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No. AIBSNLEA/CHQ/Dir(HR)/2014

DATED: 27.03.2014

To

**Shri A.N. Rai,**  
Director (HR), BSNL Board,  
New Delhi 110 001

**Subject: Follow up on HOCC action points - Improvement in Skill set – local training at SSA level – regarding**

**Reference: 1. BSNL CO Training Cell Letter No.22 -1/2013-Trg Dated 28.10.2013  
2. BSNL CO Training Cell Letter No.23 -10/2002-Trg Dated 07.03.2002**

Respected Sir,

On the subject and the reference No.1 as cited above it is intimated that out of the recently concluded conference of Heads of circles held in New Delhi from 24-25 September 2013, an actionable point **“Improvement in Skill set – local training at SSA level, consisting of, Training for CSC staff in Customer Services”** was emerged.

For the follow up on this HOCC action point and as per the letter under reference (1), two days training on 4C (Challenging Competition through Customer Care) has been imparted in recent past to the staff attached to various CSCs/CSRs of different circles to enhance their skill for assigned duties.

The necessary training to the identified experts from the SSAs was extended by the faculties of the respective RTTCs for the implementation of this training program at SSA level.

In continuation of the above, Field Training Programs (FTPs) have been arranged at various SSAs by these identified experts of that particular SSA under the supervision of the respective RTTCs. This has taken place in all the Circles throughout the country.

Now, these trainers at SSA level have made a request to their respective SSA administrations for the grant of the honorarium for imparting this training as per your Office letter under reference (2). But, it is a matter of great resentment that SSA administrations in various Circles are not granting the Honorarium, in spite of the clear directions given in BSNL CO Training Cell Letter No.23 -10/2002-Trg dated 07.03.2002.

Granting of the Honorarium to the trainers at SSA level will motivate them further for the future training/motivational programs at SSA level.

We would, therefore, request you to kindly intervene in the matter and arrange to issue the instructions to all the Circles for the grant of the honorarium for imparting this training as per BSNL CO Training Cell Letter No.23 -10/2002-Trg dated 07.03.2002 at the earliest.

With kind regards.

Yours Sincerely  
-sd-  
**(Prahlad Rai)**  
General Secretary

**Copy to:**

Shri Neeraj Verma, GM (Training), BSNL CO, New Delhi 110 001