



HARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Advanced Level Telecom Training Centre
Ghaziabad - 201002



L.No. ALTTC-BRT/12(21)/2/2021-IT Faculty (Part-3) dated 25.10.2022

To

The Chief General Manager,
All Territorial Circles, BSNL.

Sub: Motivational training to 7400 frontline staff of BSNL under "CUSTOMER/
CITIZEN CENTRICITY PROGRAM".

Ref: L.No. ALTTC-BRT/12(21)/2/2021-IT faculty dated 23.07.2022

With reference to the above cited letter, it is to intimate that the motivation training for 7400 BSNL frontline staff will start from 31.10.2022. These trainings will be conducted by master trainers of training centers at BAs of each circle.

For smooth conduction of training, roles and responsibilities of each stack holders are given below:

Responsibilities of Circle SPOC

1. Coordinate with circle administration for nomination of front line staff as per allotment.
2. Ensure infra like chairs, computer / laptop for trainer, internet connection in class room for trainers, projector, speakers, LED pointer for conduction of classes, arrangement of water, stationery and printouts / photocopies etc. as per the requirement of master trainers during training.
3. Nomination of participants in CTMS portal (training.bsnl.co.in)
4. Persuasion with participants to attend the training on allotted schedule.
5. Boarding and lodging arrangement of master trainer and trainees (if required)
6. Circle SPOC will make a **whatsapp group** for each batch with nominated staff and master trainers.
7. Liaison with master trainer from training centre & BA administration for smooth conduction of training in BAs.
8. Make list of participants in excel for each batch (Name, HR No, DESG, place of posting ,Mobile no, Mail ID, **(In case of Non Executives take Name & Mobile no of Controlling officer also)**)

9. Submission of completion report of training (as per Annexure - I) for their circle to mapped training centre SPOC.
10. Coordinate with master trainers of their respective circles to utilize their services for conduction of training.

Responsibilities of Master trainer

1. Scheduling of course in CTMS before visiting the allotted BA. (Name of course & course design will be done centrally).
2. Nomination/Registration of trainees and time table in CTMS before completion of batch.
3. Preparation of batch files which shall include list of registered participants, time table, attendance, feedback forms and evaluation summary.
4. Conduction of training at designated location as per schedule.
5. Coordination with Circle SPOC for photo copies / printouts required for training.
6. Coordination with Circle SPOC for boarding and lodging.

Responsibilities of Circle Master trainer

1. To assist the training center master trainer in batches allotted to him for conduction of training.
2. He should be with training centre master trainer at allotted places for entire time of conduction of batch.

Responsibilities of training centre SPOC

1. Liaison with circle SPOC and committee for nomination of front line staff as per allotment.
2. Liaison with circle SPOC for ensuring availability of adequate infra required for training.
3. Submission of compiled completion report of training for their respective mapped circle to rollout committee.

Further, few circles like Jharkhand, A&N, NE-I, NE-II, West Bengal etc have not nominated allotted number of staff for the training. They are requested to nominate staff so that shortage of their circles can be compensated.


As the project is being monitored by BSNL Corporate Office directly, circle administration is requested to ensure that all nominated staff should attend training and necessary arrangements are well in place for smooth conduction of training. Further, circles are requested to ensure to deputation of circle master trainers as per the schedule for smooth conduction of training.

For any clarification in this regard, Sh. A.K. Sharma DGM (TM) (9412220075), Sh.R.K.Gangwar AGM (9425801013), Smt Pratibha Gupta AGM (9412739329), Sh. Lalit Mishra SDE (9425801023) may be contacted on mobile or by mail on rollout.projectkarmyogi@gmail.com.



This has been issued with the approval of competent authority.

Encl: Training Rollout Plan



(Mohan Singh)

GM (Tech) & Chairman Roll-Outcommittee

Copy To:

1. The PS to CGM ALTTC, For kind information Please
2. The PGM BRBRAITT Jabalpur for kind information please
3. The Sr.GM (North), ALTTC for kind information please
4. The GM (Training),BSNL CO for kind information please
5. The Principals of all ZTTCs / RTTCs for information and necessary action please

Certificate

Name of Circle :

This is to certify that the -----(**no of trainees as per allotted seats**) -----
BSNL frontline staff has been trained by master trainer (motivational training).
Entries of -----(**no of trainees as per allotted seats**) ----- has been made in
CTMS. The training program has been completed and the work done is
satisfactory.

(SPOC of Circle)

