

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

No: 64-178/2011-BBO/Trg.

Dated 14/06/2011

To

The Chief General Manager
All Telecom Circles/Metro Districts

Sub: Field Training for Broadband provisioning & Maintenance.

Ref: 64-79/2010/BBO/Misc dated 29/03/2011

With reference to above referred letter, all field units were asked to conduct a survey on existing Broadband customers and send a complied report to this office. On analysis of reports received from some circles, it is observed that in maximum cases, more than 2-3 visits is required by BSNL staff for installation of broadband. This lends credence to the fact that staff working in broadband sections is not properly trained. It is also understood that, in the conventional way of training, the objective of training is not fulfilled due to non –imparting of the training to correct staff/officials of Broadband. To fulfill objective of training following steps are suggested:

1. Staffs working for broadband in field units may be identified under following categories which have to be trained:
 - **Level of line-staff/labor etc:** 5 persons may be identified from different outdoor section of each SSA. The persons selected should be actually working in BB provisioning & broadband maintenance and may have the potential to be computer-savvy. They should take training in broadband provisioning-indicating physical connectivity, Modem settings & Computer basics related to Broadband.
 - **Level of TTAs:** All TTAs working in Broadband section should take training in broadband installation and repairing of Broadband fault. , CPE configuration, Modem settings etc.
 - **Level of JTOs/SDEs:** All SDOs/JTOs working in Broadband sections should be trained in Broadband maintenance & operation. They may take training in Broadband & Access Network, Trouble shooting in Broadband, Multiply Broadband Components, Computer networking etc.
2. Circle Broadband coordinators may collect the nomination from SSAs as per above category and take necessary action to impart training to nominated staffs in each SSA. CTTCs/DTTCs can be utilized for this training & if need be, people in DTTC can be first trained at higher level training centers.

The list of trained officials including names, contact numbers, designation, Date of training, present place of posting of the official may be sent at email- broadbandbsnlco@gmail.com and faxed to 011-23734052.

This may be treated as “MOST URGENT”

(Anil Jain)
Sr. GM (NWP-BB)

Copy to:

1. Dir (CFA)-for kind inf. Pl.
2. GM (Training), C.O.-for kind inf. & n/a.