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D.O.Letter No. CIT/568/2017, Date: 21.12.2018

Dear

Aditya,

Spl. Secy, GA.
A7-111
22-12-18-

Sub: DoPT Gol sponsored Training of Front Line Functionaries through COMMIT/e-Learning Modules – Reg.

National Training Policy (NTP) 2012 mandates that all Government servants be provided training at the time of their entry into service and also at appropriate intervals so as to equip them with the competencies and skills. NTP further mandates that the priority will be given to the training of front line staff who deal with people. With this perspective, DoPT, Gol developed Comprehensive Online Modified Modules for Induction Training (COMMIT), based on e-Learning model. In this Module, each participant will undergo one day face to face training. Balance of training could be completed at his/her ease.

Training through COMMIT is a blended training programme comprising of soft Skills and domain specific MODULES that are essentially required for day to day functioning in Govt. Offices. This is an opportunity to provide hassle free training and participants could complete training at their convenience i.e., from their work place itself. This opportunity may be utilized to the optimum level and training could be provided by incorporating e-Learning modules in curriculum of various courses conducted at Administrative Training Institutes (ATIs) and other training institutes in the State. Hard copy of the PPT, on this is enclosed.

There are a total of fifteen e-Learning/Training modules. Out of this, 12 modules are on soft skills namely, i) Goal Setting, ii) Personal and Organisation Value, iii) Time Management, iv) Stress Management, v) Leadership, vi) Team Building, vii) Problem Solving and Decision Making, viii) Communication for Citizen Centric Behavior, ix) Conflict Resolution, x) Emotional Intelligence, xi) Personal and Professional Effectiveness, xii) Motivation. Three e-Learning modules are domain-specific, namely xiii) Right to Information, xiv) Office Procedures and xv) Financial Accounts & Processes. Total duration of e-Learning modules is 20hrs. Participants after registration can complete all the 15 modules in sixty day time.

We have trained a total of 18000 field level/front line staff in Govt. of Telangana during the year 2017-18, during the current year, we have target of training 20000 front line staff by end March 2019. Based on DoPT-Training Division request we have also conducted "Training of Trainer (ToT) programs for Administrative Training Institutes (ATIs) in Punjab, Jammu & Kashmir, Gujrat and Madhya Pradesh, and also mentored/facilitated roll-out of

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12-12-18

the COMMIT/e-Learning programs. We may be happy to play a similar role for Odisha, if you decide.

You may also consider approaching DoPT-Training division requesting to sanction some slots for training of front line functionaries of Govt. of Orissa. We shall be happy to organize trainer- training programs for ATI faculty facilitating rollout of the COMMIT/e-Learning based training in the State.

Looking forward to your positive response.

Warm regards,

Yours sincerely,

 21/12/16

(B.P.ACHARYA)

Shri Aditya Prasad Padhi, IAS,
Chief Secretary & Chief Development Commissioner,
Govt. of Odisha,
State Secretariat, Sachivalaya Marg,
Bhubaneswar, Odisha-751001

Training of Trainers at MGSIPA, Punjab

on

Comprehensive Online Modified Modules for Induction Training
(COMMIT)

03rd May 2018



B.P. Acharya, I.A.S
Director General, MCR HRDIT &
E.O. Spl.CS to Govt of Telangana



NTP2012- Responding to Changing Context

- Shift of governance towards citizen centric paradigm
- Imperative to build capacities of the frontline / cutting edge staff
- To develop a responsive, customer - orientation and to provide quality services to citizens
- Priority on soft skills to improve customer orientation, citizen centricity and improve service delivery to the citizens

Building Capacities at various levels

NTP2012- Initiatives

- Capacity building for Training For All (TFA)
- Standardized Training packages
- Training of Trainers
- Distance Learning Programs
- Induction Training Programs
- Blended Training Programs
- e-Learning Modules, facilitating self paced *training anytime, any where learning*

National Training Policy (NTP) 2012

Stipulates that all civil servants from lowest level to the highest should be provided training at the time of their entry in to civil service and at appropriate intervals in the course of their career so as to have effective service delivery.

Priority will be given to the training of front line staff.

e-Learning for Capacity Building

Blended Training Programme

- Combination of traditional teaching methods with ICT based teaching techniques
- Blended Training programme – a mix of physical and virtual classrooms
- Face to face training and digital learning through e-Learning modules
- Blended Training Programme - COMMIT of DoPT

Rollout Strategy – Institute's Role

- Formation of DeLF (District e-Learning Facilitation) Teams as Programme Management Unit (PMU) at district levels
- Training of Trainers (ToT) for DeLF Teams for 1 day
- Hand holding of DeLF Teams in initial rollout phase
- Head Quarters Team (at MCR HRDIT) provided support at every stage
- Supplemented with complete set of background / reference material including Reading Material in Telugu for all 15 modules of BTP



Blended Training- COMMIT

- Comprehensive Online Modified Modules for Induction Training
- One of the six pilot states
- Phase -1 launched on 10-08-2017 (9000 field staff)
- Timely in the context of state bifurcation and district reorganization



e-Modules & Duration

Sl.No.	Title of e-learning module	Duration in minutes	Sl.No.	Title of e-learning module	Duration in minutes
1	Goal setting	45	9	Conflict Management	60
2	Personal & organizational values	70	10	Emotional Intelligence	70
3	Time management	60	11	Personal and professional effectiveness	60
4	Stress Management	60	12	Motivation	75
5	Leadership	75	13	Right to Information	75
6	Team Building	60	14	Office Procedures	90
7	Problem solving and Decision Making	90	15	Finance and Accounts	75
8	Communication	120			

Blended Training- COMMIT - Contd..

- Two components:
 - One day's face-to-face orientation
 - Followed by 20 hrs of e-learning (within 60 days)
- Simultaneous rollout of programme in 31 districts
- Orientation programme completed within one month
- Decentralised model for implementation
- COMMIT phase-II launched in March,2018
- Over 20,000 employees covered so far

Targeted Participants for the Institute

Phase	Districts	Target per district	Total
1	31	300	9300
2	31	300	9300
		Grand Total	18600

Target Group

- The target group for BTP/e-Learning is cutting edge level functionaries working in districts, divisions and mandals, responsible for effective public service delivery to citizens.

Strategy to rollout- Decentralization

Formation of District Level e-Learning Facilitation Team (DeLF)

A team of four facilitators in each district comprising of Chief Planning Officers (Convener), e-District Manager and District Education Officers (DEO) and Regional training Manager (RTM) is constituted for roll out

Proposed categorization of functionaries per district
Broad categorization of front line functionaries

Officer/Functionary	Number
District heads and second in command	80
RDOs	3
MROs	20
MDOs	12
MEOs	20
MAOs	20
Principals of educational institutes & Head Masters of Govt. residential schools	200
Total	355

Strategy to rollout- Decentralization (Contd..)

- Formation of DeLF (District e-Learning Facilitation) Teams as Programme Management Unit (PMU) at district levels
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e-Learning Project over View

- Identification of trainers/facilitators
- Training of Trainers/Facilitators
- Reading material
- Launching of program
- Organising one day face-to-face training
 - Creation of user credentials
 - Introduction to CoMMIT Modules
 - Benefits
 - Technical aspects
- Facilitation Support/Help Desk
- Monitoring and follow up
- Certification

Role of DeLF Team

Official Communication was sent to district heads from DG, MCRIRD

- Coordinate with departments to identify target participants
- Identify suitable venue to conduct
- Undergo Train the Trainer
- Coordinate with eLearning team at the Institute (HQs)
- Facilitate the conduct of Face to Face training
- Follow- up with trainees for completion
- Award Certification on successful completion of training
- Accounts settlement & Closure

Strategy to Roll-out-Phase 2
Extended support to DeLF

- ❖ There are Nine (9) Regional Centers of Training at erstwhile district Headquarter functioning under Dr. MCRHRD IT
- ❖ Regional training managers (RTM) were empowered financially for conducting BTP for 300 officers from each district
- ❖ One faculty (resource person) was deputed from CIT to each district.
- ❖ District Institution for Education & Training (DIET) Centers have been identified as venues to impart BTP in nine (9) erst-while districts (with 30 computers & Internet facility)
- ❖ Reading Material, User navigation booklet was provided from the Institute

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Benefits of De-centralization...

- As the training is conducted at District Level, minimal expenditure on logistics.
- Trainees could attend training in their respective district
- Parallel programmes could be conducted at district level
- Availability of Master trainers at District level/ Mandal level
- More District level staff were trained as resource persons
- Effective utilization of District level infrastructure
- Strengthening of Reg. Centre for Training (RCT) with computer lab & Virtual Class room facility to conduct regular training programmes as well as Trainings in e-learning Mode

Rollout Strategy- HQ Team

- Acted as "Help Desk" through various channels (Google group, Whats app, Telephone) for technical and subject related queries
- Regular monitoring and follow up with DeLF Team and participants
- Centrally monitoring progress of each district and share the status on a weekly basis to DeLF Team
- Details of this training in the employees service books
- Certificates jointly signed by Institute and District Collector and distributed at district level



Benefits of De-centralization

- Trainee Convenience
- Trainee shall develop self discipline & self learning methods
- Cost effective (Travel, stay not required)
- Ownership at the district level
- District officials can monitor the training
- Paved a way for future programmes
- Exposure to a new mode of training and adaptability

Other approaches adopted by Institute

- Meetings with Head of the Department's
- Encourage the BTP to be conducted at their respective offices (Conducted at TSPA, TSSP in districts)



(Learning Management System of MCR HRD IT)

- Driven by the momentum generated by e-learning, MCR HRDIT procured its own learning Management System (TeAMS)
<https://teams.mcrhrdi.gov.in/>
- Hosted e-Learning modules of COMMIT on TeAMS
- Developed a module on SDGs in Bi-lingual which is of Telangana perspective & developed with National perspective for GoI (Niti-Ayog)
- With the ease of cloud based Technology, within a very short span e-learning modules reached Employees of Telangana State.

Gallery of Milestones

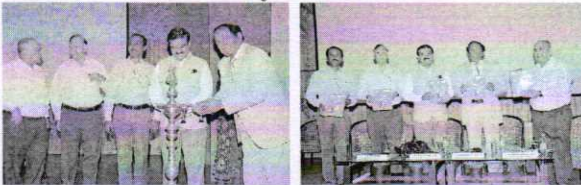


Launching of 1st Phase BTP

Challenges and Learnings

- Excessive load on the system initially – slow server (NIC)
- Connectivity issues in the districts slowed down the process
- Non-availability of dedicated hardware to field staff
- Monitoring cumbersome due to inadequate reporting features in dashboard
 - Solution: teams.mcrhrdi.gov.in
- Initial reluctance of trainees - Why e-Learning and why these modules? What is in it for me?
 - Once the trainees start working on the modules, they appreciate the content of the modules

Gallery of Milestones



Launching of 2nd Phase BTP

Release Telugu Reading Material

Way Forward...

- Adopting modern teaching techniques to reach & cover entire State
 - Strengthening the Regional Centres Training(RCT)
 - The centres are equipped with computer lab
 - Establishing virtual class room facilities – The training will be conducted to 9 training centres at the same time

Glimpses of face to face Training



Way Forward...

- Trainings as per the need assessed through Virtual Class Rooms and Blended Learning
- Aiming to Train 60000 employees of Telangana State through COMMIT in 2018-19
- Covering different levels – IPS Officers to Constables



