



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

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No. 22-1/2013-Trg

24th Dec 2013

To
Chief General Managers
All BSNL Units

SUB: Follow-up of HOCC action points – Improvement in Skill Set – Local Training at SSA level - Monitoring of training achievement through CTMS – Reg.


This has reference to this office lr. no. 22-1/2013-Trg, dated 28th Oct 2013 (available on intranet) where in it was requested to take necessary actions on HOCC action points under HR in consultation respective training centers. It was also requested to enter the details in the CTMS portal for proper monitoring and submitting a comprehensive report to the management.

As per BRBRAITT guidelines, uniform course names are to be followed while entering HOCC training points achievements in CTMS as below:

- 1) **CSC staff trg. course name:**
HOCC Followup:4C for CSC Staff
- 2) **Fault redressal trg. course name:**
HOCC Followup:Fault Redressal for TMs
- 3) **Performance and project mgmt. trg. course name:**
HOCC Followup:Performance /Project Mgmt

Training courses already conducted / going to be conducted under HOCC action points are to be suitably entered/modified in the CTMS portal with standard terminology as mentioned above in consultation with respective training centers. It is also intimated that CMD, BSNL has desired to review the progress on monthly basis.

It is accordingly requested that necessary instructions in this regard may kindly be issued to all SSAs/training centers under your control for achieving the HOCC action points and also to enter the data in the CTMS portal so that a comprehensive report can be generated for submission to management.


(Ravindra Kumar)
AGM (Trg)

Copy To:

- 1) All Training Centers
- 2) DE (CTMS), DTTC, Chennai for information please.