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

No. BSNLCO-TRG/27(11)/2/2020-TRAINING

Date: 09.11.2022

To,

The CGM (ALTTC),
BSNL, Ghaziabad.

Subject: Training Procedure for "JTO induction training of Junior Telecom Officers (Revised 2022)" – regarding.

The approval of competent authority is hereby conveyed the proposal of Training Procedure for "JTO induction training of Junior Telecom Officers (Revised 2022)" as enclosed in Annexure-I for the smooth conduction of JTO (Phase-I) and JTO (Phase-II) training.

Enclosure:

- Annexure-I

7/11/2022

(Manoj Chawla)
DGM (Training)



Junior Telecom Officer Induction Training Procedure

(Date of Issue: 09-11-2022)

Training Section, BSNL CO

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Version/Amendment History

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Training Procedure for JTO Induction Training of Junior Telecom Officers (Revised 2022)

1.0 Seniority (For JTO Phase-I)

- 1.1 During the training period, regular practice assessment test at local training centres will be there and the scheme of internal assessment test for Phase-I training is given below: -

| Module No. | Name of Module | |
|------------|---|-----------------------------|
| 1. | General Administration | |
| | (i) | Practice Theory Test- I |
| | (ii) | Practice Theory Test - II |
| 2. | Basic Telecom Technology | |
| | (i) | Practice Theory Test - I |
| 3. | Fundamental of Transmission | |
| | (i) | Practice Theory Test - I |
| | (ii) | Practice Practical Test - I |
| 4. | Fundamental of Switching | |
| | (i) | Practice Theory Test - I |
| 5. | Data Communication (Information Technology) | |
| | (i) | Practice Theory Test - I |
| 6. | Data Communication (ERP) | |
| | (i) | Practice Theory Test - I |
| 7. | Mobile Communication | |
| | (i) | Practice Theory Test - I |
| 8. | Marketing | |
| | (i) | Practice Theory Test - I |

- 1.2 At the end of the training, there will be one online JTO Trainee final seniority exam of all JTO (Phase-I) trainees i.e. one batch consisting of a particular LICE qualified candidates. All candidates (JTO Phase-I Trainees) shall undergo online seniority exam on same day. The exam may be conducted in single session (if infrastructure permits). If infrastructure issues are there, the online seniority exam may be conducted in more than one session. However, the Training Incharge needs to ensure that different session candidates are not able to connect till all the exam sessions are over. No trainee is allowed to leave the exam hall before completion of designated time.
- 1.3 There will be only one set of question paper that will be administered for all candidates of a particular JTO Phase-I Training Batch.

- 1.4 Mobile phones/ electronic gadgets, books etc. should not be allowed during the entire duration of exam (till completion of all sessions).
- 1.5 The candidates for JTO Phase-I training will be sent to the nearest Training Centre, subject to the availability of seats. If seats are not available in nearest Training Centre, then the candidate will be sent to the next nearest Training Centre as per the availability of seats and so on.
- 1.6 JTO (Phase-I) trainee will go through only one exam of 90 minutes consisting of 100 questions / 100 marks in online mode and the seniority of JTO (Phase-I) trainee will be decided on the basis of marks obtained in this exam only. The distribution of 100 marks will be as: -

| Sr. No. | Name of Module | Maximum Marks |
|--------------------|---|----------------------|
| 1. | General Administration | 15 |
| 2. | Basic Telecom Technology | 10 |
| 3. | Fundamental of Transmission | 15 |
| 4. | Fundamental of Switching | 10 |
| 5. | Data Communication (Information Technology) | 15 |
| 6. | Data Communication (ERP) | 15 |
| 7. | Mobile Communication | 10 |
| 8. | Marketing | 10 |
| Grand Total | | 100 |

1.7 **Qualifying marks**

The qualifying marks for JTO Phase I training seniority exam shall be 50% and qualifying marks for JTO Phase II shall be 60% for Theory and 80% for Practical Test.

ALTTC Circle, Ghaziabad will cater to the need of infra required by Training Centres under ALTTC Circle, to conduct online JTO Trainee seniority exam smoothly.

- 1.8 CGM ALTTC, Ghaziabad will nominate observer/s from cross training centres for each Training Centres where JTO (Phase-I) seniority exam is to be conducted i.e. observer should not be from the local training centre where exam is being conducted and should be nominated from a different training centre. The observer shall submit a consolidated report on conduct of exam to CGM, ALTTC mentioning the overall conduct of exam with deficiencies, if any.

Exam controller, as nominated by CGM, ALTTC for each training centre shall be responsible for conduction of exam in a particular training centre.

Invigilators shall be nominated for his support/assistance. The Exam controller shall submit a consolidated report on conduct of exam to CGM, ALTTC mentioning the overall conduct of exam with deficiencies, if any.

- 1.9 If a trainee fails in JTO (Phase-I) seniority exam or a trainee is unable to appear for JTO (Phase-I) seniority exam due to genuine reasons as per satisfaction of Principal/ DGM of Training Centres, then the candidate shall appear in next exam to be conducted by Training Centre (as and when feasible). In this case, the candidate shall be junior most in that particular batch in which he/she was supposed to appear. In this case, he/she shall be awarded minimum qualifying marks regardless of his actual marks scored.

In these cases, a maximum of three chances (inclusive of original chance) shall be given to that candidate. If a LICE qualified JTO trainee fails thrice in JTO (Phase-I) seniority exam or fails to appear thrice in JTO (Phase-I) seniority exam, then he/she has to re-appear in next LICE examination.

2.0 JTO (Phase-I) online seniority exam and JTO Phase-II qualifying exam

- 2.1 JTO (Phase-I) online seniority exam and JTO (Phase-II) qualifying exam will be conducted in online mode under the supervision of SDE/ AGM (Exam).
- 2.2 The schedule for the JTO Phase-I seniority exam will be prepared as per approval of CGM, ALTTC.
- 2.3 The dates for conduction of exam will be scheduled in advance and mentioned in the time-table of the course. The time-table will be made available to the trainees at the commencement of the course. The same time-table should be communicated to persons responsible for creating online seniority exam and JTO Phase-II qualifying exam schedule in CTMS by Class Incharge.

2.4 Declaration of result

For JTO Phase-I: - The result of the JTO (Phase-I) seniority exam should not be visible to the JTO (Phase-I) trainee online when he/she submit/ complete the exam. The result shall be declared by Training Centre subsequently.

For JTO Phase-II: - The result of the JTO Phase-II qualifying exam should be visible to the JTO (Phase-II) trainee online when he/she submit/ complete the test.

2.5 Conduct of Trainee during exam

If trainee's conduct during the seniority exam is not satisfactory he/she shall be warned suitably in writing by the Exam controller with a copy to the Class Incharge. Necessary action shall be taken as per Rules and Regulations.

- 2.6 The exam for JTO (Phase-I) seniority exam and JTO (Phase-II) Theory exam should be conducted as per the course syllabus. The question papers (JTO-Phase-I seniority exam and JTO-Phase-II Theory exam) will be of multiple choice question (MCQ) type in online mode on CTMS. There will be no negative marking in these exams.

2.7 **Record of marks in exam**

The database and record of marks for individual candidates will be maintained in CTMS Server. However, a copy of final marks sheet is to be attached in batch file, which is maintained at local training centre.

2.8 **Re-evaluation**

For JTO Phase-I/ For JTO Phase-II: - No re-evaluation to be offered to the trainees.

- 2.9 **For JTO Phase-I:** - In case of equal marks obtained by more than one candidate, refer latest Recruitment Rules of JTO (Telecom).

- 2.10 Training Centres will ensure that there will be no ambiguity in a question, language, wrong options, out of syllabus questions etc.

- 2.11 **For JTO Phase-I:** - A declaration may be displayed at the beginning of the exam stating that the trainees agree with the BSNL exam policy and have no rights to file any litigation regarding the Questions/timings/difficulty level/difference of questions from any other participant. The participant can appear for the exam if and only if he agrees with the declaration.

2.12 **Roll of Honour**

For JTO Phase-I: - The trainees securing first, second & third ranks in the batch (final seniority exam) should be awarded merit certificates by the concerned training centre. The name of the candidate securing first rank in the batch should be displayed in the 'Roll of Honour' of the training centre. All other successful trainees of the batch will be awarded certificates certifying successful completion of training.

Departmental trainees post completion of JTO Phase-I training will be sent to their place of field training as per orders issued by Circle. In absence of any

posting orders by respective Circle, candidates shall be sent to their parent station.

2.13 **Failure**

For JTO Phase-I: - A trainee can avail maximum of three chance to appear in seniority exam as para 1.9.

For JTO Phase-II: - If a trainee fails in any of the online theory/ practical test or is absent during the test with sanctioned leave, he or she will be given a second attempt to qualify the exam. If he/she fails or remain absent in second attempt also, his/her training will be considered as unsuccessful and shall be re-nominated for **JTO Phase-II** training by the recruiting circle.

3.0 **Communication of marks**

Exam Controller will download the consolidated marks sheet from CTMS, sign the same and handover to the Class Incharge for placing in batch file. Final list shall be sent to all concerned Circles by ALTTC with a copy to candidate.

4.0 **Preservation of records**

All the data in digital form (Question Paper, Answer Keys, answer sheet of candidates, audit trail etc. should be preserved at-least for twelve months from the date of completion of the training.

5.0 **Late Joining**

All trainees shall report for training positively in the forenoon of the date of commencement of the training. However, under exceptional cases the maximum limit shall be **two** working days from the start of training for all categories of trainees for late joining (that can be permitted by the head of the training center, in case of justified reasons only).

6.0 **Holidays**

The trainees will be permitted to avail the holidays admissible to the instructional staff of the training center.

7.0 **Leave**

7.1 **Permissible leave**

In the training program the learning sequence is very important and as such leave under normal circumstances should not be permitted during the training course. However, in exceptional circumstances such as sickness etc. maximum leave permissible will be as follows.

| | | |
|----------|---|---------|
| Phase-I | - | 06 days |
| Phase-II | - | 05 days |

- 7.1.1 **For JTO Phase-II:-** The period of leave admissible as above is including period of late joining, C/L, E/L, HPL etc. In case trainee of **Phase-II** remains on leave for more than five days his/her training shall be extended by duration equal to the entire period of absence (i.e. including five days) and not restricted to the period in excess of five days.

For JTO Phase-I:- In exceptional circumstances, if any, the trainee takes leave for more than 06 days during **Phase-I** training, the leave is to be approved by CGM of recruiting circle. However, maximum permissible absence from training will not exceed 10 days including period of late joining, C/L, E/L, HPL etc. during Phase-I training.

- 7.2 Application for leave on medical ground should be supported by medical certificate from a Registered Medical Practitioner.

- 7.3 Attendance shall be marked by all candidates in the online attendance portal.

7.4 **Power to grant leave**

- 7.4.1 The class in-charge is authorized to grant casual leave on emergency ground up to a maximum period of **three days consecutively**. Trainees needing leave for periods longer than this on emergency ground should submit their leave applications to the DGM/AGM Incharge/ Principal through the class Incharge. JTO (Phase-II) trainees should submit their leave applications to the DGM/AGM Incharge/ Principal of training center through the class Incharge. The trainees have to apply for leave in ESS portal and submit the leave balance record from ESS. The type of leave along with the period will be mentioned in relieving order of the trainee.

- 7.4.2 For Departmental trainees, all leave cases except for Casual Leave will have to be regularized under departmental rules by their parent units.

7.4.3 **Permission to leave the station**

In case the trainee residing in hostel wants to leave the station during the leave period, he/she should intimate the warden (in writing) about this, after the leave has been sanctioned by the Class Incharge/ concerned authority. If the trainee resides outside the hostel, permission to leave the station will be granted by the Class Incharge.

7.4.4 **Permission to leave some classes in a day**

In case having come to the training centre, any trainee wants to leave the class before closing hours of the training centre because of illness, he/she should obtain permission of the concerned Instructor/Lecturer/ and his/her Class Incharge before doing so. For absence of half a day, permission of the Class Incharge will be required. Absence for more than one hour shall be treated as half day leave.

8.0 **Authorized/Un-authorized absence from classes & tests**

8.1 Any absence of a trainee during the training period without sanction of leave including over stay in continuation of sanctioned leave will be treated as **unauthorized absence**. This will also amount to an act of indiscipline and will lead to disciplinary action against the trainee. The unauthorized absence of JTO (Phase-II) will be reported to the recruiting Circle for disciplinary action.

8.2 If a trainee is on **un-authorized absence** from the training centre and a test is held during the period of his/her absence, then: -

a) For missed Practice Test (Theory): - The trainee will have to do self-study for the portion he/she has missed during the period of absence to appear in the Practice (theory) test.

b) For missed Practice Test (Practical): - The trainee will have to go through practical session and then subsequently appear for Practical Test. Provision for missed practical session will be made in timetable as per syllabus.

8.3 If the trainee is on **authorized absence** (sanctioned leave) then: -

a) For missed Practice Test (Theory): The trainee will have to do self-study for the portion he/she has missed during the period of absence to appear in the Practice (theory) test.

b) For missed Practice Test (Practical): -The trainee will have to go through practical session and then subsequently appear for Practical Test. Provision for missed practical session will be made in timetable as per syllabus.

8.4.1 Practical sessions, missed during the training will be conducted during free periods, if available. In case of non-availability of any free time during the training period, the practical sessions/ Practical tests will be arranged during extended period. Similarly, all missed Practice (theory)/ Practical tests will be arranged during extended period only, if no sufficient free time is available during training period. The maximum extension allowed for the missed sessions and for repeating the sessions of Phase-II training, time required to hold tests in theories and practical will be **one week only**.

8.5 The seniority will be fixed according to the marks obtained in the final seniority online exam for JTO (Phase-I) trainee.

9.0 Discharge from Training centre and Retraining

9.1 DGM/AGM Incharge/ Principal of training centre is empowered to discharge the trainee from training centre under following circumstances.

(i) When trainee remains absent for more than stipulated period as mentioned in para 7.1.

(ii) When period of extension required is more than the period specified as per para 2.13.

(iii) When trainee is guilty of misconduct of any type under para 10.0.

(iv) When trainee is caught copying or using other unfair means in test under para 11.0.

9.2 In case, however, absence exceeds beyond as provided in 7.1 and the absence is due to genuine reasons and the leave is sanctioned, the trainee may be deputed by the concerned Head of Circle/ BA in subsequent batch, provided the representation for re-deputation from the trainee discharged from the training centre shall be addressed to the Head of the Recruiting Unit, who shall determine whether the representation for re-deputation is to be recommended for acceptance and forward it with such recommendation to the CGM, ALTTC Ghaziabad for allotment of seat to the trainee whose training was discontinued.

9.3 However, for all cases where the representation is more than one year old, the seat may be allotted only after getting the specific approval from Director HR, BSNL.

- 9.4 Trainees who have crossed the maximum limit of permissible absence as stipulated in para 7.1 should be discharged from the training class forthwith. They should not be allowed to continue in the training class even provisionally, pending settlement of their claims for re-deputation and their case may be examined afresh.
- 9.5 If a trainee again crosses the maximum limit of absence after being admitted in the training class for the second time, his/her request for further deputation to the training class must not be considered at all.
- 9.6 Representation received from the candidates who left the training voluntarily even though he has not crossed the permissible absence will not be considered for retraining.

10.0 Mis-conduct

- 10.1 If a candidate is guilty of misconduct of any type, the Incharge of the training centre will be competent to remove him from training centre after making an enquiry into his case.
- 10.2 The departmental candidate will be sent back to the unit from which he/she has come. A detailed report of the circumstances under which the candidate was sent back from training centre will be sent to the competent authority, who will then take further disciplinary action against such candidate. The candidate, however, will not be permanently debarred from attending the training centre, but may be sent again after the disciplinary case is finalized, and the period of currency of penalty imposed, if any, is over. In any case, he/she will not be sent for training within one year of his/her discharge from the training centre. In case of any appeal, the appellate authority decides that there is no justification for the punishment, the official will be sent for training in the immediate next batch.

11.0 Unfair means

If a trainee is caught copying or using other unfair means like Mobile, books, notes etc. to answer the questions during the exam, he/she should be removed from the training class after the observer and Exam Controller of the training centre is fully convinced that the trainee has used unfair means or resorted to copying. He/she will forfeit all claims for future training or he/she would be immediately dismissed from training after recording the evidence and sending the dismissal case to CGM, ALTTC for approval.

12.0 Training

12.1 Progress of training

The time allotted to a module can neither be increased nor decreased. The module must be covered by the instructor in the time allotted in accordance with syllabus.

12.2 Practice Theory and Practical tests

- a. All Practice (Theory) test will be conducted by local training centre.
- b. The Practice (practical) sessions/test will be conducted by the JTO/ SDE Instructor and the practical test by the SDE/ DE Instructor.

For JTO (Phase-I): Marks obtained in Practice Theory Test and Practice Practical test will not be counted for seniority.

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