



CTLD REFLECTIONS



Hospital Staff Training Programme 3.0 at TMU Hospital

MONTH AT A GLANCE

* **Hospital Staff Training Programme 3.0 at TMU Hospital**

6th March 2026

* **TMU Poetry Club Hosts Grand Kavi Sammelan at Convocation 2026**

16th March 2026

* **Jigyasa 5.0 Editorial 2026**

11th March 2026

* **Team Members : Highlights**

● **Research Paper Publication**

19th March 2026

● **Certifications**

6th/9th March 2026

* **Involvement : Highlights**

● **Resource Person**

19th March 2026

● **International Conference**

23rd March 2026



Organized by: Centre for Teaching, Learning and Development (CTLD), TMU, Moradabad, Venue: TMU Hospital

The Centre for Teaching, Learning and Development (CTLD) successfully organized a **third series of Hospital Training Sessions in March**, focusing on enhancing professional competencies, communication skills, and service excellence among hospital staff. These sessions were conducted under the category of Process Improvement Training and witnessed active participation across departments.

The schedule and highlights of the sessions were as follows: on 06 March (Friday), a session on **Telephone Etiquette** was conducted by **Mr. Jatin Dua**, on 07 March (Saturday); **Dr. Jasmine Stephen** conducted a session on **Effective Communication and Bedside Manner**; on 13 March (Friday), **Prof (Dr.) Pankaj Kumar Singh** conducted a session on **Complaint Handling and Grievance Communication**; on 14 March (Saturday), **Ms. Mani Saraswat** conducted a session on **Compassionate Care and Empathy**; on 20 March (Friday), **Dr. Dilip Dutt Varshney** conducted a session on **Professional Communication**. These training sessions played a vital role in strengthening communication, patient handling, empathy, and professionalism within the hospital environment. By addressing real-time challenges such as grievance handling, bedside manners, and front-office interactions, the program contributed significantly to improving patient experience and service quality.

The initiative also reflects CTLD's commitment to continuous skill enhancement, capacity building, and creating a patient-centric healthcare ecosystem. The structured and need-based approach of the sessions has set a benchmark for future training programs, with plans to further expand such initiatives.

TMU Poetry Club Hosts Grand Kavi Sammelan at Convocation 2026

MARCH 16, 2026

CONVOCAATION 2026



Teerthanker Mahaveer University's Poetry Club enriched **Convocation 2026** with a grand **Kavi Sammelan**, celebrating poetry, expression, and cultural vibrancy. The event featured renowned poets including **Shailesh Lodha, Govind Rathi, Ashok Charan, Chetan Charchit, Abhishar Geeta Shukla, and Manu Vaishali**, whose performances captivated the audience. Over **15 student poets** also showcased their original compositions, gaining valuable exposure and confidence. The event was coordinated by **Ms. Pratibha Sharma** under the guidance of **Mr. Anant Bhardwaj** and **Dr. Sakshi Gupta**, reflecting excellent organization by the TMU Poetry Club under Student Welfare. Graced by dignitaries including **Dr. V. K. Jain, Vice Chancellor; Prof. (Dr.) Manjula Jain, Dean Academics;** and **Dr. M. P. Singh, Dean, Student Welfare**, the Sammelan stood as a testament to TMU's commitment to cultural enrichment, literary excellence, and holistic student development.

Jigyasa 5.0 Editorial 2026

The Editorial Committee of Jigyasa 5.0 convened on **11th March'26** for an intensive review session to evaluate the articles submitted for the forthcoming issue. The meeting witnessed detailed and thoughtful discussions on each contribution, with emphasis on content depth, clarity of expression, originality, and alignment with the overarching theme of the magazine. Members of the committee engaged in constructive deliberations, offering valuable suggestions to enhance the quality and coherence of the submissions. The review process also involved identifying pieces that required further refinement and guiding contributors accordingly.

The session was chaired by **Prof. (Dr.) Pankaj Kumar Singh (Chairperson)** and led editorially by **Dr. Jasmine Stephen (Chief Editor)**, along with **Ms. Anvesha Sisodiya (Senior Editor)**. The committee was further supported by **Ms. Mani Saraswat, Mr. Jatin Dua, and Ms. Rachna Saxena** as **Executive Members**, all of whom contributed actively to the review process.

The session reflected a strong sense of collaboration, critical evaluation, and commitment to excellence, ensuring that Jigyasa 5.0 emerges as a well-curated, insightful, and impactful publication.

Team Members' Highlights

✧ Research Paper Publication

✧ **Date: March 19th 2026**

Title: **"Competency Profiling to Job Readiness and Professional Advancement: A study of Engineering Graduates in North India"**.

Mr. Anant Bhardwaj, Master Trainer (CTLD), Teerthanker Mahaveer University, Moradabad published a paper in Amity Business School Conference Book "Business 5.0 – AI-Driven Finance, Digital Markets, and Sustainable

Economic Transformation" 2026 (Vol 2), ISBN: 978-93-5692-192-4.

Mr. Anant Bhardwaj, presented this paper at the 12th International Conference on Business 5.0 (ICB 5.0): Innovation, Technology and Sustainability in Global Prospects, held in December 2025. The conference was organized by Amity Business School, Amity University Madhya Pradesh, Gwalior, India. The presentation contributed to academic discussions on competency development, job readiness, and professional advancement in the context of emerging global business paradigms.

✧ **Date: March 19th 2026**

Title: **"Employability Readiness of Management Students in Private Universities: A Human-Centric Approach in the Era of Business 5.0"**

Mrs. Mani Saraswat, Senior Trainer, (CTLD), Teerthanker Mahaveer University, Moradabad, has published and presented a research paper at the 12th International Conference on Business 5.0 (ICB 5.0), organized by Amity Business School, Amity University Madhya Pradesh, Gwalior. Her paper, has been published in the Amity Business School Conference Book "Business 5.0 – AI-Driven Finance, Digital Markets, and Sustainable Economic Transformation" 2026 (Vol. 2), pp 379-391. ISBN: 978-93-5692-192-4.

The paper contributed to academic discussions on job readiness, and professional advancement in the context of emerging global business paradigms, reflecting TMU's ongoing commitment to research excellence and academic engagement at the national and international level.

✧ **Date: March 19th 2026**

Title: **"Unveiling the Dynamics of Digital Payment Adoption: A Systematic Literature Review"**.

Mr. Pradeep Panwar, Master Trainer at CTLD, in collaboration with a co-author, has successfully published a research paper in the conference proceedings of the 12th International Conference on Business 5.0 (ICB 5.0). The conference, themed "Innovation, Technology and Sustainability in Global Prospects," was organized by Amity Business School, Amity University Madhya Pradesh, Gwalior.

The research paper has been featured in the edited book titled "Business 5.0: People, Purpose, and Innovation in the Era of Sustainable Global Business, Vol. 2" (ISBN: 978-93-5692-192-4). This accomplishment reflects the academic excellence and research-oriented contributions of CTLD faculty in advancing knowledge in the domain of sustainable global business practices.

✧ Certifications

Title: **"Achievement in English Language Proficiency"**.

Date: 6th March 2026

Ms. Gauri Takyar, Executive Trainer, at CTLD has successfully completed a Diploma in Basic English Grammar through the online learning platform Alison, achieving an outstanding score of 97%. The course involved online assignments and assessments, reflecting her strong understanding of foundational grammar concepts and focused learning over an 11-hour duration.



Title: **"Advancement in Digital Competency"**.

Date: 9th March 2026

Dr. Jasmine Stephen, Chief Trainer, Dr. Jasmine Stephen, Chief Trainer, CTLD, successfully completed an AI Tools Workshop conducted by be10x. The workshop enhanced her practical understanding of emerging AI tools and their application in improving productivity, teaching methods, and digital engagement. This achievement reflects her continued commitment to integrating technology into the teaching-learning process.



Involvements

RESOURCE PERSON – EXPERT SESSION AT COLLEGE OF NURSING

Date: March 19, 2026

Venue: College of Nursing, Teerthanker Mahaveer University

5-Day National Faculty Development Programme: “Transforming Nursing Education: From Innovative Pedagogy to Professional Excellence”- hybrid mode.

Prof. (Dr.) Pankaj Kumar Singh, Director – CTLD, delivered an insightful session on “Feedback and Mentoring: Skills for Faculty-Student Growth,” focusing on the critical role of constructive feedback and effective mentoring in academic settings.

The session highlighted **how learner-centered approaches** can significantly enhance student engagement, professional development, and overall academic excellence in nursing education. The session was highly interactive and well-received by participants, providing practical strategies for strengthening faculty-student relationships and fostering a supportive learning environment. It reflected CTLD’s continued commitment to promoting innovative teaching practices and academic excellence across disciplines.



PARTICIPATION – INTERNATIONAL CONFERENCE

March 23, 2026

Prof. (Dr.) Pankaj Kumar Singh, Director – CTLD, attended a two-day International Conference on “**Building Democracy through Law and Governance,**” organized by the Teerthanker Mahaveer College of Law and Legal Studies.

The conference was graced by **Shri Lakshman Prasad Acharya, Hon’ble Governor of Assam,** as the Chief Guest, and **Prof. Raj Kumar Mittal, Vice Chancellor of Babasaheb Bhimrao Ambedkar University,** Lucknow, as the Keynote Speaker. The event served as a significant platform for academic dialogue and exchange of ideas on the themes of law, governance, and democratic development. It brought together academicians, experts, and scholars to deliberate on contemporary issues and emerging perspectives in the field.

The participation of Dr. Pankaj Kumar Singh reflects CTLD’s continued engagement in academic excellence, interdisciplinary collaboration, and knowledge advancement.

