Paprinath asked every participant randomly to share their index of various aspects and tell them where they have to focus more or in which aspect they are required much to put effort in order to have a perfect work and life balance.

Finally Dr. Paprinath concluded the session by saying that the Time Management is the only sole component by which the balance between all other components i.e. (work and life balance) can be maintained. She suggested various ways of managing time to all the participants as a part of counselling after seeing their Work and Life Index from the given form.