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BHARAT SANCHAR NIGAM LIMITED  
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No.AIBSNLOA/CHQ/2011/29

Dated: 12<sup>th</sup> August 2011

To

Shri R.K.Upadhyay,  
Chairman and Managing Director,  
Bharat Sanchar Nigam Limited,  
New Delhi – 110 001

**Sub: Mandatory Training under BSNL Executive Promotion Policy – Migration from class room mode to e-mode – Genuine problems faced by the Executives – reg**

**Ref: BSNL No. 32-27/04/Trg/Pt-VII Dated: 5th May, 2011**

Sir,

Vide BSNL letter cited under reference, mandatory training under BSNL Executive Promotion Policy was migrated from class room mode to e-mode w.e.f. 1.4.2011. While commending the gigantic task of this migration and the considerable savings in expenditure, we would like to bring to your kind notice, some genuine problems faced by the Executives in learning the voluminous subjects and appearing in the on-line examinations.

2. Although a span of two years has been provided for learning the subjects before appearing in the on-line examination, no Executive practically finds time amidst his busy office work, even to peep into the materials provided, not to speak of learning the contents. The conventional class room mode facilitated exclusive time of two weeks for the Executives to learn the subjects and get doubts clarified. In the e-mode, there is no possibility of allotting exclusive time for the e-learning and also there is no one to clarify the doubts when the Executive rarely finds some time.

3. When the Executive finally gathers courage for appearing in the on-line examination in a nearest training centre, without knowing the pattern of questions or without having any model question paper, he is baffled with the questions appearing in the examination and feels stumped. As a result, there are abundant cases of failure in the examination.

4. In order to overcome the above problems, we would like to make some suggestions for your kind consideration, which would make the implementation of this migration really smooth, effective and enjoyable:

- a) A two/three days' workshop/symposium may be conducted in the training centre prior to the date of the on-line examination wherein brief overview of the subjects involved can be given to the examinees and their doubts cleared.
- b) Alternatively, faculty members from the training centres can be deputed to SSA Head Quarters for two or three days to give an overview and to clear doubts, once in a quarter, the target population being the probable Executives who will appear for the examination at the end of the quarter.
- c) Question banks may be prepared and hosted in the training centre sites for each subject.
- d) Model question papers may also be hosted for each subject, so that the Executives can have a try on the model papers before feeling comfortable for choosing the examination dates.
- e) This migration effort is just three months old and it may be ensured that the standards of the on-line examination as well as valuation are kept a bit flexible for some months, to build confidence among the Executives.

5. We shall be thankful, if our suggestions, which speak out the minds of majority of the Executives, are given positive consideration and suitable orders are issued in the earliest, so as to rally support of the Executives for achieving the paradigm shift in the way we learn and update ourselves.

With kind regards,

Yours sincerely,



(V.P.Arya)  
General Secretary

Copy to:  
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