Guidelines for Conducting Web-based Capacity Building (CB) Sessions by NTIPRIT

1. Introduction

In order to contain the spread of Novel Coronavirus (COVID-19), Government of India has implemented lock down in the whole country till May 3, 2020. In view of the prevailing conditions, it seems that it might be difficult to conduct classroom trainings in coming few months, especially during the period Apr-Jun, 2020 (Q1). Therefore, in order to fill this gap, it is envisaged that NTIPRIT should start offering its Capacity Building services through web-based platforms. Further, it is also envisaged to continue using the online facilities for conducting the Capacity Building sessions even after lock down is over. This is also in line with the directives of Government of India encouraging online academic and training activities.

As NTIPRIT would be conducting Online Capacity Building sessions for the first time, several practical/ operational difficulties might be faced. In view of above, with the approval of the Competent Authority, following broad Guidelines are being issued to facilitate smooth conduction of various Web-based Capacity Building activities such as Webinars, Web-based Workshops, Online Training Sessions, etc.

2. Facilitation of Online Capacity Building Activities

(a) Training Division shall be the nodal point for all online CB activities, similar to existing arrangement for classroom CB activities.

(b) In order to facilitate smooth and effective start of online CB activities, ICT Faculty shall be associated with Training Division for online CB activities during Q1 of 2020-21.

(c) In order to conduct effective and useful Online Sessions, it is imperative that paid subscription to an appropriate Online CB Platform be procured at the earliest.

(d) Based on the experience gained in conducting various online meetings during lockdown and as per requirements of NTIPRIT, ICT Faculty may suggest a suitable Online CB Platform for NTIPRIT.

(e) Accordingly or otherwise, Administration Division shall procure the subscription to online CB facilities.

(f) After procurement, the login credentials shall be handed over to Training Division for management of online CB activities. Designation based Email id of Director (Training) shall be used for creation of login credentials for subscribed online platform.
(g) Training Division shall temporarily hand over the login credentials of subscribed online platform to respective Session Incharge as per the need.

(h) Based on the uses and price, option of procuring separate subscriptions for various Faculty Divisions may be explored in due course.

(i) Based on experience of conducting Online Sessions, efforts shall be made to include online lectures from Guest Speakers located outside Delhi-NCR in classroom training courses such as Induction training Modules and ITEC Courses. Accordingly, suitable infrastructure, including internet leased lines of suitable capacity and audio-visual systems with suitable lighting system shall be deployed in classrooms. Till such time, the existing Infrastructure may be put to use. These facilities may also be used to conduct online lectures of Guest Speakers located within Delhi-NCR.

3. Standard Operating Procedure (SOP) for Various Activities related to Conduction of Online Sessions

3.1. Publicity of scheduled Online Session

(a) Training Division shall take all steps, including the following, to give wide publicity to the Online Session:
   (1) Write a letter to Training Division, DoT HQ for publishing the details of the Online Session on DoT website.
   (2) Send communication to TEC and, LSA Heads informing about the Online Session and inviting the Officers to join the Session.

(b) Further, the faculty members of the Session Conducting Division also have to take suitable steps for pursuing getting significant participation in it. The Conducting Division shall also make all efforts so that the scheduled online session is not cancelled for want of sufficient nomination.

3.2. Session Incharge

(c) The NTIPRIT Faculty Member who is the speaker or proposer of a particular session shall be the Session Incharge.

(d) As most of the activities are to be performed online, these tasks related to conduction of online Sessions, as detailed herein, shall be performed by Session Incharge.

3.3. Registration of Participants

(e) To begin with, maximum 25 Participants per Online Session should be allowed on first-come-first-served basis and minimum 8 participants are required to conduct the online session. These limits may be reviewed in due course based on response and experience. However, participants from NTIPRIT may also be allowed beyond the maximum limit.

(f) For registration process, the facilities available in subscribed online platform shall be used.

(g) However, if this facility is not available due to any reason, the Session Incharge shall create a Google form, at the earliest after the schedule of the Session is finalized by the competent authority, and forward the link of this Google Form to Training Division. The
link to this Google form shall be attached along with all the communications as mandated at Para 3.1 above. This link may also be uploaded on NTIPRIT website.

(h) The Google form shall contain the fields: Name of the Officer, Designation, Cadre, Staff Number, Date of Birth, Present Organization/ Unit, Place of Posting, Mobile Number & Email of the Officer, Name, Mobile Number & Email of Controlling Officer. All these fields are to be made compulsory fields (*) in Google Form. A proforma of Registration Form is given at Annexure-1.

(i) Registration shall be considered complete only if all these fields are appropriately filled. If any discrepancy is found in the details, the Session Incharge or any other Officer of the Division may contact the Officer and get all the entries correctly filled.

(j) The link to the Google form should be disabled once the number of nominations crosses ‘25’+‘3’. Available features of Google Form may be used for automatically stopping further registrations.

3.4. Hosting/ Conducting the Online Session

(k) Session Incharge shall be the Host of the online session; and the online session shall be created and scheduled, at least 24 hours before the start of the Session, by the Session Incharge, on the platform to be used.

(l) The details of the online session and the link to access the same, along with a set of guidelines and feedback form, shall be communicated by the Session Incharge to all the registered participants through email. These Guidelines for the participants are available at Annexure-2 and shall be uploaded on NTIPRIT website as well.

(m) The online session should start at least 15 minutes before the scheduled start time so that all the participants may join the session smoothly. The Host (Session Incharge) shall allow the participants to join the online session based on registration done by Officers.

(n) If sufficient registrations are not there, on-the-spot joining may be allowed by the Host (Session Incharge). However, in this case the requisite information as per the registration form shall be obtained from the participants.

(o) In case Host (Session Incharge) and Speaker are different persons, Host (Session Incharge) will give presentation rights to the Speaker so that online session may be delivered. If required, Host rights may also be given to the Speaker.

3.5. Feedback of Online Session

(p) Feedback is to be obtained from all the participants. The template for obtaining the feedback of online sessions is available at Annexure-3.

(q) The facilities available in subscribed online platform shall be used for obtaining the feedback and Training Division will explore the possibility of customizing it as per the standard format. However, if this facility is not available due to any reason, the feedback is to be obtained as per the format prescribed at Annexure-3. The feedback form shall also be uploaded on NTIPRIT website.

(r) The Session Incharge shall forward the above feedback form (MS Word file) to all the registered participants, before the start of the Session, along with link for the session as per
Para 3.4(l) above, requesting them to fill and send back the same to him/ her immediately after the completion of the session.

(s) The Session Incharge shall compile the feedback received from all the participants. Alternatively, the feedback may also be collected through creation of another Google form for the purpose.

(t) If feedback is not received from any participant within 24 hours of completion of Session, the Session Incharge may send a mail to the participant, with a copy to his/ her controlling officer, reminding him/ her to submit the feedback at the earliest.

3.6. Preparation of Session-Summary Sheet

(u) The Session Incharge shall prepare a Session-Summary Sheet, within 2 days of completion of the session, and send it, along with all the registration and feedback information, to Training Division for records and further necessary action. The template of the Session Summary Sheet is available at Annexure-4.

(v) If Session-Summary Sheet is not received within stipulated time, Training Division shall issue a reminder to Session Incharge with copy to Controlling Officer of Session Incharge.

3.7. Issuance of Certificate for Participation in Online Sessions

(w) On receipt of Session-Summary Sheet, Certificate of Participation shall be issued by Training Division in a standardized format.

(x) The facilities available in subscribed online platform shall be used for issuing the certificates and Training Division will explore the possibility of customizing it as per the standard format. However, if this facility is not available due to any reason, Training Division shall generate and issue the e-certificates (in pdf).

(y) In any case, the certificates shall be issued in electronic form only and within 3 days of conclusion of Online Session. However, the certificates shall not be issued to participants not submitting the feedback.

(z) All the Certificates may be suitably numbered and a repository thereof may be maintained.

4. Payment of Honorarium to Guest Speakers

(a) Approval of Head, NTIPRIT is to be obtained by the Session Conducting Division for engaging the Guest Speaker(s), as is the extant practice for classroom trainings.

(b) Honorarium is to be paid to all the Guest Speakers for delivering online sessions for NTIPRIT as per the extant rates as payable to Guest Speakers delivering classroom lectures.

(c) Reimbursement of Conveyance Charges, as admissible in case of classroom sessions, shall not be admissible for delivering online lectures.

(d) Payment of honorarium should be made only through online (PFMS) mode.

(e) For payment of honorarium for online sessions, ink-signed receipt from the Guest Speaker shall not be required as (s)he will not be physically present.

(f) A requisition/ claim in the applicable format may be obtained from the Guest Speaker over e-mail. The requisition need not to be signed by the Guest Speaker.
The Session Incharge or the Director concerned in the Session Conducting Division shall certify/ ink-sign the claim of the Guest Speaker and the same would be processed for making payment. The Director concerned shall pass the claim, as per the extant practice.

If due to unavoidable circumstances, such as during lockdown period, it is not possible for the Session Incharge/ Director concerned to ink-sign the receipt, an email from official mail id (gov/ nic) of the Session Incharge/ Director concerned shall be treated at par with ink-signed receipt.

The requisite proforma for making claim for payment of Honorarium, certification of claim and, passing the payment of Honorarium to the Speaker is available at Annexure-5.

5. Specific Instructions in respect of Online Sessions to be conducted during Q1, 2020-21

(a) It is mandatory for all Group-AOfficers of Technical Faculty/ Divisions viz. ICT & TS, NGS, Transmission, and WA to deliver, as speaker, at least one Online Session during Q1 of 2020-21, i.e., each Group-A Officer shall be speaker for at least one Online Session during Apr-Jun, 2020.

(b) Administration and Training Divisions may also submit the Online CB proposals for Q1 and beyond.

(c) If any of the above Officers does not have laptop/ desktop at her/ his residence and (s)he is also unable to attend office during whole of Q1, a representation may be submitted accordingly for decision by the Head, NTIPRIT.

(d) All Faculty Divisions shall submit the Online CB proposals (name of topic, tentative dates/ schedule, time duration, speaker, session incharge, target audience, etc.) for Q1 by April 27, 2020.

(e) Training Division shall compile the above proposals and the schedule for Online CB Activities to be conducted by NTIPRIT during Q1 shall be finalized, with the approval of Head, NTIPRIT, by April 30, 2020.

(f) Training Division shall forward the final schedule to Training Division, DoT HQ for publication on DoT website. Also, the same would be uploaded on NTIPRIT website by ICT Division.

(g) Meanwhile, the NTIPRIT Officers may organize test Online Sessions within NTIPRIT audience to get familiarity with available online platforms. ICT Faculty shall extend help in this regard. However, it would be better if Officers try to do it independently.

(h) ICT Faculty shall conduct Online Training(s) for NTIPRIT Faculty regarding creation and use of Google Forms, and other aspects involved, as per the requirement.

6. General Guidelines

(a) The Session Incharge would be the key functionary in conducting online sessions. The Head of the Session Conducting Division shall exercise overall supervision and control of all the activities related to conduction of Online Sessions, including timely submission of Session Summary Sheet to Training Division and payment of honorarium to the Guest Speaker.

(b) The topics of Online Sessions should be current, relevant, and attractive. For example, the topics may include latest trends, policy & regulatory issues, and upcoming technologies in
telecom sector as well as non-technical but relevant topics such as Stress Management, Motivational Talks, Yoga related topics, Soft skills, Health related topics, etc.

(c) Online Training Calendar for rest of year (Q2-Q4) may be prepared, in second half of June, 2020, after reviewing the experience and feedback about the Sessions conducted during Q1, and as per the circumstances prevailing at that time.

(d) Few Online Sessions/ Trainings may be conducted in Faculty Development Programme (FDP) mode, i.e. having NTIPRIT Officers as target audience. However, the same may also be open to outside participants.

(e) The speakers for Online Sessions may be NTIPRIT faculty members or Guest Speakers.

(f) The above SOP may be reviewed, after conduction of at least one session by each Technical Division, and revised in light of experience of conducting online sessions as well as the capabilities of online platform used therefor.

(g) Based on experience and as per requirement, these guidelines may be issued, in due course, for various Web-based Capacity Building activities such as Webinars, Web-based Workshops, Online Training Sessions, etc.

(Manish Jain)
Director (Training)
Email: manish.jain75@nic.in

To
1. Sr. DDG, NTIPRIT
2. All Officers, NTIPRIT

Copy to
DDG (Training), DoT HQ
Annexure-1

Registration Form for Online Sessions

Topic of the Session :  
Date & Time of the Session :  
Speaker for the Session :  

(a) Name of the Officer (Ms./ Mr.) : 
(b) Designation : 
(c) Cadre : 
(d) Staff Number : 
(e) Date of Birth : 
(f) Present Organization/ Unit/ Section : 
(g) Place of Posting : 
(h) Mobile Number : 
(i) Email : 
(j) Name of Controlling Officer (Ms./ Mr.) : 
(k) Mobile Number of Controlling Officer : 
(l) Email of Controlling Officer :
Annexure-2

Guidelines for Participants of Online Sessions Conducted by NTIPRIT

1. Details of all the scheduled online sessions will be available on NTIPRIT website.
2. **Registration for the Online Session:** All the participants are to register for a particular session to able to join it. All the fields in the registration form are to be filled for successful registration. The link to join a session shall be given wide publicity. Also, it will be available on NTIPRIT website. In case of any difficulty in registration process, the concerned Session Incharge may be contacted.
3. **Limited Number of Seats:** Maximum 25 numbers of participants can register for a particular session and they shall be allowed on first-come-first-served basis. As only a limited number of Participants can register for an online session, it is expected that all the registered participants shall attend the session. However, if due to unavoidable circumstances, any registered participant finds herself/himself unable to join the online session, s(he) should immediately inform the Session Incharge so that the opportunity may be given to others.
4. **Joining the Online Session:** The registered participants should join the online session, 10-15 minutes before the start of the session, at the link to be communicated by Session Incharge to each registered participant through email. It is necessary so that all the participants get settled before the start of the session and the session may be started at the scheduled time.
5. **During the Session:** During the session, all the participants will keep their microphones and videos muted. However, if any participant wants to raise any important query during the presentation, (s)he may raise hand using the tool available in Online Platform. On permission of the speaker, the participant will unmute her/his microphone and video, and after the discussion, will mute the microphone and video again.
6. **Providing the Feedback:** It is compulsory for all the participants to fill and submit the feedback form after the online session is over. The feedback form may be in the form of word (.docx) file, Google Form, or feedback facility available on the Online Platform used for conducting the session. Word file of the feedback form will also be available on NTIPRIT website. The requisite information in this regard shall be communicated to all the registered participants before the start of the online session. The participants should do it immediately after the session. Certificate of Participation in the online session shall be issued to only those participants who would fill the feedback form. Giving feedback along with valuable suggestions is also extremely important for improving various aspects of the delivery of online sessions.
7. **Certificate of Participation:** e-Certificate of Participation shall be issued to all the participants who attend the online session and submit the feedback thereof. The certificate shall be sent through registered email id of the participant.
8. **Contact Details:** For any query in the matter, communication may be made at following:

Director (Training)
704, Administrative Building, ALTTC Campus, Rajnagar, Ghaziabad
Phone: +91-120-2707370, Fax: +91-120-2707371, Email: dir.trg-nti@gov.in
Website: www.ntiprit.gov.in

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Feedback Form for Online Sessions

Topic of the Session : 
Date & Time of the Session : 
Speaker for the Session : 

1. Please rate the Session, in respect of following aspects, on a scale of 1-10:
   (a) Relevance of Topic : 
   (b) Coverage and Depth of Contents : 
   (c) Communication Skills of the Presenter/ Effectiveness of Presentation : 
   (d) Facilities available on the Online Platform and Ease of use : 
   (e) Did the Session meet your Expectations : 
   (f) How likely will you recommend this Session to others : 
   (g) Overall Experience : 

2. Comments and Suggestions for improvement of the Session:

3. Comments and Suggestions about the Online Platform used for the Session:

4. Suggestions about Topics for Future Online Sessions:

5. Any other Comments or Suggestions:
### Session Summary Sheet for Online Sessions

**Session Conducting Division**: 

**Topic of the Session**: 

**Date & Time of the Session**: 

**Speaker for the Session**: 

**Total No. of Registrations**: 

**Total No. of Participants**: 

**Total No. of Feedbacks received**: 

1. **Average Grading**¹, in respect of following aspects, on a scale of 1-10:
   - (a) Relevance of Topic: 
   - (b) Coverage and Depth of Contents: 
   - (c) Communication Skills of the Presenter/ Effectiveness of Presentation: 
   - (d) Facilities available on the Online Platform and Ease of use: 
   - (e) Did the Session meet your Expectations: 
   - (f) How likely will you recommend this Session to others: 
   - (g) Overall Experience: 

2. **Comments and Suggestions received for improvement of the Session**²: 

3. **Comments and Suggestions about the Online Platform used for the Session**²: 

4. **Suggestions about Topics for Future Online Sessions**²: 

5. **Any other Comments or Suggestions**²: 

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(Name and Designation of Session Incharge)

**Note:**

1. The entries in **Para 1** should be the average of all the grading received for respective aspects.
2. The entries in **Para 2-5** should be copied from all the feedbacks received in respective Para.
3. This Session Summary Sheet is to be forwarded to Training Division, only in soft form, through email, within 2 days of completion of the Session.
4. All the Registration Forms and Feedback Forms received are to be attached along with the Session Summary Sheet for records and further necessary action.
5. Session Incharge may include any additional information/ comments in additional Para or may attach with this sheet.
Annexure-5

Proforma for Claim & Payment of Honorarium to Guest Speaker for Online Session(s)

Part-1: Claim to be made by the Speaker®

I, (name of the Speaker) ____________________________, have delivered online lectures for NTIPRIT, Ghaziabad as per following details:

<table>
<thead>
<tr>
<th>S. No.*</th>
<th>Date</th>
<th>Time (from-to)</th>
<th>Topic</th>
<th>No. of sessions</th>
<th>Working in Govt. Sector/Private Sector/Retired</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*More rows may be added as per requirement.

Therefore, I am claiming total Rs. _____________ @ Rs._____________ per session.

My Bank Account details are as follows:
Account No. :
Account Type :
Bank Name :
Bank Branch :
IFSC code :
Mobile No. :

(Name & Designation of the Speaker)®

® The Speaker shall fill the above details and send by mail to the concerned Officer in NTIPRIT for Payment. The Claim form is not required to be signed by the Speaker.

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Part-2: The Claim to be certified by the Certifying Officer^$$

Certified that Ms./Mr. ____________________________ delivered lectures in ____ (No. of Online Sessions) Online Session(s) as per details given above. Therefore, (s)he may be paid total Rs. _____________ @ Rs._______ per session.

(Signature, Name and Stamp of the Certifying Officer)^$$

^ The Session Incharge or the Director concerned of the Session Conducting Division shall be the Certifying Officer.

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Part-3: Processing for Payment of Honorarium§

Passed for payment of Rs. ________________________________ (Amount in words: Rupees ________________________________) to Ms./Mr. ____________________________ on account of delivering online lectures as per details given above.

(Signature, Name and Stamp of the Passing Officer)§

§ If duly filled copy of this receipt is forwarded by Official Mail (@gov.in/ @nic.in) of the Certifying Officer/Passing Officer, it shall be treated at par with the ink-signed and stamped receipt.