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Ministry of Communications & IT
Department of Telecommunications

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Gist of deliberations from
Workshop on Skill Development Initiatives in the Telecom Sector
held at Bharat Sanchar Bhawan on 22nd May 2015

A one-day Workshop on Skill Development Initiatives in the Telecom Sector was organized at Bharat Sanchar Bhawan on 22nd May 2015. The workshop was organised to mobilize the Institutional mechanism of ITIs under the control of states for introducing/ expanding Telecom curriculum in ITIs. The Workshop was inaugurated by Secretary (T).

2. Adviser (Operations) welcomed the participants from various states and introduced the participants about the background of the Workshop. This was followed by a presentation on the Skilling landscape in the Telecom Sector. Member (Services), in his address, stressed the need of opening more training centres in uncovered states like North-East, Chhattisgarh etc to improve the reach of skill development in the Telecom Sector. He looked forward the Workshop to deliberate on the funding mechanism for these initiatives as well. Secretary (T) in his inaugural speech expressed his pleasure for such a timely initiative. He exhorted the participants to take a holistic view of the skill development in the Telecom Sector, dovetailing DoT's initiatives with the State government initiatives, and initiatives of other Central Govt ministries.
3. Apart from representatives from various State governments, the workshop was attended by officers from MSDE, DGET and the training wings of BSNL, MTNL and ITI. List of participants is placed at Annex A.
4. First two technical sessions of the workshop showcased the range and spread of the training infrastructure available in the various Telecom Training Centres of Telecom PSUs (BSNL, MTNL and M/s ITI Ltd) which can be made available for handholding of ITIs in running the Telecom oriented courses. CGM, ALTTC informed about the National Occupation Standards (NOS) for Telecom Sector released by AICTE, in conformity with the National Skills Qualification Framework (NSQF) – adding that BSNL has been providing hands-on training to 8000 Engineering students annually under the Enhanced Employability Training Program (EETP) of AICTE - with 3 levels of certification by BSNL. He shared some information on agreements with State Agencies – detailing the agreement with the Tamilnadu government as an example.
5. Session III saw discussions on best practices from various states. The following initiatives were deliberated in detail:
 - 5.1 ASAP initiative (Additional Skill Acquisition Programme) of Kerala Government: State Government has signed an MOU with BSNL, and approx 5000 students have been given hands-on training during the last 2 years. The candidates are sponsored by the

State Government after a selection process, and BSNL provides the hands-on training at 11 TPs (Training points) spread over the state.

- 5.2 Representative from Tamilnadu briefed the participants about the TN Skill Development mission of TNSDC (Tamilnadu Skill Development Corporation – a Section 25 company). They have tied up with RGTTTC, Chennai of BSNL to meet their skilling needs, and have skilled 8000 Polytechnic/ ITI students during the last two years.
- 5.3 Principal, ITI-Pusa (Delhi) shared the Samsung initiative at ITI, Dheerpur in collaboration with the Directorate of Training and Technical Education, Delhi Government. Under another initiative of Ministry of Micro, Small & Medium Enterprises (MSME), ten MSME-Samsung Technical Schools are being set up across India – one each in Delhi, Ahmedabad, Aurangabad, Bhubaneswar, Chennai, Hyderabad, Kolkata, Ludhiana, Mumbai and Varanasi. These Schools will run Samsung's Advanced Repair and Industrial Skills Enhancement program, providing students trade-specific training on various aspects of repair and troubleshooting for mobile phones and other consumer electronics products. Students will also get real time working experience at Samsung authorised service centres, and learn soft skills as part of the course.
6. A panel discussion on the 'Way forward' was held in the concluding session with the following panelists:
 1. Shri Rajeev Agrawal, Adviser (Operations), DOT Chairman
 2. Shri A N Rai, Director (HR), BSNL Co-chair
 3. Shri Pradeep Nagpal, CGM ALTTC, Ghaziabad
 4. Shri A C Mishra, CGM, BRBRAITT, Jabalpur
 5. Shri S K Jain, DDG(Skill Development)
 6. Shri Deb K Chakarabarti, GM Training, BSNL

Ministry of Skill Development and Entrepreneurship (MSDE) were represented during the panel discussion by Smt Sandhya Salwan, Director, DGET.

Adviser (Operations) brought out certain contours for structured discussions. Director (HR) BSNL deliberated in detail on the issue of employment by BSNL after completion of training. He emphasised that while BSNL is working on improving the skilling ecosystem in the entire Telecom Sector by opening its training infrastructure – employment opportunities in BSNL cannot be expected to be more than its market share.

The deliberations during the day were consolidated in the panel discussion as follows:

6.1 Assessing the demand:

A Skill Gap Study for Telecom Sector has already been conducted by KPMG. Some states have also carried out similar studies for assessment of employment potential in their states. A study by Tamilnadu Skill Development Corporation was highlighted during the deliberations. It has identified Telecom as among the 18 booming sectors in terms of skills requirement/ employability.

6.2 Infra and capacity building:

Most of the participants indicated that they were unaware of the BSNL's training infrastructure. State Governments may enter into mutual agreements with the nodal BSNL training centres in their states for training of trainers and handholding of ITIs on a continuing basis. BSNL will facilitate by mapping each State onto a nodal training centre for this purpose.

6.3 Course curriculum: ITIs in most of the states prefer NCVT designed curriculum. Hence, to expedite introduction/ expansion of Telecom curriculum, NCVT needs to design Telecom curriculum. DOT will facilitate the process as required and will provide/ arrange necessary domain expertise.

Representative from DGET informed that NCVT is in the process of restructuring, and henceforth, a new structure involving the Mentor Councils, Sector Skill Councils and NCVT will design the curriculum for ITIs.

6.4 Collaboration with the Employers:

Some success stories in the automobile, textile and other sectors were deliberated during the workshop. Participants cited industry-specific training initiatives by Toyota under the Toyota Technical Education Program (covering more than 30 ITIs), Raymond Tailoring Schools (5 ITIs) and Samsung Technical Schools in Delhi. The common thread in these case studies was a strong partnership with the major players in the related industry under the flexi-MOU policy for NCVT courses. Similar collaboration between industry and ITIs may be replicated in Telecom Sector to improve the employability of the students.

6.5 Funding requirements:

It was agreed that

- ITIs being under the administrative control of State Governments, funding for upgradation of infra in ITIs will have to be provisioned in various skill development schemes of State governments.
- MSDE may make provisions for upgradation of telecom infrastructure in ITIs.
- The Telecom PSUs being commercial entities, the MOUs between State Governments and PSUs for utilisation of their training infrastructure will generally be on commercial terms. Meanwhile, BSNL may take up projects for funding the capacity building and upgradation of their training infrastructure with the Ministry of Communications and IT.

The participants desired that support may be provided by Central Government also for which they requested DOT to make an integrated project on training infra development, capacity building and promotion of skill development through coordination with prospective employers.

6.6 Certification requirements: Regarding the employability of certified skills, it was agreed that certification by bodies authorised to issue these certificates will take care of the employability aspect. Mushrooming of certification bodies will confuse the students and employers alike, and hence, should be avoided. Dir (HR) BSNL cited that even though BSNL has a big pool of telecom expertise, the curriculum for the skill development program is as approved by AICTE - to ensure wider acceptability of their certificates by the employers.

6.7 Skill Development in remote/ backward Areas:

It was brought out that a lot of development activity is taking place in Telecom Sector to cover rural and remote areas, but the Telecom Skills available in such areas are highly scarce. Areas like NER (North-East Region) and LWE affected areas also lack in infrastructure for training on telecom subjects. It was brought out that PSUs like BSNL can approach and collaborate with the State Governments for meeting the space requirements in order to expedite further process. Smt Renu Pillay, Principal Secretary, Technical Education, Chhattisgarh, offered to provide necessary support in this regard and showed keenness for early implementation of such facilities in Chhattisgarh. Director HR, BSNL agreed that BSNL will also take necessary action in this context in all such areas.

7. Based on these deliberations, the following actionable items have emerged:
- State Governments may enter into mutual agreements with BSNL for training of trainers and handholding of ITIs on a continuing basis.
 - Funding for up-gradation of infra in ITIs to be provisioned in various skill development schemes of State governments.
 - BSNL may take up projects for capacity building and up-gradation of their training infrastructure with the MSDE/ DOT for necessary funding.
 - To establish new facilities for Skill Development in remote/ backward Areas, BSNL may approach and collaborate with the State Governments for space etc.
 - To invite prospective employers to collaborate with ITIs for running Telecom courses.
 - To expedite introduction/ expansion of Telecom curriculum in ITIs, NCVT may design Telecom curriculum.
8. The Workshop concluded with vote of thanks by CGM, ALTTC.

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To

1. Secretaries in-charge of Technical Education of State Governments
2. CMD, BSNL/ CMD, MTNL/ CMD, ITI
3. All the participants

Copy to:

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