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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

**No.29-1/2008-Trg**

**Dated: 27.07.2012**

To

All Heads of Circles / Units of BSNL

**Subject: Provision of In-Service training to BSNL officers/officials - regarding**

Imparting in-service training and improving the skills of staff is a continuous process in any organization. In BSNL also, various in service training programmes are being offered by our training centers on different subject including technical, finance & management. In addition to these regular courses, vendor based technological training, on the newly inducted equipments is also being imparted as and when such equipments are procured.

Time to time, the field units have been asked to identify their training needs for their staff and to communicate to their respective training center for optimum planning/conduction of training courses.

Off late, it has been felt that the skill up gradation aspects of our officers/officials have taken a back seat to some extent. Partially it is a reflection of our tight financial position, perhaps compelling our field units to cut down on expenses, especially on TA/DA of staff, thereby restricting their deputation for training centers. This is quite understandable.

It is an acknowledged fact that under any financial constraints, organizations' normally tend to cut down their expenses on HR, as these are long gestation investments and other operational exigencies take precedence.

It is with this background, this note calls for personal attention of our Heads of Circles. We may please appreciate that regular updating of skill sets of our employees – through training/exposure/workshops etc is indeed an operational necessity, which if not addressed in a regular focused manner will gradually erode the resourcefulness of our manpower, leaving the organization face a vacuum of technical competence. BSNL being into a highly evolutionary telecommunication domain, just can't afford to loose sight of this critical aspect. We need to remain extremely sensitive to proper, timely & regular training of our employees

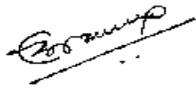
We are conscious of the fact that BSNL is passing through critical times and a lot of constraints are being faced by the administration. It accordingly becomes of critical importance that we put our best efforts in devising innovative means to continue with skill up gradation process of our employees, with minimal/optimal financial implications.

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We re-iterate that following modes of training delivery can be suitably adopted, for the benefit of employees and the organization.

- 1 Field Training Programme: Either through a faculty member of a training center or some local expert. Employees do not move to training centers, but get to update their skills, at minimum disturbance. Suitable areas of training can be chosen by field units
- 2 Field Training Programme: (Web-Mode) Same as above, except that the faculty delivers through web, instead of moving to training place. Good for bigger cities where such facilities can be made operational. Training center can be the nodal points for such arrangements.
- 3 Technical Workshops: These can be arranged at field level or at nearby training centers – on topics which are considered relevant by field units. Experts can move from training centers or local expertise can also be utilized.
- 4 Equipment Training: Such select staff who is working/likely to work on the equipment, may be sent to training centers where such facilities are available. Here, staffs do move to training centers, but return with better operational efficiency.
- 5 Train-The-Trainer: Some chosen local officers can be sent to training centers to learn such topics which they can deliver back to their local colleagues. This will also expand our pool of trainers.

We urge that due consideration may please be given for the aspect of training and efforts be made to make the officers/officials well versed with the new technology for the benefit of the organization. Support from this office, in this regard, can be sought any time.



**(Neeraj Verma)**  
GM (Trg)

Copy to:

CGM, ALTTC / BRBRAITT – For information and necessary follow-up  
Principals of all RTTCs with local field units

Copy for information please:

1. CMD, BSNL
2. Director(HR), BSNL Board