



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



L.No. ALTTC-ALT/41(11)/7/2022-Skill Development

dated 20.12.2022

To

The Chief General Manager,
All Territorial Circles, BSNL.

Sub: Motivational training to 40,000 BSNL staff under "Customer/ Citizen Centricity Program".

Ref: L.No. BSNL CO-Trg / 26 (11) / 2 / 2021 - Training dated 25th November 2022.

It is to intimate that Phase - I of Motivational training of 7400 BSNL front line staff under "Customer / Citizen Centricity Program" has been successfully completed with the support of all circles.

Now, as per above referred letter of BSNL Corporate Office, Motivational training of 40,000 BSNL employees is to be conducted in leftover BAs. These trainings will be conducted by master trainers of training centers at BAs of each circle.

As done in Phase - I, BAs need to ensure the availability of training resources like class room, chairs, computer & projector, internet connectivity, Mike (Preferably Collar mike), Speakers, board & marker and stationery for participants etc. BAs should also make arrangement for boarding & lodging of master trainers.

Batch size in each BA should be 30 to 50 for optimum utilization of master trainers and completion of target within stipulated time. There will be separate batches for executives and non-executives.

The tentative seat allotment for each circle is enclosed in Annexure - I.

As these trainings will be conducted at BA level, the following information shall be required for preparation of schedule of training:

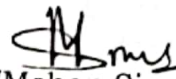
1. Name of training location in BAs where training will be conducted.
2. Class room capacity minimum 30 (**desirable 50**) in each training location / BA.
3. Total Number of executives and non-executives to be nominated for training in each training location.
4. Name of Circle SPOC (Executive from Circle HR Section should be nominated as Circle SPOC)

The above information should be furnished to respective mapped ZTTCs under the intimation to this office by 24-12-2022. Further, circle SPOCs are requested to update information in: <https://docs.google.com/spreadsheets/d/1hvA1Olu-UG-j3loJn4XedzXbqCfptAoaYUVDbu4AyDg/edit?usp=sharing>.

For any clarification in this regard, Shri A.K. Sharma DGM (9412220075) Smt Pratibha Gupta AGM (9412739329), Shri 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.

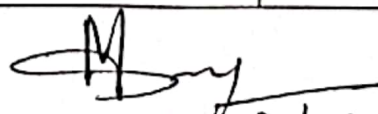
- Encl : 1. Tentative seat allotment
2. Letter under reference.


(Mohan Singh) 20/12/22
General Manager (Tech)
ALTTC Ghaziabad

Copy To:

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

S No	Name of Circle	Executives to be trained in Phase II	Non-Executives to be trained in Phase II	Mapped Training centre
1	Haryana	683	486	ALTTC
2	Himachal Pradesh	409	831	ALTTC
3	Jammu & Kashmir	393	331	ALTTC
4	Punjab	1353	964	ALTTC
5	UP (E)	1396	1450	ALTTC
6	UP (W)	781	886	ALTTC
7	Uttaranchal	240	114	ALTTC
8	Chhattisgarh	329	138	BRBRAITT
9	Gujarat	1302	1525	BRBRAITT
10	Madhya Pradesh	994	991	BRBRAITT
11	Rajasthan	1417	955	BRBRAITT
12	Chennai Metro District	551	963	RGMTTC Chennai
13	Tamil Nadu Circle	1531	1774	RGMTTC Chennai
14	Andhra Pradesh	1542	1228	RTTC Hyderabad
15	Telangana	1195	1007	RTTC Hyderabad
16	Kerala	1879	1128	RTTC TVM
17	Assam	431	668	ZTTC Guwahati
18	North East - I	233	395	ZTTC Guwahati
19	North East - II	205	311	ZTTC Guwahati
20	Sikkim	50	39	ZTTC Guwahati
21	Bihar	705	1206	ZTTC Kalyani
22	Calcutta Metro District	714	1121	ZTTC Kalyani
23	Jharkand	419	302	ZTTC Kalyani
24	Odisha	681	287	ZTTC Kalyani
25	West Bengal	589	821	ZTTC Kalyani
26	Andaman & Nicobar	79	65	ZTTC Kalyani
27	Karnataka	1195	1352	ZTTC Mysore
28	Maharashtra	1846	1628	ZTTC Pune
	Total	23142	22966	



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CORPORATE OFFICE

O/o GM (Recdt. & Training),
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Janpath, New Delhi-110001
Tel: 011-23717217,
Email:- co.trainingcell@gmail.com



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

No. BSNLCO-TRG/26(11)/2/2021-TRAINING

25 Nov. 2022

To

The CGM ALTTC,
Ghaziabad.

SUB: Regarding imparting Motivational Training “CUSTOMER/ CITIZEN CENTRICITY PROGRAM” to approx. 40,000 BSNL employees.

1. The customer-BSNL interaction in a way shapes the customer perception about BSNL services and thereby impact resultant revenue of the organization. The huge volume of interactions presents an opportunity to establish BSNL as a brand that offers quality and consistent telecom service experience to customers as well as better revenue for the organization. To achieve this objective it became imperative to impart appropriate **CUSTOMER/ CITIZEN CENTRICITY** training to BSNL staff.
2. The exercise aims to achieve a customer-centric approach in the delivery of services to improve the responsiveness and quality of services delivered to customers and build trust in them. This will result in better customer retention and better revenue to BSNL. The objective is also in line with Mission Karmayogi of Govt of India.
3. To achieve above objective, an elaborate “**CUSTOMER/ CITIZEN CENTRICITY training**” is already being imparted to 7500 frontline BSNL staff with the help of M/s Centum Learning Ltd in phase-I under mission Karmayogi. Till date approx. 3172 employees (1131 Executives and 2041 Non- executives) have been imparted the training. As per the schedule the training to remaining employees of phase-I is expected to be completed by the mid December-2022.
4. As instructed by Director (HR), the said training needs to be imparted to approx. 40,000 additional BSNL employees (Both Executives and Non- Executives) in leftover BAs in phase-II, in a time bound manner, post completion of phase-I training. It may be noted that these training figures are being monitored by higher authorities as well as upto PMO level, regularly.
5. In light of above, it is requested to prepare and submit a detail training plan to impart “**CUSTOMER/ CITIZEN CENTRICITY training** to approx. 40,000 BSNL employees (Both Executives and Non- Executives) in leftover BAs in phase-II. A minimum of 2000 employees per month should be trained by our master trainers in the coming six months. Director (HR) will review the plan in upcoming fortnightly review meeting.

The proposal may kindly be submitted on priority, within 1 week time positively on Email id : co.trainingcell@gmail.com.

This is issued with the approval of Director (HR), BSNL Board.

Manoj
25/11/2022

(Manoj Chawla)

DGM (Training), BSNL CO