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No.16-4/2011-Trg

Dated, the 29.06.2011

To

All Chief General Managers

Subject: Training of BSNL officers/officials at the SSA/field level utilizing the services of BSNL experts itself

It is encouraging to note that a number of BSNL officers have registered their name in the Panel of Expert, voluntarily opting for imparting training on various subjects related to telecom, management, human behavior etc. Further, taking the advantage of BSNL scheme on distance learning, a number of officers have either completed or are pursuing additional areas of learning. A few others have upgraded their qualification in other professional courses.

2. As emphasized during various earlier communications, we need to devise systems/processes where the skills and self initiatives of these officers are channelized and utilized in the best possible way for the organization.

3. One of the options could be that these officers/officials, along with other local volunteers could become an effective channel of dissemination of skills/awareness/knowledge on various critical aspects, bridging the gaps and impediments in our endeavor for better service delivery to customers.

4. The detailed information as of now about the volunteers who have enrolled in the **Panel of Experts** is given in the Annexure-I (Up date details are available at <http://intranet.bsnl.co.in/trainingdesk/index.php>) The officers/officials who are interested in imparting such trainings but have yet not enrolled in the Panel of Experts may also be encouraged to do the online registration available in the Training Desk of BSNL Intranet site. This will also make them eligible for applying ITU TIES account for updating their skills further.

5. Similarly, the details of the officers/officials as of now, who have pursued higher studies under the **BSNL Distance Learning Scheme** are given in the Annexure-II. (The update list can also be extracted from CTMS report available at <http://training.bsnl.co.in/index3.asp>)

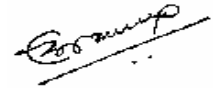
6. It is suggested that this strong pool of officers can be given option to choose themselves the topics on which they wish to deliver sessions to their fellow staff members conveniently at their respective working places. Local administration would facilitate delivery of sessions as well as participation by other staff members.

7. We are of the strong opinion that such sessions-delivery on operation oriented topics by the officers/officials in the field setting would be instrumental in addressing various operational issues, while parallelly enhancing the knowledge levels of the field staff. **These efforts, which further supplemented by training sessions by the faculty members from the training centre, would result into comprehensive learning for the staff, having good blend of theoretical and practical aspects of field operations.**

8. The topics of delivery along with the speakers can be decided by Heads of SSA/Districts or business heads of circle offices. Field units may keep a record of such sessions – topics, speakers, list of participants etc. Holding of such events at the field levels by field officers may please be parallelly brought to the notice of associated nearest training center, so that whatever more value can be contributed from training centers, the same is also effectively done. **Training centers would also help in feeding the details of sessions/participants into the CTMS package so that these efforts are duly counted / acknowledged in the cumulative training target achievements of respective field units.**

9. The field officers/officials thus engaged for this training purpose may be paid honorarium on the lines of Associate Faculties in the training centers.

10. This office letter no. 23-10/2001-Trg dated 10.2.2009 on the subject “Field Training in the Work –Setting” may please also be referred.



(Neeraj Verma)
General Manager (Trg)

Encl: 1. Annexure-I (containing names of officers/officials enrolled in Panel of Experts)
2. Annexure-II (containing names of officers/officials enrolled under BSNL Distance Learning Scheme)

Copy to

1. CGM, ALTTC
2. CGM, BRBRAITT
3. CGM, NATFM
4. Principals of Training centers

Copy for information please

1. CMD, BSNL
2. All Functional Directors, BSNL Board