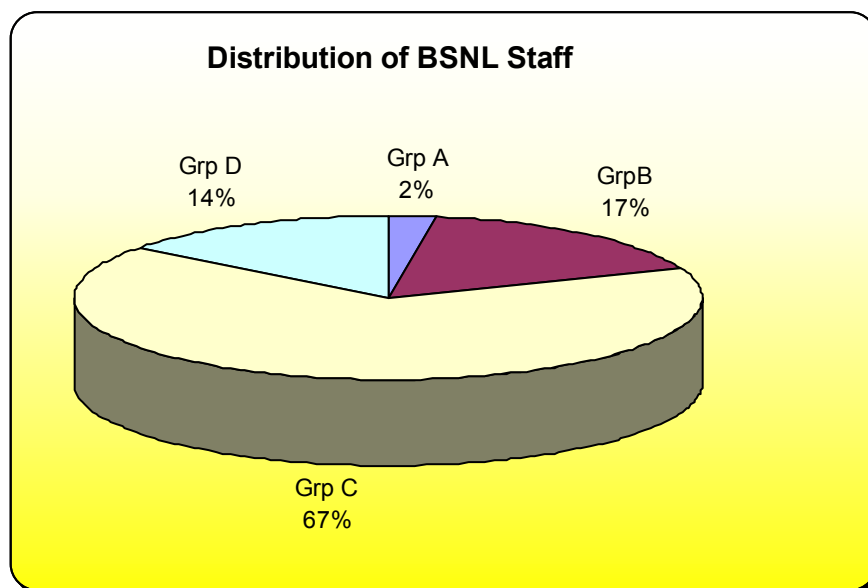


TRAINING POLICY for NON-EXECUTIVES

1.0 Introduction.

BSNL has a large manpower base that in terms of numbers that comprises of 81% non-executive staff.



It is considered that with *the correct training and development, this manpower base of BSNL can be converted into an asset.*

2.0 Composition of Non-Executive Staff.

BSNL Group C staff comprises of 120 designations and Group D staff comprises of 43 designations. The listing of all Group C and Group D cadres in terms of strength is annexed as below:

- Annex 1: Group C, Designation wise, top 25 designations.**
- Annex 2: Group C, Designation wise, the remaining designations.**
- Annex 3: Group D, Designation wise, all designations.**
- Annex 4: Training Categories of various Group C staff**
- Annex 5: Other Training Categories- Group C staff**

It is observed that:

- a) 95% of Group C staff comprises of only 25/120 designations. These majority 25 designations are dominated by technical (TTAs, PMs) and frontline staff (TOAs, Sr. TOAs, etc.)
- b) 80% of Group D staff comprises of RMs.

3.0 Duties of Non Executive Staff.

The non-executive staff of BSNL performs duties broadly in the following areas:

- a) Hands-on technical jobs on network equipment and customer end installations
- b) Data entry and enquiry on the various computerized systems of BSNL
- c) Customer care.
- d) Office work.
- e) Duties of a peon-Group D

On the basis of their job profiles, the Group C non-executive staff can be categorized in **Annex 4 and 5.**

Annex 4: Training Categories of various Group C staff

Annex 5: Other Training Categories- Group C staff

An outline is as below:

- a) **Technical specialists: TTAs and Technicians**
- b) **Frontline Technical: TMs and PMs**
- c) **Frontline Supervisory and Operator: 29 cadres listed in Annex 4**
- d) **Group C Others (Linemen, office clerks, etc): 87 cadres listed in Annex 4.**
- e) **Peon and Others: Group D cadres.**

4.0 Existing Training.

The existing training programs for non executive staff conducted in BSNL training centers are aligned to the above listed duties. The following training courses are indicative of what is currently being taught to the non-Executive staff:

- 1. **4C Training:** Customer Care as Lifestyle, Interpersonal communication, pacify- a model for fighting intense competition, Marketing Skills, Commercial Information on various services and products.

2. **Technical Awareness Programme:** Overview of Switching, Overview of transmission, Internet, IN, WLL(CorDect & CDMA), GSM, O/H lines & U/G Cables, Modems/ADSL Modems
3. **Computer familiarization**
4. **Ms Office**
5. **MS Excel**
6. **Office Automation**
7. **C-DOT AN-RAX & RSU**
8. **Switching & Signalling Concepts**

The 4C training in particular has been carried out aggressively and last year some 35000 non executives were trained.

Further, staff when recruited into the company, or when promoted are provided with extensive induction training, that covers all the relevant aspects of learning of the concerned staff.

5.0 **Required Competency Profile.**

All non-executive employees of BSNL should have the following general competencies and specific competencies (depending upon area of work).

General Competencies

It is considered that every employee of BSNL should be trained to be familiarized with the following:

- o **Information Levels:** Familiarisation with the BSNL network, its products and services. For non-technical cadres, the information can be kept very simple.

- **Empowering Tools:** Operation of internet, e-learning, digital library and Training Desk.
- **Customer Care.**
- **Communication Skills.**

Specialised Competencies

- Operation of BSNL network components and technologies.
- Operation of the PC and Microsoft Office.
- Operation of customized BSNL software packages.
- Outdoor Plant maintenance- MDF to Customer Premises.
- Mtce. Of Customer Premises Equipment.

The present course on 'Challenging Competition through Customer Care' (4C) touches almost all the general aspects broadly. However, for more in-depth understanding, a series of new short term awareness programmes have been suggested for delivery by the training centers (list attached at Annex 6).

5.1 Training Needs.

The above listed competencies may be translated into equivalent training needs. A lot of training effort will be needed to be put in, as the numbers to be trained are substantial. It is important that non-executives staff be empowered and encouraged for inclusive participation as soon as possible to deliver their best by the organization.

5.2 Training Methodology.

In view of the massive training effort required to cater to the training needs of non-executive staff, it is recommended that BSNL should take the training out of the classrooms. A

detailed 3 year Training Plan is presented in Paras 6.0-6.5 and a summary is presented at **Annex 9**.

- a) In terms of Classroom training, new courses with more focused content need to be developed as outlined in **Annex 6** (items A &B).
- b) With respect to field training programs, more field training programs on the lines of 4C course (**Annex 6, Items C, D, E**) are required to be developed to achieve the Training Plan.
- c) **E-learning shall be promoted significantly. All courses shall be available online on the E-learning portal. Training Centres shall encourage learning by distribution of hard copies of course contents & various field training programs in the regional language. The numbers and content to be determined by Training Centre Principals and the translation into local language and distribution shall be carried out by the CTTCs and DTTCs of the region. Incentive based online test methodology (details at Annex 7) shall be introduced in the next 3 years to popularize this medium of learning as below:**

Mode of Learning	1st year	2nd year	3rd year
E-learning	Online version of new courses to be uploaded on the E-learning portal. Online tests to be designed and implemented in year 1 in accordance with proposal in Annex 7.	In year 2, the online test methodology shall be reviewed and staff shall be encouraged to learn through e-learning and appear in online tests. The top scorers shall be rewarded with attractive incentives.	In year 3, e-learning and online testing is expected to have matured into a powerful medium of learning.

6.0 Training Plan- Category-wise for all Non-executive staff.

A detailed 3 year Training Plan, category wise, is presented in Paras. 6.0-6.5 below. It takes the BBS targets for the year 2008-09 into consideration. The age profile of the BSNL staff has been incorporated in the training targets of this year.

BSNL TRAINING TARGETS 2008-09		
Description	< 50 years	50-60 years
Non Executives		
Front Line Staff	50%	20%
TTA+Tech	80%	20%
Group D	30%	20%
Sub Total	58241	17770
TOTAL	78427	25150

6.1 Category 1- Technical Specialists.

Description and 3 year Training Plan

	Category	Designations	Numbers	Duties	Required Competency Profile
1	Technical Specialists	TTAs, Technicians	12910	Hands-on technical jobs on network equipment and customer end installations	General + Operation of BSNL network components and technologies +Operation of the PC and Microsoft Office.

Existing Training	New Training Courses	1st year	2nd year	3rd year
Intensive Induction Training +Inservice technical courses - Netra (Mobile 3G), DLC & SDH, OFC, Business Development and Installation, Business Solutions, GSM, WLL, 4C, PC Hardware, Broadband, Webinar and Mobile (3G), Training Demo of SDL, BSNL Data Service, WLL, RAX, SMPS, Mtce. of CDOT switches, VRLA Batteries, Communication Skill and Leadership, MS Word, Fundamentals of CDOT switch, Networking and LAN fundamentals of EWSD, Mtce. and Repair of E/A sets, OFC and splicing.	General 1/ General 11	1/3 of TTAs to be exposed to at least 5 days of training	1/3 of TTAs to be exposed to at least 5 days of training	1/3 of TTAs to be exposed to at least 5 days of training
	Technology Awareness Course			
	Service/Product Tariff Awareness Course I			
	Non Technical Courses			

6.2 Category 2- Frontline Technical.

Description and 3 year Training Plan

Category	Designations	Numbers	Duties	Required Competency Profile
Frontline Technical	TM, PM	107429	Wiring, jumpering and testing jobs at switch room and outdoor network	General + Line Fault Rectification- Switch Room to Customer Premises+ Mtce. Of Customer Premises Equipment.

Existing Training	New Training Courses	1st year	2nd year	3rd year
Induction Training+Technical Awareness Programme+4C+ Computer Familiarisation+Office Automation+MS Office+MS Excel+CDOT 256, ANRAX RSU, Broadband and GSM, Telecom Marketing Concept, Rural Transmission	General 11	1/3 of TMs and PMs to be exposed to at least 3 days of training	1/3 of TMs and PMs to be exposed to at least 3 days of training	1/3 of TMs and PMs to be exposed to at least 3 days of training
	Technology Awareness Course			
	Service/Product Tariff Awareness Course I			
	Non Technical Courses			

6.3 Category 3- Frontline Supervisory and Operators.

Description and 3 year Training Plan

Category	Designations	Numbers	Duties	Required Competency Profile
Frontline Supervisory+Operator	29 cadres as listed in Annex 1	64159	Supervisory functions in addition to data entry and enquiry on the various computerized systems of BSNL	General+Operation of the PC and Microsoft Office+ Operation of customized BSNL software packages.
			Data entry and enquiry on the various computerized systems of BSNL	

Existing Training	New Training Courses	1st year	2nd year	3rd year
Technical Awareness Programme+4C+ Computer Familiarisation+Office Automation+MS Office+MS Excel	Service/Product Tariff Awareness Course I	1/3 of frontline supervisors and operators to be given at least 3 days of training	1/3 of frontline supervisors and operators to be given at least 3 days of training	1/3 of frontline supervisors and operators to be given at least 3 days of training
	Service/Product Tariff Awareness Course I			
	Non Technical Courses			

6.4 Group C- Others

Description and 3 year Training Plan

Category	Designations	Numbers	Duties	Required Competency Profile
Group C - Others	87 cadres as listed in Annex 1 (linemen, office clerks, others)	14419	Wiring, jumpering, testing, typing, filework, Drivers, security, draughtsman, etc.	General + Line Fault Rectification- Switch Room to Customer Premises+ Mtce. Of Customer Premises Equipment.

Existing Training	New Training Courses	1st year	2nd year	3rd year
Technical Awareness Programme+4C+ Computer Familiarisation+MS Office+MS Excel	Service/Product Tariff Awareness Course I	4C mandatory training. Other Training to be needbased	4C mandatory training. Other Training to be needbased	4C mandatory training. Other Training to be needbased

6.5 Group D - RMs and Others

Description and 3 year Training Plan

Category	Designations	Numbers	Duties	Required Competency Profile
GroupD -RMs and others	43 cadres listed in Annex 2	44094	Peons, cleaners, cooks, etc.	General

Existing Training	New Training Courses	1st year	2nd year	3rd year
4C	Non Technical Courses	4C mandatory training. Other Training to be needbased	4C mandatory training. Other Training to be needbased	4C mandatory training. Other Training to be needbased

6.6 Training Plan- Implementation.

It is agreed that the training plan should be carried out with the same enthusiasm as mandatory training. Ongoing mandatory training for executives is considered to be a great success as it has taken a good number of our serving officials back to the training center where they are inspired to learn and perform better with their newly acquired knowledge.

Annex 1- Top 25 Group C Designations

SL No	Designation	Staff Strength
1	TELECOM MECHANIC	89826
2	PHONE MECHANIC	17603
3	SR. TOA (P)	15680
4	SR TELCOM OFFICE ASST (GENERAL)	13327
5	TELECOM TECHNICAL ASSIST	12513
6	TELEPHONE SUPERVISOR(OP)	4406
7	SECTION SUPERVISOR(OP)	3695
8	SR. TOA GRADE III	3561
9	SR.S.S.(OP)/SRTOAG BCR 26YR	3072
10	SR. TOA GRADE II	2766
11	SENIOR TELEPHONE SUPERVISOR	2605
12	SR.SECTION SUPERVISOR	2351
13	LINE MAN	2143
14	T.O.A(G)	2025
15	SR. TOA(T)	1894
16	SR. TOA(TG)	1777
17	MOTOR DRIVER	1761
18	TELEGRAPH MASTER(O)	1426
19	SR. TOA GRADE I	1336
20	TELEGRAPHMAN	1125
21	SR TELCOM OFF ASST (TELEGRAPH)	822
22	TELEGRAPHMAN(BCR 26YRS)	755
23	SENIOR ACCOUNTANT	648
24	SENIOR TECHNICAL SUPERVISOR	630
25	SR. T.O.A.OTBP SCHEME	582
26	TECHNICAL SUPERVISOR(O)	547
27	MOTOR DRIVER GR.I	522
28	TELEGRAPHMAN(OTBP 16YRS)	509
	TOTALS	189907

Annex 2- Other Group C designations

SL No	Designation	Staff Strength
29	SR. TOA GRADE IV	494
30	WIREMAN	489
31	SUB INSPECTOR OPERATION	486
32	MOTOR DRIVER GR II	462
33	C.S.S.(OP)/SRTOAGBCR10%	446
34	CHIEF TELEPH SUPERVISOR	398
35	TECHNICIAN (TELECOM)	397
36	SENIOR TELEGRAPH MASTER	314
37	SUB INSPECTOR	311
38	LINE INSPECTOR(O)	309
39	SR TELGRAPHMAST(O)	294
40	TOA(PHONES)	262
41	STENOGRAPHER GR. III	258
42	DRAUGHTSMAN GRADE II	240
43	LOWER DIVISION CLERK	227
44	MOTOR/LORRY DRIVER GR.I	226
45	DRAUGHTSMAN GRADE I	194
46	MOTOR/LORRY DRIVER GR.II	183
47	ACCOUNTTANT	182
48	LIFT OPERATOR	173
49	TELEPHONE OPERATOR	157
50	PHONE INSPECTOR	156
51	CABLE JOINTER/SPLICER	155
52	MOTOR/LORRY DRIVER GR.III(BASIC GRAD)	148
53	TRANSMISSION ASSISTANT	132
54	CHIEF TECHNICAL SUPERVISOR	130
55	JUNIOR HINDI TRANSLATOR	117
56	UPPER DIVISION CLERK	110
57	TOA(TELEGRAPH GEN)	89
58	TELEGRAPH ASSISTANT	87
59	DRAUGHTSMAN GRADE III	73
60	MACHINE OPERATOR GR.II	72
61	MASON	70
62	PLUMBER	70
63	TELEGRAPH OVERSEER	67
64	SUB-INSPECTOR	57
65	CANTEEN CLERK/ASSISTANT	56
66	CANTEEN CLERK (ACP 12 YR)	54
67	STENOGRAPHER GRADE II	54
68	CHIEF TELEGRAPHS MASTER	51
69	STENOGRAPHER GRADE I	50
70	COOK	49
71	DRAUGHTSMAN_II(ACP24)	49

72	TOA (TELEGRAPHY)	47
73	SIRCAR	46
74	CANTEEN MANAGER	44
75	CARPENTER GR I	44
76	HINDI TRANSLATOR(I)	40
77	FERRO PRINTER	31
78	DRAUGHTSMAN_ II(ACP12)	29
79	CASHIER	27
80	CARPENTER SR.	25
81	SP GRADE MOTOR DRIVER	24
82	CARETAKER	23
83	SR. HINDI TRANSLATOR	22
84	CARPENTER GR I (ACP 24 YRS.)	19
85	COOK(ACP 12 YR)	14
86	CANTEEN CLERK (ACP 24 YR)	13
87	HEAD COOK	13
88	CAREPENTER GR. II	12
89	CARPENTER GRADE II	12
90	PHARMACIST	12
91	DRAUGHTSMAN_ III(ACP24)	10
92	DRESSER	8
93	CARPENTER GR. II(ACP 24 YRS)	7
94	JR. GESTETNER (OP)	7
95	MACHINESETTER CUM OP (PREC)	7
96	SPEC. GRADE DRIVER(ACP24)	7
97	HINDI TYPIST	6
98	MOTOR/LORRY DRIVER GR.IV	6
99	COOK(ACP 24 YR)	5
100	DRAUGHTSMAN_ III(ACP12)	5
101	SANITARY INSPECTOR	5
102	MASON SR.	4
103	SECURITY OFFICER	4
104	SUB-INSPECTOR (ACP 12 YR)	4
105	ASSISTANT ACCOUNTANT	3
106	CHEMIST	3
107	HEAD COOK (ACP 12 YR)	3
108	NURSE	3
109	SG SIRCAR	3
110	SPEC. GRADE DRIVER(ACP12)	3
111	DESPATCH RIDER	2
112	JUNIOR CHEMIST	2
113	CARPENTER GR.I SR.	1
114	HEAD COOK (ACP 24 YR)	1
115	OFFICE SUPERINTENDENT	1
116	PHARM-SEACP26	1
117	SANITARY INSPECTOR (ACP 12)	1
118	SECURITY OFFICER(ACP 12 YR)	1
119	STATISTICAL ASSISTANT	1
120	SUPCUMOPTJAMDAR(ACP24)	1
	TOTALS	9010

Annex 3- Group D designations

GROUP D STAFF		
	Designation	Total Staff Strength
1	REGULAR MAZDOOR	35580
2	OFFICE PEON	2143
3	RM(OTBP 16YRS)	1740
4	CHOWKIDAR	723
5	RM(BCR 26 YRS)	683
6	SAFAIWALA	551
7	JAMADAR	470
8	WATERMAN	263
9	RECORD KEEPER	172
10	DUFTARY	154
11	OFFICE PEON (ACP 12 YEARS)	147
12	CLEANER	122
13	ATTENDER	120
14	BELDAR	119
15	SWEEPER/FARASH(CANTEEN)	116
16	WASHBOY/DISHCLEANER	99
17	OFFICE PEON (ACP 24 YEARS)	93
18	KHALASHI	90
19	WASBOY/DSHCLNER (ACP 12)	88
20	CHOWKIDAR (ACP 12 YR.)	79
21	SAFAIWALA (ACP 12 YRS)	66
22	BEARER	64
23	JAMADAR (ACP 24 YRS)	64
24	AYA	58
25	CHOWKIDAR (ACP 24 YRS)	49
26	BEARER (ACP 12 YRS)	31
27	SEWERMAN	30
28	SAFAIWALA (ACP 24 YRS)	27
29	FITTER (GEN) GR I (ACP24)	25
30	SWEEPER/FARASH(CANTEEN)ACP 12	21
31	WORK ASSISTANT	21
32	ASST. COOK	19
33	WASHBOY/DISHCLNER(ACP24)	12
34	ASSITANT COOK (ACP 24 YR)	11
35	ASST. COOK (ACP 12 YR)	9
36	BEARER (ACP 24 YRS)	9
37	SWEEPER/FARASH(CANTEEN)ACP 24	9
38	MALI	8
39	FIREMAN	4
40	LADY CHOWKIDAR(ACP12)	2
41	FIREMAN (ACP-I-12)	1
42	LADY CHOWKIDAR	1
43	LADY CHOWKIDAR (ACP 24 YR)	1
	TOTALS	44094

Annex 4- Training Categories of various Group C staff

	Designation	Numbers	Training Category
1	TELTECH ASSIST	12513	Technical Specialist
2	TECHNICIAN (TELECOM)	397	Technical Specialist
	SUB-TOTAL	12910	
3	UPPER DIVISION CLERK	110	Office Work
4	STENOGRAPHER GRADE II	54	Office Work
5	STENOGRAPHER GRADE I	50	Office Work
6	STENOGRAPHER GR. III	258	Office Work
7	SR TELCOM OFF ASST (TELEGRAPH)	822	Office Work
8	LOWER DIVISION CLERK	227	Office Work
9	JUNIOR HINDI TRANSLATOR	117	Office Work
10	C.S.S.(OP)/SRTOAGBCR10%	446	Office Work
	SUB-TOTAL	2084	
11	WIREMAN	489	Lineman
12	TELEGRAPHMAN(OTBP 16YRS)	509	Lineman
13	TELEGRAPHMAN(BCR 26YRS)	755	Lineman
14	TELEGRAPHMAN	1125	Lineman
15	TELEGRAPH OVERSEER	67	Lineman
16	SUB-INSPECTOR	57	Lineman
17	SUB INSPECTOR OPERATION	486	Lineman
18	SUB INSPECTOR	311	Lineman
19	LINE MAN	2143	Lineman
20	LINE INSPECTOR(O)	309	Lineman
	SUB-TOTAL	6251	
21	TELECOM MECHANIC	89826	Frontline-Tech
22	PHONE MECHANIC	17603	Frontline-Tech
	SUB-TOTAL	107429	
23	TELEPHONE SUPERVISOR(OP)	4406	Frontline-Supervisory
24	TELEGRAPH MASTER(O)	1426	Frontline-Supervisory
25	TECHNICAL SUPERVISOR(O)	547	Frontline-Supervisory
26	SR.SECTION SUPERVISOR	2351	Frontline-Supervisory
27	SR.S.S.(OP)/SRTOAG BCR 26YR	3072	Frontline-Supervisory
28	SR. T.O.A.OTBP SCHEME	582	Frontline-Supervisory
29	SR TELGRAPHMAST(O)	294	Frontline-Supervisory
30	SENIOR TELEPHONE SUPERVISOR	2605	Frontline-Supervisory
31	SENIOR TELEGRAPH MASTER	314	Frontline-Supervisory
32	SENIOR TECHNICAL SUPERVISOR	630	Frontline-Supervisory
33	SECTION SUPERVISOR(OP)	3695	Frontline-Supervisory
34	PHONE INSPECTOR	156	Frontline-Supervisory
35	CHIEF TELEPH SUPERVISOR	398	Frontline-Supervisory
36	CHIEF TELEGRAPHS MASTER	51	Frontline-Supervisory
37	CHIEF TECHNICAL SUPERVISOR	130	Frontline-Supervisory

	SUB-TOTAL	20657	
38	TOA(TELEGRAPH GEN)	89	Frontline-Operator
39	TOA(PHONES)	262	Frontline-Operator
40	TOA (TELEGRAPHY)	47	Frontline-Operator
41	TELEPHONE OPERATOR	157	Frontline-Operator
42	TELEGRAPH ASSISTANT	87	Frontline-Operator
43	T.O.A(G)	2025	Frontline-Operator
44	SR. TOA(TG)	1777	Frontline-Operator
45	SR. TOA(T)	1894	Frontline-Operator
46	SR. TOA GRADE IV	494	Frontline-Operator
47	SR. TOA GRADE III	3561	Frontline-Operator
48	SR. TOA GRADE II	2766	Frontline-Operator
49	SR. TOA GRADE I	1336	Frontline-Operator
50	SR. TOA (P)	15680	Frontline-Operator
51	SR TELCOM OA (GENERAL)	13327	Frontline-Operator
	SUB-TOTAL	43502	
	TOTALS	192833	

Annex 5- Other Training Categories- Group C staff

OTHER CADRES			
52	CABLE JOINTER/SPLICER	155	
53	TRANSMISSION ASSISTANT	132	
54	SUPCUMOPTJAMDAR(ACP24)	1	
55	SUB-INSPECTOR (ACP 12 YR)	4	
56	STATISTICAL ASSISTANT	1	
57	SR. HINDI TRANSLATOR	22	
58	SPEC. GRADE DRIVER(ACP24)	7	
59	SPEC. GRADE DRIVER(ACP12)	3	
60	SP GRADE MOTOR DRIVER	24	
61	SIRCAR	46	
62	SG SIRCAR	3	
63	SENIOR ACCOUNTANT	648	
64	SECURITY OFFICER(ACP 12 YR)	1	
65	SECURITY OFFICER	4	
66	SANITARY INSPECTOR (ACP 12)	1	
67	SANITARY INSPECTOR	5	
68	PLUMBER	70	
69	PHARM-SEACP26	1	
70	PHARMACIST	12	
71	OFFICE SUPERINTENDENT	1	
72	NURSE	3	
73	MOTOR/LORRY DRIVER GR.IV	6	
74	MOTOR/LORRY DRIVER GR.III(BASIC GRAD)	148	
75	MOTOR/LORRY DRIVER GR.II	183	
76	MOTOR/LORRY DRIVER GR.I	226	
77	MOTOR DRIVER GR.I	522	
78	MOTOR DRIVER GR II	462	
79	MOTOR DRIVER	1761	
80	MASON SR.	4	
81	MASON	70	
82	MACHINESETTER CUM OP (PREC)	7	
83	MACHINE OPERATOR GR.II	72	
84	LIFT OPERATOR	173	
85	JUNIOR CHEMIST	2	
86	JR. GESTETNER (OP)	7	
87	HINDI TYPIST	6	
88	HINDI TRANSLATOR(I)	40	
89	HEAD COOK (ACP 24 YR)	1	
90	HEAD COOK (ACP 12 YR)	3	
91	HEAD COOK	13	
92	FERRO PRINTER	31	
93	DRESSER	8	
94	DRAUGHTSMAN_III(ACP24)	10	
95	DRAUGHTSMAN_III(ACP12)	5	

96	DRAUGHTSMAN II(ACP24)	49	
97	DRAUGHTSMAN II(ACP12)	29	
98	DRAUGHTSMAN GRADE III	73	
99	DRAUGHTSMAN GRADE II	240	
100	DRAUGHTSMAN GRADE I	194	
101	DESPATCH RIDER	2	
102	COOK(ACP 24 YR)	5	
103	COOK(ACP 12 YR)	14	
104	COOK	49	
105	CHEMIST	3	
106	CASHIER	27	
107	CARPENTER SR.	25	
108	CARPENTER GRADE II	12	
109	CARPENTER GR.I SR.	1	
110	CARPENTER GR. II(ACP 24 YRS)	7	
111	CARPENTER GR I (ACP 24 YRS.)	19	
112	CARPENTER GR I	44	
113	CARETAKER	23	
114	CAREPENTER GR. II	12	
115	CANTEEN MANAGER	44	
116	CANTEEN CLERK/ASSISTANT	56	
117	CANTEEN CLERK (ACP 24 YR)	13	
118	CANTEEN CLERK (ACP 12 YR)	54	
119	ASSISTANT ACCOUNTANT	3	
120	ACCOUNTTANT	182	
SUB-TOTAL		6084	

Annex 6 - New Courses for Non - Executives in BSNL

Technical Courses

← Break up →

	<u>Duration</u>	<u>Theory</u>	<u>Practicals</u> Hands on
A. General Overview I	One Week	70%	30%
B. General Overview II	One Week	30%	70%
C. Technology Awareness Courses [Equipment Operation focus] ○ Broadband Multiplay ○ GSM Mobile ○ MLLN / Leased Lines ○ WLL ○ SDH ○ IT Software Packages ○ Switching ○ Battery Power Plant, Etc. etc.	Three / Two Days	50%	50%
D. Service / Product/Tariff Awareness Courses I [Customer Interface Focus] ○ Broadband Multiplay ○ GSM Mobile ○ WLL ○ Landline ○ Value Added Services ○ Etc. etc.	Two / One days	30%	70%
E. Services / Product / Tariff Awareness II {Courses as above in 'D'}	One day	10%	90%

Non -Technical Courses

A. Customer Care	One Day
B. Communication Skills	One Day
C. Marketing Basics	One Day
D. Leadership & Team Building	One Day
E. Self Motivation	One Day
F. Managing Self	One Day
G. Know Your Company & present environment challenges	One Day
○ G1. Business focus	One Day
○ G2. Tariff/Commercial Focus	One Day

○ G3. Technology Focus	One Day
○ G4. Process / Culture focus	One Day

Annex 7- Online Test Design

2.1 Description.

The online test methodology is considered to be an integral part of the e-learning initiative. The course contents of existing and new courses shall be uploaded on the e-learning portal and employees shall be increasingly encouraged to self-learn from such material. Top scorers in such tests shall be rewarded with suitable acknowledgements and incentives so that more staff is inspired to learn.

2.2 Design and Implementation Process.

- Detailed Test design to be proposed by DGM TM (BRABRITT) in terms
 - a) login interface.
 - b) capture of employee details
 - c) test format
 - d) saving and freezing completed test.
 - e) Entry of test supervisor details.
 - f) Calculation of test scores.

Typically, a question bank of a few hundred questions will be created, of which some 25 questions will be randomly picked up for each online test. The test scores shall be displayed on immediate completion of the test.

- Approval of Test Design by CGM ALTTC, CGM, BRBRAITT and BSNL CO.
- Design Specification to be released to DGM (CC)ALTTC for implementation.
- DGM (CC) ALTTC develops and tests the '4C online Test' module as a part of the Training Desk portal. Security measures have to be included to keep the test bank confidential.
- Acceptance by the project owners- ALTTC, BRBRAITT and BSNL CO.
- CO Training Cell issues circular to all Circles regarding the availability of test.

2.3 Execution of the Test- Modalities.

- In order to minimize the logistics associated with taking this test, this test shall be available either in the BSNL training centres or at the venue site of field courses.
- In the first year of implementation, this test will be offered on a pilot basis in a few courses in view of the early practical problems.
- It is expected that by Year 2, the testing process and practicalities would have been sorted out and by Year 3, the online testing methodology would have matured

2.4 Timeline.

Development of Online Test Software and Question Bank: 2 months, by August 2008.

Trial Test: September 2009 followed by further development.

2.5 Test Updates.

BRBRAITT Jabalpur will regularly review the test bank and refresh it in liaison with IT.

2.6 Review.

BSNL CO will review the entire testing process periodically.

2.7 Financial Implication,

The reward mechanism shall be determined when the pilot tests are rolled out.

2.8 Benefit to BSNL.

If the tests become popular, the benefits to BSNL will be immense.

- a) Lead to self-learning amongst staff.*
- b) More knowledgeable customer interface.*
- c) Built up of database of our meritorious non-executive employees.*
