

New Delhi, the 14 Nov 2013

**Minutes of meeting of the Apex Body  
on Skill Development in Telecom Sector**

The first meeting of the Apex Body on Skill Development in Telecom Sector was held under the chairmanship of Hon'ble Minister of Communications & IT on 30<sup>th</sup> Oct 2013 at 1030 hrs at Sanchar Bhawan. List of participants is placed at Annex A.

**2. Brief Background and the Mandate**

2.1 Presenting a brief background on the Skill Development Initiatives in the Telecom Sector, the Apex Body was informed that National Skill Development Policy, 2009 had identified 20 high growth sectors, and though there is adequate focus on IT/ITES and Electronic manufacturing Sector, Telecom Sector, per se, is not significantly represented in the present scheme of things. In view of the fact that Telecom Sector is a highly skill-intensive sector with extremely fast changing technology and continuously evolving nature of Telecom services and Applications, a need was felt to consolidate various skilling initiatives and moving forward in a structured manner to meet the skilling requirements for all the stakeholders viz, Service Providers, Manufacturers, R&D and Telecom consumers. Realising its enormity and importance for the Sector, detailed strategy for Skill development was embedded in the National Telecom Policy, 2012 (NTP-2012) which was approved by the Union Cabinet in June 2012. Relevant extracts relating to Skill Development in the Preamble of NTP-2012 envisage:-

- Rapid growth in the telecom sector requires to be supported by an enhanced pace of human capital formation and capacity building.
- To put in place an Integrated Skill Development Strategy for the converged ICT sector as a whole.
- Continuous up-gradation of skills in tune with the technological developments.

2.2 Mandate from National Telecom Policy, 2012

The following mandate outlined in NTP-2012 was presented to the Apex Body:-

- To form a high level Apex body to oversee and to act as guiding and enabling source for all aspects relating to skill development in telecom field.
- To advise and assist MHRD for periodic upgradation of academic curriculum of telecom courses.
- To create an enabling framework including funding mechanism to meet the HR demand in the sector in partnership with all stakeholders.
- To strengthen and develop National Telecom Institute for Policy Research, Innovation and Training (NTIPRIT).

- To set-up a comprehensive Knowledge Repository.
  - To develop other training institutes under DoT and its organisations as National Level Telecom Schools of excellence for imparting training to Government/ PSU officials and other stakeholders.
  - To encourage collaboration with premier institutes like IITs and telecom research organisations of excellence for directing research and development to field problems.
- 2.3 The Apex Body has since been constituted. As per the mandate given in NTP-2012 the Body is to oversee and act as guiding and enabling source for all aspects related to skill development in the entire Telecom Sector (Telecom Services, Manufacturing, Infra etc). Two Advisory Groups comprising representatives from industry, academia, PSUs, etc. were constituted to assist the Apex Body vide OM No. 10-2/2013-SD dtd 28<sup>th</sup> June 2013:
- Advisory Group on Capacity building
  - Advisory Group on Content, Quality and Examination framework
3. Meetings of the Advisory Groups were held on 7<sup>th</sup> August and 24<sup>th</sup> September, 2013. Based on the inputs received from the Advisory Groups, action initiated/ recommendations made by the Advisory Groups were presented in the meeting of the Apex Body. Following are the gist of deliberations and decisions taken:-
- 3.1 The Apex Body was informed about action taken for entrusting the skill gap study to National Skill Development Corporation (NSDC) and the communication from NSDC for getting the study carried out through M/s KPMG, with DOT providing the necessary domain input. NSDC has indicated that the study is targeted for completion by March 2013.
- 3.2. A brief of the proposed scope of study, as mentioned below, suggested by the Advisory Groups was presented soliciting the advice of the Apex Body on any augmentation/ modification in the scope:-
- Estimate the skilled manpower requirement till 2022
  - Identify industry trends that would impact the future skilled manpower requirements
  - Potential sources of skilled manpower
  - Barriers to overcoming skill shortages and solutions
  - To conduct a quantitative as well as qualitative (competency, education levels etc.) assessment of the current and projected supply, based on required demand.
  - To conduct a quantitative as well as qualitative assessment of the existing gaps in the trainers space and recommend strategy & operating plan to increase the availability of trainers
  - Analysis of international best practices/benchmarks for skill development in the sector
  - Developing strategy & operating plan for skill development in the sector.

While according approval of the Apex Body to the scope of study suggested by the Advisory Groups, the Hon'ble Minister mentioned that telecom sector scenario is changing very fast and a whole new set of jobs including Feature Phone/ Tablet repairing are emerging. The skill gap study should also take care of skill requirements of futuristic technologies. The retail sector in telecom is another significant area with huge potential for various job roles. The Hon'ble Minister desired that in view of its critical importance across the sector, skill gap study should involve all the stake holders including the industry. Keeping in view the time lines of the study, Secretary (T) desired that in case any member wants to provide any additional input with regard to the scope of the proposed study, the same may be provided urgently.

3.3 The Advisory Groups had recommended that the skill development initiatives need to be targeted at all levels of the skill parameters - at higher skill levels to ensure industry competitiveness and at lower skill levels, where much of the work force is concentrated, for effective service delivery and service utilisation. BSNL/ MTNL, which have extensive and capital intensive state-of-the art training infrastructure, will need to play a pivotal role in catering to the higher skill level where exposure to the back-end equipment will be a must. Skill Councils can play a pivotal role in development of skill sets in handsets, CRM and similar verticals where the private industry has better core competence. The recommendations were accepted in principle with the following observations/directions:-

- (a) CMD BSNL indicated that BSNL is developing courses in collaboration with AICTE. It was intimated by Chairman AICTE that 7000 students are being currently trained in BSNL which is proposed to be further scaled up in big way.
- (b) Secretary, DeitY intimated that three different levels of certificate courses are being run viz., PhD, B. Tech, and shop-Floor. While appreciating these initiatives, Hon'ble Minister desired that on- line certification courses need to be augmented to improve the penetration of skill development initiatives to reach the District and Taluka level.
- (c) Telecom Sector Skill Council intimated that they are focussing on 11 different job-roles and targeting 80,000 trainees under the Standard Training Assessment and Reward (STAR) scheme of NSDC. Present target population is at the levels 3-4 of NVEQF.
- (d) A tentative skilling target of 5 million within a period of 10 years was mentioned. However, actual figures would emerge after completion of skill gap study.
- (e) Secretary (T) mentioned that to ensure different skilling initiatives meet the intended outcome, all the ongoing course development initiatives being undertaken by different organisations need to be properly geared up and aligned in future based on the outcome of proposed Skill Gap Study.
- (f) The Hon'ble Minister emphasised the need of increased involvement of the private sector in skill development and the policy frame work should also encourage/ facilitate private sector participation in such initiatives through

appropriate need based support by the government, including in setting up of training/ skilling centres.

- (g) The Hon'ble Minister further emphasised the need to develop transparent affiliation criteria and to welcome any player as long as they meet the prescribed affiliation criteria.
  - (h) Hon'ble Minister advised that the courses need to be appropriately coalesced and certified keeping in view the employability perspective as well in the public/ private sector. Hon'ble Minister underlined the need for standardization of certification process so that the certificates have proper recognition. MHRD has an important role to play in this regard. It was decided that Advisory Groups may work out the required standardisation and certification framework.
  - (i) NSDC intimated that the certification process of SSCs will involve third party assessment. However, keeping in view the enormity and complexity of the telecom sector needs in a fast changing technological scenario, Hon'ble Minister expressed apprehensions about the capacity available with the SSCs for doing the certification job and emphasised for developing a bank of independent assessors to overcome the capacity and capability constraints in this regard.
- 3.4 The Advisory Groups had observed that compared to other streams of Engineering education, Telecom stream is unique due to extremely fast changing technologies and its direct impact on the public in general. Advisory Groups recommended that MHRD need to put in place an institutional mechanism for regular review of telecom course contents of engineering colleges and polytechnics in sync with industry requirements, with standing core groups constituted at NTIPRIT to review and make recommendations to all concerned agencies for upgrading the academic curriculum appropriately. While accepting the recommendation, the Apex Body desired that the representatives of Sector Skill Council/ industry may also be suitably included in such core groups.
- 3.5 NTP-2012 has mandated establishment of a comprehensive repository at NTIPRIT for disseminating telecom field related information, standards, benchmarks, resources, programme curriculum etc. which will have a multiplier effect on the skill development initiatives. Apex Body was informed that a committee under the chairmanship of Sr. DDG (TEC) has already been constituted to submit a framework for technical details and contents for the repository. Keeping in view the infra available with NIC, proposal for roping in NIC for hosting the repository was approved by the Apex Body.
- 3.6 The Advisory Groups has observed that to ensure proliferation of Telecom Technologies and services up to the bottom of the pyramid, content in the local languages is required on a much larger scale. As CDAC is pioneer in working on local languages, proposal of making CDAC as permanent invitee in the Advisory Groups was accepted by the Apex Body.

- 3.7 National Telecom Policy has mandated to strengthen and develop National Telecom Institute for Policy research, Innovation and Training (NTIPRIT) as an institute of international repute, for capacity building and enabling research in India centric technologies and policies in telecom domain.

Advisory Groups had observed that presently, NTIPRIT is sharing resources and infrastructure of ALTTC, Ghaziabad. Recommendation of the Advisory Groups to develop and strengthen NTIPRIT as per NTP mandate was accepted by the Apex Body.

- 3.8 Current initiatives in respect of standardisation of curriculum by BSNL, AICTE, TSSC and NCVT were highlighted. DGET may initiate development of MES (Modular Employable Skills) modules for Telecom Sector with inputs from industry and other stakeholders.
4. It was also noted that outcome of proposed skill gap study would for different stakeholders provide the quantitative and qualitative skilling needs for various stakeholders at different levels of skill pyramid. As such, based on these inputs, Advisory Groups are required to suggest various strategies and initiatives to attain the skilling objectives as required under NTP-2012 in a structured manner.
5. Concluding the meeting, it was agreed that while ensuring follow-up actions on above decisions, based on future discussions in Advisory Groups, wherever action can be taken in the spirit of above directions of the Apex Body, the same shall be initiated. However, issues requiring directions of Apex Body shall be brought before it in the forthcoming meetings.



DDG (Skill Development)  
ddgsd-dot@nic.in

Copy to:

1. PPS to MOC&IT/MOSC&IT(D)/MOSC&IT(KK)
2. Shri S. Ramadorai, Chairman NSDA
3. Dr. Narendra Jadhav, Member (LEM), Planning Commission
4. Secretary (T)
5. Secretary(DEITy)/ Secretary (Deptt of Higher Education, MHRD)/ Secretary (DOPT)/ Secretary (Labour and Employment/ DGET)
6. Member(S)/ Member(T)/ Member(F), Telecom Commission
7. Adviser (O)/ Adviser (T) - cum- Chairpersons of Advisory Groups
8. ED(CDOT), CMD BSNL
9. Shri Dilip Chenoy, MD & CEO, National Skill Development Corporation
10. Prof S S Mantha, Chairman AICTE
11. Prof. Balakrishnan, Associate Director , Indian Institute of Science , Bangalore
12. President, NASSCOM, International Youth Centre , Teen Murti Marg, Chanakayapuri
13. Secretary General, FICCI/ CII
14. Director General, COAI/ AUSPI

List of participants

	S/Shri		
1	Kapil Sibal	MOC&IT	kapilsibal@hotmail.com
2	M F Farooqui	Secretary (T)	secy-dot@nic.in
3	J Satyanarayana	Secretary (IT)	secretary@deity.gov.in
4	S C Misra	Member(S)	members-dot@nic.in
5	Anil Kaushal	Member(T)	membert-dot@nic.in
6	Ms Annie Moraes	Member(F)	memberf-dot@nic.in
7	R K Bhatnagar	Adviser (T)	adv-dot@nic.in
8	Ram Yagya	Adviser (O)	ram.yagya@nic.in
9	J P Rai	DG, NSDA	jaiprakash.r@nic.in
10	Prof S S Mantha	Chairman, AICTE	ssmantha@vjti.org.in
11	Dalip Kapoor	Dy Secretary, Dept of Hr Edu, MHRD	dalip.kapur@nic.in
12	V V R Sastry	CDOT	edr@cdot.in
13	R K Upadhyay	BSNL	cmdbsnl@bsnl.co.in
14	Ms Sandhya Salwan	Director (WT), DGET	sandhya.salwan@nic.in
15	Atul Bhatnagar	Representative of NSDC	dilip.chenoy@nsdcindia.org
16	Dr Sanjeevan Bajaj	FICCI	s.bajaj@ficci.com
17	Ashok Sud	AUSPI/	asud@auspi.in
18	Vikram Teotia	Representative from COAI	
19	Cmdr J Jena	-do-	ceo@tsscindia.in
20	Anil Prakash	SG, ITU-APT Foundation	anilprakash@yahoo.com
21	S K Jain	DDG Skill Development	ddgsd-dot@nic.in