

New Delhi, the 23 Aug 2013

**Minutes of Joint meeting  
of Advisory Groups on Skill Development in Telecom Sector**

Two Advisory Groups on Skill Development in Telecom Sector were constituted with the approval of Hon'ble Minister of Communications and IT vide OM of even no. dated 28<sup>th</sup> June 2013.

2. As desired by the chairpersons of the two Groups, and to have better coordination and understanding, the introductory meeting of the Advisory Groups on 'Capacity Building' and 'Content, Quality and Examination framework' was held jointly in the Conference Hall of Sanchar Bhawan on 7<sup>th</sup> Aug 2013. The list of participants is at Annex-A.

3. Adviser (T) in his opening remarks mentioned regarding the fast changing technology in Telecom Sector and the resultant need for altogether new paradigm for Skill development in Telecom Sector. He emphasised that we need to prepare ourselves for completely new skill-sets for the new technologies like man-to-machine and machine-to-machine communications etc - to name a few.

4. Adviser (O) in his remarks mentioned about the poor tele-density in rural areas. To achieve 100% rural tele-density and 600 million broadband connections by 2020, skilled workforce in rural areas will be a must, and our discussions should keep that in focus. Telecom Sector is contributing more than 3% to the GDP, and Market share of Private operators is almost 85%. Skill gap study covering all the segments – like managed services, infra providers, handsets, networking etc – and all the verticals like management, sales, technology etc is urgently needed to develop a comprehensive Skill Development Plan for the sector. He mentioned that a Skill Gap study for the Telecom Sector should be the starting point for developing a Skill Development Plan for the Sector.

5. A presentation on the mandate as per National Telecom Policy 2012, and the groundwork done till now was made by DDG (Skill Development). This being an introductory meeting was meant for brain-storming, and the following has emerged:

(i) Participants were informed that a National Skill Development Agency (NSDA) - with Shri S Ramadorai as the chairman - has been created vide notification dtd 6<sup>th</sup> June 2013 issued by Deptt of Economic Affairs. National Council on Skill Development, National Skill Development Coordination Board (NSDCB), and the office of the Adviser to Prime Minister on Skill Development stand subsumed in NSDA. The Agency will coordinate and harmonize the approach to skill development among various Central Ministries, State Governments, the NSDC and the private sector. It will also anchor and operationalize the National Skill Qualification Framework (NSQF) to ensure that quality and standards meet

sector specific requirements. DDG (Skill Development) will get in touch with Shri J P Rai - DG, NSDA - to take him on board for the Skill Dev Initiatives in the Telecom Sector.

(ii) While discussing key-players and stakeholders, it was agreed that State Governments (Directorate of Technical Education, IT Depts, Labour Depts) are also major stakeholders, and they should also be taken on board while assessing demand and supply gap in the Sector.

(iii) Standardisation of Telecom curriculum as per NVEQF/ NSQF:

- Cmde J Jena from TSSC informed that they have identified 150 job roles for the Sector and have developed National Occupation Standards for almost 25 job-roles.
- GM(Trg) BSNL informed that they have developed standard modules for courses in line with NVEQF, in collaboration with AICTE. The deliberations with AICTE are in advanced stages to arrive at a common understanding for all such courses. In addition to above, BSNL has also prepared and launched various certificate programmes in telecom domain, which are in mixed mode of On-line learning plus physical hands-on experience at various BSNL facilities.
- NCVT is also developing MES modules under their Skill Development Initiative Scheme.

Adviser (T) mentioned that this is just a beginning and there is enough space for all the players to work on development and standardisation of modules. As things evolve, these agencies can identify their core competence segments and consolidate. He underlined that there is a need for tie-ups with the industry to ensure employability of the skilled work-force. Since the acceptance of the Skill-certificates issued by the different agencies will be solely driven by quality, there is a need to ensure appropriate quality checks to have wider acceptance of their certification processes.

(iv) It was agreed that the Skill Development Initiatives need to be targeted at all levels of the Skill Pyramid. In view of the well-equipped and capital-intensive infrastructure for Telecom Training available with PSUs, it was agreed that the PSUs can play a pivotal role in catering to the higher skill levels where exposure to the back-end equipment will be a must. Similarly, Sector Skill Councils are better equipped for development of skill sets in handset and similar segments.

(v) For developing a Skill Development Plan, it will be useful to divide the total requirements into two broad segments to identify the stakeholders and ownership. Presently the high skill segment is broadly addressed by the Education Sector, while lower skill requirements are mainly addressed by DGET/ NCVT and SSCs.

(vi) In view of the fact that Telecom Sector has a higher proportion of high-skill requirements, it will be useful to maintain a database of Universities/ Engineering Colleges. DoT will interact with MHRD in this regard.

(vii) Shri T R Dua from TAIPA requested more involvement of academia for continuous review of the curriculum of Engineering colleges and Polytechnics. He added that NKN (National Knowledge Network) should be effectively used to share and update the industry-related content/ knowledge. In view of his association with the Universities and

education sector, he was requested to provide possible inputs on sharing of experts between Industry and education Sector.

(viii) Shri Pankaj Mohindroo from ICA emphasised that while Skill development at lower level is required for effective service delivery, skill development for users is also a must for effective service utilisation. To ensure proliferation of Telecom Technologies to the bottom of the Pyramid, content in the local languages is required on a much larger scale. Real utility of mobile phones and broadband will be felt only when we are able to literally connect the unconnected. Smart phones will be a great help in spread of ICT usage through vernacular scripts. He appreciated the initiative of consumer awareness as an agenda point in the presentation and emphasized that this will help industry to penetrate deeper. It was agreed that CDAC is the pioneer in working on local languages, and they will be requested to participate as special invitees in future meetings.

(ix) Shri Vipin Tyagi, Director, Centre for Development of Telematics, mentioned that apart from the handset segment, there is a need to address Skill gaps in the backbone networks. The size of the network has grown tremendously, and we must have adequate manpower with hands-on training in the back-end systems and networks. This is also necessary to remain competitive in a global scenario. Adviser (T) emphasised the need for generating IPRs in cutting-edge technologies, and appreciated the role of organisations like CDOT in acting as a resource pool for high-end manpower in the Telecom Sector.

(x) The broad roadmap discussed during the meeting was to consolidate demand and supply requirements for the sector, and provide a forum for match-making. Infrastructure available with the PSUs has been listed and shared in the presentation. Similar information regarding infrastructure available with the private sector is also desirable. Shri T R Dua promised to take a lead and consolidate such information through TSSC – regarding infrastructure available with the private sector. Shri Mohindroo mentioned that he would request participation of HR-heads from Private Sector in these meetings.

(xi) NSDC intimated that they have commissioned skill gap studies for other sectors, and reports for 21 sectors stand released till date. They have commissioned IMAcS (ICRA Management and Consulting Services), Hewitt (AON), Accenture, Ernst & Young et al to carry out these studies. He mentioned that in view of the Skill development initiatives being taken in Telecom Sector, NSDC can initiate the study for Telecom Sector as well, and DoT can provide domain expertise for the study. On being informed that DDG (Skill Development) has already written a letter to NSDC in this regard, he promised to get the needful done.

TSSC intimated that they are developing a Labour Management Information System (LMIS). It was pointed out by Adviser (O) that LMIS is not a substitute for Skill Gap studies. While Skill Gap Studies are to be used as a planning tool for developing a skill development plan for the whole sector, LMIS will be a tool for monitoring and evaluation of effectiveness of the Plan so developed.

(xii) As per the mandate of National Telecom Policy - 2012, a Comprehensive Knowledge Repository for Telecom Sector to be set up at National Telecom Institute for Policy Research, innovation and Training (NTIPRIT). Adviser (T) asked NTIPRIT to submit a framework for technical details and content.

6. Presentation by NTIPRIT could not be taken up because of paucity of time. NTIPRIT to prepare a short-term and medium-term agenda for the items nos. 8.2 to 8.5 of Chapter 8 of the National Telecom Policy:

7. The meeting ended proposing the direction for the Skill development initiatives of the Government 'to consolidate what we have, to facilitate what we don't have, and to build institutional mechanism where there is a vacuum'.

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To

All participants/ members of Advisory Groups:

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4. Chairman, AICTE, 7<sup>th</sup> floor, Chanderlok building, Janpath, ND-1
5. DGET, Shram Shakti Bhawan, Rafi Marg, ND-1
6. Shri Dilip Chenoy, MD and CEO, NSDC
7. Sr DDG (TEC)/ Sr DDG (NTI)
8. ED(CDOT), CDOT Campus, Mandi Road, Mehrauli, ND-30
9. DDG (Skill Development)/DDG NICF/ GM Trg, BSNL/ Dir(HR) MTNL
10. CEO, TSSC, CDOT Campus, Mandi Road, Mehrauli, ND-30
11. Director General, COAI/ AUSPI/ TEMA/ICA/TAIPA

Copy to:

Member (S) for information, please.

No. 10-2/2013-SD dtd 23 Aug 2013

**List of participants***(Joint meeting of Advisory Groups on Skill Development in Telecom Sector on 7<sup>th</sup> Aug 2013)*

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