

# Training Course on Modern Office Management

11 October - 15 October 2020

## Course Guideline



National Agriculture Training Academy (NATA)  
Ministry of Agriculture  
Gazipur-1701  
[www.nata.gov.bd](http://www.nata.gov.bd)

# **Training on Modern Office Management**

**11 October - 15 October 2020**

## **Course Management**

Course Advisor  
and  
Course Director : Dr. Md. Abu Sayeed Miah  
Director General (In charge)  
NATA, Gazipur

Course Coordinator : Md. Jamal Uddin  
Deputy Director (Entomology)  
NATA, Gazipur

Asst. Course Coordinator : 1. Mst. Sharmin Akhter  
Senior Assistant Director  
(Horticulture Crop Pest)  
NATA, Gazipur

2. Md. Shahinul Islam  
Senior Assistant Director  
(Field Crop Pest)  
NATA, Gazipur

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# **Introduction to National Agriculture Training Academy (NATA)**

## **1. The Academy**

National Agriculture Training Academy (NATA) is the apex training institute for human resource development of officers (grade-9 and above) under the Ministry of Agriculture (MoA) for providing training on diversified fields of professional interest in agriculture sector. The Academy organizes various training programmes related to agriculture throughout the year. The academy is established in Gazipur as Central Extension Resources Development Institute (CERDI) on 14 March 1975 with the financial assistance of Japan International Cooperation Agency (JICA). Afterwards, on 27 June 1984, CERDI was undertaken to the Training Wing of Department of Agricultural Extension (DAE). On 03 April 2013, Government of the People's Republic of Bangladesh abolished CERDI and established NATA as an independent organization of MoA and on 07 June 2014, NATA has been started as a training academy.

Initially, the Academy started its functions with only 10 faculty members. Though Government approved strength is 184, at present NATA has 84 staff members including 30 faculty members.

## **2. Location**

The Academy is 25 km away from Dhaka city and 3 km away from *Joydevpur Chandana Chowrasta* towards Gazipur district head quarter. It is located adjacent to Bangladesh Rice Research Institute (BRRI) and occupied 49 acres of land. The academy provides the trainees an ample scope to have free access to the adjacent institutions like Bangladesh Agriculture Research Institute (BARI), Bangladesh Rice Research Institute (BRRI), Seed Certification Agency (SCA), Bangabondhu Sheikh Mujibur Rahman Agricultural University (BSMRAU), Telecommunication College, and other government offices in Gazipur.

## **3. Vision**

National Agriculture Training Academy becomes a center of excellence for developing competent human resources in agriculture sector.

## **4. Mission**

We are pledged to achieve the shared vision through:

- i. Develop human resource of all organizations under MoA by imparting quality training, research and development and publications;
- ii. Enhance linkage between education, research and extension to endow agriculture service delivery system;
- iii. Network with reputed institution of home and abroad for organizational capacity building; and
- iv. Foster a culture of continuous learning for development of knowledge-intensive agriculture service.

## 5. Functions

The NATA has been entrusted to perform the following functions:

- i. Human resource development of the government, semi-government, autonomous organization under MoA through training of modern and sustainable agriculture technology;
- ii. Transfer modern and sustainable agriculture technology developed by the research organizations for the development of socio-economic conditions of farmers;
- iii. Conduct demonstration, adaptive research and research of proven technologies;
- iv. Impart all sorts of in-service training with special emphasis on induction, foundation and senior staff course;
- v. Exchange publications, participants and resource persons in seminars, workshops, conferences and training among the stakeholders;
- vi. Advice government and other organizations on training, achieving food and nutrition security, ICT, transfer of agriculture technology, agro-based industries and conservation environments etc.;
- vii. Help government and policy makers in framing and analyzing agricultural policies;
- viii. Conduct different training activities of academy in consonance with provision of the public administration training policy 2003; and
- ix. Perform all kinds of duties directed by the government.

## 6. Sessions

Everyday the session is started at 9.00 am in the morning and ends at 4:30 pm in the afternoon. There are two breaks started at 11.00 am and 12.30 pm for tea and lunch with prayer respectively. Participants are advised to attain the class in time without fail for avoiding any kinds of disciplinary action.

### Daily Schedule

Activities	Duration
Recapitulation	09.00-9.15
1 <sup>st</sup> Session	9.15-10.30
Health break	10:30-11:00
2 <sup>nd</sup> Session	11:00-12.00
3 <sup>rd</sup> Session	12.00-1.00
Lunch and Prayer	1.00-2.15
4 <sup>th</sup> Session	2.15-3.30
Health break	3.30-4.00
5 <sup>th</sup> Session	4.00-5.00

## 7. Norms to be followed during the training

- No casual leave is allowed during training period.
- Participants living in the dormitory are advised to follow the norms of the dormitory.
- The campus area is a “Non Smoking Zone”. Participants are advised to refrain from smoking inside the Academy.
- Participants are not allowed to enter the dormitory after 11:00pm at night

## **8. Evaluation**

Course Director and other faculty members are given responsibility to evaluate the participants. The course is evaluated during pre and post training situation within 100 marks. On the other hand the participants are also given chance to evaluate the faculties and guest speakers by using a prescribed format.

## **9. Facilities**

### **9.1. Physical Facilities**

The Academy is well equipped with physical facilities in organizing training programs though it began its journey recently. Existing facilities of the academy are as follows.

- Office building-2
- Class room- 3
- Laboratory (Subject wise technical)
- Plant protection museum- 1
- Conference room- 1
- Auditorium-1
- Dormitory- 4
- Cafeteria- 1
- Greenhouse- 3
- Workshop-1

### **9.2. Digital Computer cum Language Lab. and IT facilities**

There is one Digital Computer cum Language Lab in the Academy. It is located on the 1<sup>st</sup> floor of the Administrative building. IT facilities include LAN and Wi-Fi and the whole campus under Wi-Fi coverage. To expedite foreign language learning, NATA set up a Digital Computer cum Language Lab. as part of the Academy's drive for capacity building of government officials. Participants can avail the opportunity of learning the foreign language while they stay in NATA.

### **9.3 Recreational Facilities**

The Academy has a recreation room with color T.V in the dormitory. The daily newspapers are available in recreation room for the participants.

### **9.4. Linkage with other Training Organizations**

NATA maintains good relations with other training Academies in the country including BPATC, RPATC, BCS Administration Academy, BIAM and FIMA and so on. NATA has plan to collaborate with international training institutes for improvement its human resources. NATA also collaborate with national research organizations in research in agriculture sector.

## **Course at a glance**

Need based training programs are organized by NATA for sixteen organization under MoA. In the present day scenario establishment and maintenance of an office are an art in itself. A great sense of professionalism is required for running an office efficiently to meet the ever increasing demand of trained executives for various administrative levels. To increase efficiency of office manager, a modern office management courses have been designed by NATA. The course serves as a suitable career oriented course, keeping in view the latest technological advancement and modern trends. By perusing modern office management course, candidates become professionally trained in various aspects of modern office management. It also provide professional expertise for the candidates and result in increased productivity and efficiency for the organization.

## **Course objectives**

1. To equip the participants with necessary knowledge of office management.
2. To enhance the participants' problem solving skills so that they can efficiently manage their office.

## **Target population**

Grade-9 and above officers of sixteen organization under MoA.

**Duration of each Session:** 60 minutes

## **Prerequisite of the course**

- To attend in the training class in time;
- To be present at least 100% of the classes otherwise certificate may not be awarded;
- Maintain the norms in dormitory and cafeteria;
- Absent from any session is not allowed without prior permission from the course coordinator even in case of emergency;
- Enthusiastic to learn and share ideas in training session; and
- Cell phone must be kept in silent mode.

## Course Content

### Module-1: Personnel management & Service Rules

- 1.General Condition of Services
- 2.Recruitment, Training and Promotion Procedure
- 3.The Government Servants (Conduct) Rules,1979
- 4.The Government Servants (Discipline and Appeal) Rules, 2018
5. Prescribed Leave Rules,1959
6. The Public Employees Discipline (Punctual Attendance) Rules, 2019
- 7.Performance Evaluation and Annual Confidential Report (ACR) writing
- 8.Office Inspection

### Module-2: File and Record Management

1. Office management procedure: docketing, filing, Referencing, Flagging and Digital File Numbering, Guard file.
2. Management of different types of registers: Index, Movement, Dispatch, Receive, Stock and Condemn Register, Peonbook, Leave Registrar.

### Module-3: e-filing

১. ই-ফাইল (নথি) সিস্টেমের পরিচিতি, সিস্টেমে লগইন ও প্রোফাইল ব্যবস্থাপনা, নাগরিক কর্ণার বিষয়ে ধারণা, ডাক আপলোড (নাগরিক/দাপ্তরিক), ডাক ফরওয়ার্ড করা, ডাক ট্র্যাকিং, প্রেরিত ডাক দেখা, ডাক নিষ্পত্তি করা;
২. ই-ফাইল (নথি) সিস্টেমে নথি তৈরি (নথির ধরন তৈরি, নথি তৈরি, নথিতে পারমিশন দেওয়া ও পূর্বে তৈরিকৃত নথি সম্পাদনা করা) ডাক নথিতে পেশ করা, অনুচ্ছেদ লেখা, পরবর্তী প্রাপককে পাঠানো, প্রেরিত নথি দেখা;
৩. নথিতে সিদ্ধান্ত দেওয়া, ডাক নথিজাত করা, নথিজাত করা ডাক দেখা;
৪. ই-ফাইল (নথি) সিস্টেমে খসড়া পত্র তৈরি, পত্রের ভাঙ্গন, পত্র সম্পাদনা ও পত্রজারীকরণ, সার সংক্ষেপ তৈরি, নথি নিষ্পত্তি করা;
৫. নোটশীটে বিভিন্ন ধরনের (পূর্বের পত্র, আইন-কানুন, বিধি বিধান ইত্যাদি) সংযুক্তি প্রদান, খসড়া পত্র তৈরি

### Module-4: Administrative Communication

- 1.Office Correspondence: Forms of written communication (Official letters, DO and Office memorandum).
2. Conduct Meeting, Prepare notice, working paper and minutes
- 3.Writing note,Draft and summary, Report writing
- 4.Role and Responsibility of DDOs
- 5.Delegation of Administrative and Financial Authority



## **Module-5: Leadership and change management**

1. Managerial Leadership and Conflict Management.
2. Human Resource Management.
3. Motivation, Supervision and Coordination.
4. Team Building .
5. Mindset, attitude and aptitude.

## **Module-6: Cross Cutting Issues**

1. National Integrity Strategy (NIS)
2. Annual Performance Agreement
3. Sustainable Development Goal
4. Social Safety Program

### List of Resource Personnel

Sl. No.	Name	Address	Cell	e-mail
1	Kbd. Mir Nurul Alam	Director General( Ex) , DAE	01755507728	dgdae@gmail.com
2	Md. Mahbubul Islam	Additional Secretary, MoA, Dhaka	01911010083	mahbub4149@gmail.com
3	Dr. Md. Abu Sayed Miah	DG ( In-charge), NATA, Gazipur	01712024623	sayeedplp@gmail.com
4	Md. Muzammel Hoque	Additional Secretary. North City Corporation, Dhaka	01726191921	Muzammel4247@gmail.com
5	Dr. Md. Shaikh Shamim	Associate Professor, Head of Dept. Extension, BSMRAU, gazipur	01920156373	shamim.aer@bsmrau.edu.bd
6	Dr. Md. Akhtaruzzaman, ,	Director (Admin), NATA	01711884191	akhtar62bd@gmail.com
7	Md. Nurul Islam,	Chief Instructor, NAPD, Nilkhet, Dhaka	01552363381	islamnurul2002@yahoo.com
8	Md. Jamal Uddin	DD (Entomology), NATA, Gazipur	01718214607	jamaldae62@gmail.com
	Dr. Md. Aklas Uddin	Deputy Director (Planning and Publication)	01716257354	akhlas.uddin@yahoo.com
7	Dr. Md. Sayedur Rahman	Deputy Director (Admin & Support Service)	01552495564	sayedur.63@gmail.com
9	Dr. Md. Abdul Mazed	DD (LR) and Attached , NATA, Gazipur	01814849190	mazed13th.dae@gmail.com
10	Dr. Md. Jamal Uddin	Deputy Director ( Plant Pathology), NATA, gazipur	01712272859	jamaldae@yahoo.com

**Training Course on Modern Office Management**  
(Duration 05 Days)  
**Course Schedule**

**1<sup>st</sup> Day (11-10-2020) Sunday**

Time	Subject	Resource Person
9.00- 9.30 am	Inaugural Ceremony	DG, NATA and Faculty members
9.30-10.00 am	Pre-evaluation	CC, ACC
10.00-11.00 am	দক্ষতার সাথে Zoom Software ব্যবহার	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
11.00-11.15 am	Tea Break	
11.15 -12.15 pm	The Government Servants (Discipline and Appeal) Rules, 2018	Dr. Md. Abdul Mazed, DD ( LR), attached NATA, Gazipur, Mob. No. 01814849190
12.15 - 1.15 pm	Performance Evaluation and Annual Confidential Report (ACR) writing	Dr. Md. Abu Sayed Miah, DG NATA, Gazipur, Mob. 01712024623
1.15 - 2.30 pm	Lunch and Prayer	
2.30 - 3.30 pm	National Integrity Strategy ( NIS)	Dr. Md. Akhtaruzzaman, Director (Admin), NATA, Mob. No. 01711884191
3.35 – 4.35 pm	Sustainable Development Goal ( SDG)	Dr. Md. Akhtaruzzaman, Director (Admin), NATA, Mob. No. 01711884191
4.35 - 5.00 pm	Evening Tea	

**2<sup>nd</sup> Day (12-10-2020) Monday**

Time	Subject	Resource Person
9.00 - 9.15 am	Review	CC & ACC
9.15 - 10.15 am	Management of different types of registers: Index, Movement, Dispatch, Receive, Stock and Condemn Register, Peonbook.	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
10.15 -11.15 am	Writing note Draft and summary	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
11.15 - 11.30	Tea Break	
11.30 am - 12.30 pm	Office management procedure: docketing, filing, Referencing ,Flagging and Digital File Numbering	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
12.30 – 1.30 pm	Office Correspondence: Forms of written communication (Official letters, DO and office memorandum)	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
1.30 - 2.45 pm	Lunch and Prayer	
2.45 - 3.45 pm	Preparing Notice, Conduct Meeting, Preparation of Working Paper and Writing Minutes	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
3.45 – 4.45 pm	Recruitment, Training and Promotion procedure	Md. Mahbubul Islam, Additional secretary, MoA, Mob.No. 01911010083
4.45 - 5.00 pm	Evening Tea	

**3<sup>rd</sup> Day (13-10-2020) (Tuesday)**

Time	Subject	Resource Person
9.00 - 9.15 am	Review	CC & ACC
9.15 - 10.15 am	Delegation of Administrative and Financial Authority	Dr. Md. Akhlas Uddin DD (Planning & Publication), NATA, Gazipur, Mob. 01716257354
10.15 -11.15 am	Prescribed Leave Rules,1959	Md. Nurul Islam, Chief Instructor , NAPD, Mob. No. 01552363381
11.15 - 11.30	Tea Break	
11.30 am - 12.30 pm	General Condition of services	Md. Nurul Islam, Chief Instructor ,NAPD, Mob. No. 01552363381
12.30 – 1.30 pm	Office Inspection & The Public Employees Discipline (Punctual Attendance) Rules, 2019	Md. Nurul Islam, Chief Instructor,NAPD, Mob. No. 01552363381
1.30 - 2.45 pm	Lunch and Prayer	
2.45 - 3.45 pm	Annual Performance Aggrement	Dr. Md. Akhlas Uddin DD (Planning & Publication), NATA, Gazipur, Mob. 01716257354
3.45 – 4.45 pm	Official Telephone, Cellular, Fax and Internet Policy, 2018	Dr. Md. Akhlas Uddin DD (Planning & Publication), NATA, Gazipur, Mob. 01716257354
4.45 - 5.00 pm	Evening Tea	

**4<sup>th</sup> Day: (14-10-2020) Wednesday**

Time	Subject	Resource Person
9.00 - 9.15 am	Review	CC & ACC
9.15 - 10.15 am	Mindset, Attitude, and Aptitude & Time management	Kbd. Mir Nurul Alam, Ex DG, DAE. Mob. No. 01755507728
10.15 -11.15 am	Managerial Leadership and Conflict Management	Kbd. Mir Nurul Alam, Ex DG, DAE. Mob. No. 01755507728
11.15 - 11.30	Tea Break	
11.30 am - 12.30 pm	Human Resource Management	Dr. Md. Shaikh Shamim., Associate Professor, Head of Dept. Extension, BSMRAU, Gazipur Mob. 01920156373
12.30 – 1.30 pm	Social Safetytness Program	Dr. Md. Jamal Uddin, DD ( P.Pathology), NATA. Mob. No. 01712272859
1.30 - 2.45 pm	Lunch and Prayer	
2.45 - 3.45 pm	The Government Servants (Conduct) Rules,1979	Md. Jamal Uddin, DD (Entomology), Mob. No. 01718214607
3.45 – 4.45 pm	Role and Responsibility of DDOs	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
4.45 - 5.00 pm	Evening Tea	

**5<sup>th</sup> Day: (15-10-2020) Thursday**

Time	Subject	Resource Person
9.00 - 9.15 am	Review	CC & ACC
9.15 - 10.15 am	Store Management	Dr. Md. Abdul Mazed, DD ( LR), attached NATA, Gazipur, Mob. No. 01814849190
10.20 -11.20 am	ই-ফাইল (নথি) সিস্টেমের পরিচিতি, সিস্টেমে লগইন ও প্রোফাইল ব্যবস্থাপনা, নাগরিক কর্ণার বিষয়ে ধারণা, ডাক আপলোড (নাগরিক/দাপ্তরিক), ডাক ফরওয়ার্ড করা, ডাক ট্র্যাকিং, প্রেরিত ডাক দেখা, ডাক নিষ্পত্তি করা	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
11.20-11.40 am	Tea Break	
11.40 am - 12.40 pm	ই-ফাইল (নথি) সিস্টেমে নথি তৈরি (নথির ধরন তৈরি, নথি তৈরি, নথিতে পারমিশন দেওয়া ও পূর্বে তৈরিকৃত নথি সম্পাদনা করা) ডাক নথিতে পেশ করা, অনুচ্ছেদ লেখা, পরবর্তী প্রাপককে পাঠানো, প্রেরিত নথি দেখা	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
12.40 - 1.40 pm	নোটশীটে বিভিন্ন ধরনের (পূর্বের পত্র, আইন-কানুন, বিধি বিধান ইত্যাদি) সংযুক্তি প্রদান, খসড়া পত্র তৈরি	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
1.40 – 2.40 pm	Lunch and Prayer	
2.40 - 3.40 pm	নথিতে সিদ্ধান্ত দেওয়া, ডাক নথিজাত করা, নথিজাত করা ডাক, ই-ফাইল (নথি) সিস্টেমে খসড়া পত্র তৈরি, পত্রের ভার্সন, পত্র সম্পাদনা ও পত্রজারীকরণ, সার সংক্ষেপ তৈরি, নথি নিষ্পত্তি করা	Dr. Md. Sayedur Rahman, DD (Admin and Support Service), NATA, Gazipur
3.40 – 4.20 pm	Post - evaluation	CC, ACC
4.20 pm- 5.00 pm	Closing Ceremony	DG, NATA and Course Management

## NATA FACULTY MEMBERS

Photo	Name & Designation	Phone/Cell/ E-mail
	Dr. Md. Abu Sayeed Miah Director General (In-charge)	01712-024623 sayeedplp@gmail.com
	Dr. Md. Akhtaruzzaman Director (Admin)	01711-884191 akhtar62bd@gmail.com
	Md. Mahmud Hasan Deputy Director (Horticulture)	01817-066613 mahamudhassandae@gmail.com
	Md. Jamal Uddin Deputy Director (Entomology)	01718-214607 jamaluddin6257@yahoo.com
	Mahmudul Hasan Project Director	01715-101818 hasandae@yahoo.com
	Dr. Md. Eklas Uddin Deputy Director (Planning and Publication)	01716-257354 akhlas.uddin@yahoo.com
	Dr. Md. Mayen Uddin Deputy Director (Food Technology)	01711-969688 mayen.dae85@yahoo.com
	Dr. Md. Sayedur Rahman Deputy Director (Admin & Support Service)	02-49261075 01552-495564 sayedur.63@gmail.com
	Dr. Md. Abdul Mazed Deputy Director (LR)	01712-803348 kbdmostafa@gmail.com
	Md. Rafiqul Islam Deputy Director (Agril. Machinery & Water Management)	01718-970041 badal.rafiqul@gmail.com
	Dr. MD. Jamal Uddin Deputy Director (Plant Pathology)	01712-272859 jamaldae@yahoo.com

	Abu Syed Md. Jobaydul Alam Deputy Director (Genetics & Plant breeding)	0 1 7 1 2 -6 0 3 2 4 8 shaheenbindo@gmail.com
	S. M. Kaisar Shikder Deputy Director (Environment & Agroforestry)	01715-111487 sarashi1999@gmail.com
	Mohammad Abdul Hamid Deputy Director (Soil Science)	01712-943514 mabdulhamid1972@gmail.com
	Abul Kalam Azad Senior Assistant Director (Farm Machinery and Water Management)	01940-652412 azadipm@gmail.com
	Mst. Mushfiqua Hasneen Chowdhury Senior Assistant Director (Soil Physics)	01716-972977 mushfiqua21@yahoo.com
	Md. Eskandar Hossain Senior Assistant Director (Vegetables & Spices)	01938-615225 eskandarhossain@yahoo.com
	Nilufa Aktar Senior Assistant Director (Food Processing Technology)	01719-174775 nilufaa@yahoo.com
	Mst. Sharmin Akhter Senior Assistant Director (Horticulture Crop Pest)	01711-736571 <a href="mailto:slaboni1980@gmail.com">slaboni1980@gmail.com</a>
	MD. Saiful Islam Senior Assistant Director (Horticulture Crop Disease)	0 1 7 1 0 -5 1 1 1 7 5 saiful.dae@gmail.com
	Tahazul Islam Senior Assistant Director (Cereal &Cash Crop)	01717-287940 tahazul@yahoo.com
	Md. Sharif Iqbal Senior Assistant Director (Flower & Fruit)	01716-986339 sharif_dae27@yahoo.com
	Mahmuda Haque Senior Assistant Director (Genetics & Plant Breeding)	0 1 7 1 8 4 2 5 3 1 1 mahmudahuq15@gmail.com

	<b>Shamsun Naha</b> Senior Assistant Director (Field Crop Diseases)	0 1 7 1 7 -3 7 6 1 7 2 shamsun27@gmail.com
	<b>Md. Aklimuzzaman</b> Senior Assistant Director (Pulse & Oil Crops)	01719-303797 akzaman237@yahoo.com
	<b>Md, Anowarul Islam Jewel</b> Senior Assistant Director (Agriculture extension)	01710-586075 juwelbau@gmail.com
	<b>Mousumi Paul</b> Senior Assistant Director (Biotechnology)	01712-680844 mplbcsag31@gmail.com
	<b>Lialatul Rokhsana Lima</b> Senior Assistant Director (Soil Chemistry & Microbiology)	01714-612029 lima1.geb@gmail.com
	<b>Naima Sultana</b> Senior Assistant Director (Agriculture Economics)	01716-245663 naimasultana2888@gmail.com
	<b>Shamima Akter</b> Senior Assistant Director Environment & Agroforestry)	01717-417316 shamaraihan1549@gmail.com
	<b>Md. Shahinul Islam</b> Senior Assistant Director (Field Crop Pest)	01745-997741 shahinul_bsmrau02@yahoo.com
	<b>Sumaya Sharmin</b> Publication Officer	01738-135204 sumayabau@gmail.com
	<b>Md. Shahiduzzaman shubho</b> Medical Officer	01763-037171 shubho.415@gmail.com
	<b>Lupu Rahman</b> Liberian	01769-090390 lupu05du@gmail.com



