

PROGRAMME REPORT OF SPECIAL PROJECT ON



“PLACEMENT LINKED SKILL DEVELOPMENT TRAINING PROGRAMME for SC CATEGORY”



SPONSORED BY



**STATE COUNCIL FOR SCIENCE, TECHNOLOGY
& ENVIRONMENT, B-34, SDA Complex,
Shimla- 171009 HIMACHAL PRADESH**

IMPLEMENTED BY



Himachal Consultancy Organization Ltd.

PROGRAMME REPORT ON SPECIAL PILOT PROJECT

ON

"EMPLOYMENT LINKED SKILL DEVELOPMENT TRAINING PROGRAMME"

ON BUSINESS PROCESS OUTSOURCING (BPO)

AT MASHOBRA, DISTRICT SHIMLA

EXCLUSIVELY FOR YOUTH BELONGING TO

SCHEDULED CASTE CATEGORY

FOR DURATION OF ONE MONTH

ON BEHALF OF

STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT, SHIMLA

HIMACHAL PRADESH



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REPORT OF PLACEMENT LINKED SKILL TRAINING PROGRAMME

SANCTION OF PROJECT:

The State Council for Science, Technology & Environment, Shimla vide its letter no. 4351 Dated 26th November, 2014 and with reference to letter No.HM/COO/HPSCS&T/SML-2014-1626 dated 19th November 2014 of the HIMCON sanctioned placement linked special project on ***Conducting Skill Development Training for SC Target Group in Mashobra Block of Shimla District.*** The HIMCON took up implementation of the project and **BPO (Business Process Outsourcing)** trade for was selected for Placement Linked Skill Development Training programme for the SC Category youth. They were trained for duration of one month and were subsequently placed.

Sr. No.	Domain	Number of persons completed Training	Number of persons Employed
1.	BPO (Business Process Outsource)	25	21

As per the proposal and also the terms of reference, HIMCON had to place minimum 70% beneficiaries out of 100 in industries/ Institutions.

HIMCON has been able to place 21 persons out of total 25 person trained which is 84% of the total persons trained and fulfill the norms of placement. The remaining four persons refused to move out of their native place for employment due to domestic circumstances.

ROAD SHOWS AT A GLANCE:

Road Shows were conducted in various areas of Mashobra Block viz Dhalli, Mashobra, Gumma, Mulkoti, Tutu, Kufri, etc. In total 55 candidates were mobilized and finally 25 were selected for this program. The selection process was completely transparent.

BRIEF OF THE TRAINING PROGRAMME:

Supported by HP SCST&E, the HIMCON started training program of providing BPO Training to youth of SC Category at **HPSC TDF ,Training Hall Mashobra** on 12-02-2015.

PROGRAM INAUGURATION:

The final interview was conducted by a selection committee on 12-02-2015 and programme was commenced on the same day at Mashobra, Distt Shimla. The selection committee selected 25 beneficiaries to participate in the Placement Linked Skill Development Training programme on BPO (Business Process Outsource).

The following officials were present as members of the Selection Committee in PSCTDF, Training Hall Mashobra :-

Sr. No.	Name	Designation	Department	Location
1	Dr. Aparna Sharma	Senior Scientific Officer	HP SCST&E, SHIMLA	Mashobra
2	Sh. Balbir Singh	Manager	HIMCON, SHIMLA	Mashobra
3	Sh. Sunil Rana	Sr. Associate	HIMCON, SHIMLA	Mashobra














SELECTION LIST OF PARTICIPANTS:

S. No.	Name of candidate	Gender	D.O.B.	Name of Gram Panchayat	Qualification	Address	Mobile No	E-mail ID	Photographs
1	Chandravati	Female	01.12.1994	Gumma	12 th	D/O Sh. Roop Lal, Vill. Kalyanpur, P.O. Gumma Teh. & Dist. Shimla-171018	8261886372	chandravati876@gmail.com	
2	Chet Ram	Male	04.07.1993	Mashobra	12th	S/O Sh. Sant Ram, Vill. Sanyana, P.O. Thaila eh. & Dist. Shimla-171007	8261950928	chet4351@gmail.com	
3	Krishna Devi	Female	02.03.1996	Moolkoti	10th	D/O Sh. Prem Dass, Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9817011399	krishnadevi0257@gmail.com	
4	Kamlesh Kumar	Male	22.06.1993	Mashobra	12th	S/O Sh. Daulat Ram, Vill. Sanyana, P.O. Thaila Teh. & Dist. Shimla-171007	9418425928	kumarkamlesh44233@gmail.com	
5	Balkrishan	Male	01.04.1994	Dhalli	12th	S/O Sh. Lachhi Ram, Vill. Panjog, P.O. Mashobra Teh. & Dist. Shimla-171007	8988049687	bablubbalkrishan640@gmail.com	
6	Rakesh Kumar	Male	02.07.1991	Moolkoti	12th	S/O Sh. Devi Dass, Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9817835457	rk2503773@gmail.com	

7	Suman	Female	12.07.1994	Dhalli	10th	D/O Sh. Ganesh Lal, Vill. Tarapur, P.O. Mashobra Teh. & Dist. Shimla-171007	8261873491	sumanshan dil07@gmail.com	
8	Ajay Kumar	Male	05.04.1994	Baldeyan	12th	S/O Late Sh. Om Prakash, Vill. Koti Resort P.O. Baldeyan Teh. & Dist. Shimla-171007	9817509976	ak301568@gmail.com	
9	Vandana	Female	09.10.1994	Dhalli	12th	D/O Sh. Chet Ram, Vill. Panjog, P.O. Mashobra Teh. & Dist. Shimla-171007	9459427909	kashyapvandana353@gmail.com	
10	Ranjana Devi	Female	28.10.1996	Moolkoti	12th	D/O Sh. Prem Das, Vill. Shapper P.O. Mashobra Teh. & Dist. Shimla-171007	8988407170	ranjnakash yap2@gmail.com	
11	Surender	Male	18.04.1991	Moolkoti	12th	S/O Sh. Bhoop Ram, Vill. Moolkoti P.O. Mashobra Teh. & Dist. Shimla-171007	9418544036	kashyapsurender755@gmail.com	
12	Ajay Kashyap	Male	31.03.1985	Malayna	12th	S/O Sh. Raju Kashyap, Vill. Shakrara, P.O. Malayana Teh. & Dist. Shimla-171006	8894837742	kashyapajay5300@gmail.com	
13	Anita	Female	15.03.1993	Moolkoti	12th	D/O Sh. Khushi Ram, Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9816073428	anitakashyap724@gmail.com	

14	Bharat Singh	Male	25.12.1991	Moolkoti	10th	S/O Sh. Shavanu Ram,Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9625812564	bs75324@gmail.com	
15	Rajesh Kumar	Male	16.08.1994	Moolkoti	10th	S/O Sh. Hira Singh, Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9882935969	rk448190@gmail.com	
16	Geeta Kashyap	Female	02.03.1987	Mashobra	B.A.	D/O Sh. Puran Dass Kashyap, Vill. & P.O. Mashobra, Teh. & Dist. Shimla-171007	8988048043	kashyapgeeta771@gmail.com	
17	Suresh Kumar	Male	04.05.1992	Moolkoti	12th	S/O Sh. Beli Ram, Vill. Moolkoti, P.O. Mashobra Teh. & Dist. Shimla-171007	9805223199	sk2140277@gmail.com	
18	Poonam Shandil	Female	12.11.1993	Dhalli	12th	D/O Sh. Ganesh Lal Shandil, Vill. Tarapur, P.O. Mashobra Teh. & Dist. Shimla-171007	8988215190	poonamshandil11@gmail.com	
19	Jitender Kumar	Male	03.01.1989	Moolkoti	12th	S/O Late Sh. Punnu Ram, Vill. Moolkoti, P.O Mashobra Teh.& Distt. Shimla171007	9459246199	jitendergazta89@gmail.com	
20	Rahul	Male	18.03.1997	Dhalli	12th	S/O Sh. Abhi Ram, Vill. Priwange, P.O. Kiar-Koti Teh. & Dist. Shimla-171007	9817191080	kashyapr315@gmail.com	

21	Vikesh Kumar	Male	10.02.1996	Mashobra	12th	S/O Sh. Anant Ram, Vill. & P.O. Mashobra Teh. & Dist. Shimla-171007	8988075584	kumarvikesh792@gmail.com	
22	Gian Chand	Male	12.02.1989	Dhalli	12th	S/O Lt. Sh. Kanshi Ram, Vill. Majdhar, P.O. Kiar-Koti Teh. & Dist. Shimla-171007	9882333270	Ranagyanchand547@gmail.com	
23	Pratap Singh	Male	12.09.1988	Mashobra	10th	S/O Sh. Babu Ram, Vill. Seepur, P.O. Mashobra Teh. & Dist. Shimla-171007	9817249481	pratapsingh78070@gmail.com	
24	Lal Chand	Male	15.01.1993	Mashobra	10th	S/O Sh. Maan Singh, Vill. Padam Niwas, P.O. Mashobra Teh. & Dist. Shimla-171007	9857399420	lchand020@gmail.com	
25	Pawan Kuamar	Male	01.01.1989	Mashobra	10th	S/O Sh. Puran Dass, Vill. Haritage, Mashobra Teh. & Dist. Shimla-171007	9805340555	pk9367466@gmail.com	

ABOUT DOMAIN:

The domain available at our Centre was: -

- BPO/ Call Centre

BPO COURSE DETAILS:

Promotional work was conducted and the beneficiaries were identified by HIMCON officers & HPSS&T Officers. The programme commenced on 12-02-2015.



THEORETICAL INSTRUCTIONS:

➤ Business Process Outsourcing (BPO)

1.	Definition Of BPO	2.	What is Outsourcing
3.	What Is Customer	4.	Different Types Of Customer
5.	Types Of Call Centre	6.	Difference Between Domestic And International Call Centre
7.	How to Handle the Calls Of Customers	8.	Personality Development
9.	Telephone Handling Technique	10.	In Bound/Out Bound
11.	Communication Skill	12.	Quality Of leadership
13.	Body Language	14.	How To Handle an Irritate Customer
15.	Difference Between GSM/ CDMA	16.	What Is Computer
17.	Types Of Computer	18.	How to Install A Window/ Software
19.	Career in BPO Sector	20.	Grooming Process
21.	Role And Responsibilities of BPO Staff	22.	Office Environment
23.	Job Shifting Timing	24.	Value/ Perception/ Decision Making
25.	Presentation Skill	26.	Knowledge of Different Languages
27.	Interview Preparation	28.	Tele Selling

PRACTICAL INSTRUCTIONS:

➤ Business Process Outsourcing (BPO)

1.	Microsoft Word	2.	Microsoft Word Excel
3.	Microsoft PowerPoint	4.	Tools Of Computers
5.	Qualities Of Leadership	6.	Grooming Process
7.	Personality Development	8.	Presentation Skill
9.	Roles and Responsibilities of BPO Staff	10.	How to Handle an Irritate Customer

A FEW PHOTOGRAPHS OF PRACTICAL CLASS IN PROGRESS





The Placement Linked Skill Development Training programme on BPO (Business Process Outsource) was regularly inspected by senior officers of HIMCON and HP SCST&E Officials from time to time during the training period.

VALEDICTORY FUNCTION AT MASHOBRA:

The valedictory function was organized on 17-03-2015. The following officials were present as dignitaries in Skill Development Training Programme at Training Centre, Mashobra:-

Sl. No.	Name	Designation	Department	Location of training
1	Dr. Aparna Sharma	Senior Scientific Officer	SCST & Environment, Himachal Pradesh	HPSCTDF ,Training Hall Mashobara
2	Sh. Balbir Singh	Manager	HIMCON, SHIMLA	HPSCTDF , Training Hall Mashobara
3	Sh. Sunil Rana	Sr. Associate	HIMCON, SHIMLA	HPSCTDF, Training Hall Mashobara
4	Mr. Om Notiyal	HR Manager	Competent Synergres, Pvt. Ltd, Mohali	HPSCTDF , Training Hall Mashobara
5	Mr. Sushil Kumar	Team Leader	Competent Synergres, Pvt. Ltd, Mohali	HPSCTDF , Training Hall Mashobara

The above officials graced the function. The beneficiaries shared their views and experiences on the placement linked skill development training programme on BPO. Dr. Aparna Sharma, Senior Scientific Officer explained this scheme of the Govt. of Himachal Pradesh being implemented through the State Council for Science Technology & Environment and inspired the beneficiaries to avail such schemes. Shri Balbir Singh, Manager, HIMCON also advised and appraised various schemes and requested the beneficiaries to join the companies for which campus interview organized by Himcon.



A FEW PHOTOGRAPHS OF CERTIFICATE DISTRIBUTION



OUTCOME OF CAMPUS INTERVIEW:-

M/S Competent Synergies Pvt. Ltd., C-157, Sec-67, Industrial Area, SAS Nagar, Mohali, Punjab - 160071 conducted the campus interview on 17-03-2015 and selected 21 trainees for employment in their organization and offered salary package of Rs 90262 per month and other incentive scheme also applicable as par company norms.

The following Trainees were selected in the campus interview:-

Sr. No	Name Of Candidate	Father Name	D.O.J.	Salary Per Month (INR)
1	Chandravati	Sh. Roop Lal	23-03-2015	9262
2	Chet Ram	Sh. Sant Ram	23-03-2015	9262
3	Krishna Devi	Sh. Prem Dass	23-03-2015	9262
4	Kamlesh Kumar	Sh. Daulat Ram	23-03-2015	9262
5	Balkrishan	Sh. Lachhi Ram	23-03-2015	9262
6	Rakesh Kumar	Sh. Devi Dass	23-03-2015	9262
7	Suman	Sh. Ganesh Lal	23-03-2015	9262
8	Ajay Kumar	Late Sh Om Prakash	23-03-2015	9262
9	Vandana	Sh. Chet Ram	23-03-2015	9262
10	Ranjana	Sh. Prem Dass	23-03-2015	9262
11	Surender	Sh. Bhoop Ram	23-03-2015	9262
12	Ajay Kashyap	Sh. Raju Kashyap	23-03-2015	9262
13	Anita	Sh. Khushi Ram	23-03-2015	9262
14	Bharat Singh	Sh. Shavanu Ram	23-03-2015	9262
15	Rajesh Kumar	Sh. Hira Singh	23-03-2015	9262
16	Geeta Kashyap	Sh. Puran Dass Kashyap	23-03-2015	9262
17	Suresh Kumar	Sh. Beli Ram	23-03-2015	9262
18	Poonam Shandil	Sh. Ganesh Lal Shandil	23-03-2015	9262
19	Jitender Kumar	Late Sh. Punnu Ram	23-03-2015	9262
20	Rahul	Sh. Abhi Ram	23-03-2015	9262
21	Vikesh Kumar	Sh. Anant Ram	23-03-2015	9262

SOME PHOTOGRAPHS OF CAMPUS INTERVIEW AT MASHOBRA










A FEW PHOTOGRAPHS OF CANDIDATES WITH THEIR OFFER LETTERS








PLACEMENT/DATA-BASE REPORT OF BATCH:-

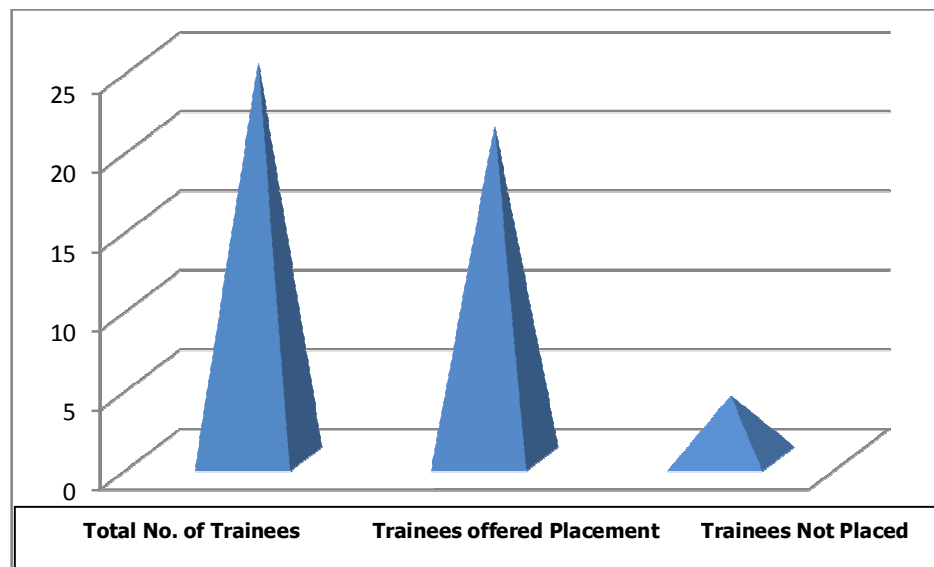
S. No.	Certificate no.	Name of candidate	Qualification	Mobile No	Salary	D.O.J.	Placement	Name/Contact No. Of HR	E -mail ID	Photographs
1	2832	Chandravati	12 th	8261886372	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	chandravati876@gmail.com	
2	2833	Chet Ram	12 th	8261950928	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	chet4351@gmail.com	
3	2834	Krishna Devi	10th	9817011399	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	krishnadevi0257@gmail.com	
4	2835	Kamlesh Kumar	12th	9418425928	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	kumarkamlesh44233@gmail.com	
5	2836	Balkrishan	12th	8988049687	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	bablubalkrishan640@gmail.com	
6	2837	Rakesh Kumar	12th	9817835457	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	rk2503773@gmail.com	

7	2838	Suman	10th	8261873 491	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	sumansha ndil07@g mail.com	
8	2839	Ajay Kumar	12th	9817509 976	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	ak301568 @gmail.c om	
9	2840	Vandana	12th	9459427 909	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	kashyapv andana35 3@gmail. com	
10	2841	Ranjana Devi	12th	8988407 170	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	ranjnakas hyap2@g mail.com	
11	2842	Surender	12th	9418544 036	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	kashyaps urender7 55@gmail .com	
12	2843	Ajay Kashyap	12th	8894837 742	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	kashyapaj ay5300@g mail.com	
13	2844	Anita	12th	9816073 428	9262	23-03- 2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172- 5098899	anitakashy ap724@g mail.com	

14	2845	Bharat Singh	10th	9625812564	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	bs75324@gmail.com	
15	2846	Rajesh Kumar	10th	9882935969	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	rk448190@gmail.com	
16	2847	Geeta Kashyap	B.A.	8988048043	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	kashyapgeeta771@gmail.com	
17	2848	Suresh Kumar	12th	9805223199	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	sk2140277@gmail.com	
18	2849	Poonam Shandil	12th	8988215190	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	poonams handil11@gmail.com	
19	2850	Jitender Kumar	12th	9459246199	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	jitendergata89@gmail.com	
20	2851	Rahul	12th	9817191080	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	kashyapr315@gmail.com	

21	2852	Vikesh Kumar	12th	8988075584	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	kumarvike sh792@g mail.com	
22	2853	Gian Chand	12th	9882333270	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	Ranagyan chand547 @gmail.c om	
23	2854	Pratap Singh	10th	9817249481	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	pratapsin gh78070 @gmail.c om	
24	2855	Lal Chand	10th	9857399420	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	lchand02 0@gmail. com	
25	2856	Pawan Kuamar	10th	9805340555	9262	23-03-2015	Competent Synergies Pvt Ltd c-157, Sec-67, Industrial area, Mohali	Mr. Om 0172-5098899	pk936746 6@gmail. com	

Total No. of Trainees	25
Trainees offered Placement	21
Trainees Not Placed	04



SOME CASE STUDIES:

Poonam Shandil

No one can stop those who have strong will & commitment to take on challenges courageously; in fact challenges bring out the best in them. Poonam Shandil D/O Sh. Ganesh Lal Shandil lives in Dhalli Panchayat. Poonam's parents are small land farmer and do farming in rainy season only. She quit her study after 12th. She always had keen interest to something good in life that could change her life. She got this chance when one day she got to know about BPO training being sponsored by STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT and implemented by HIMCON through Road show. After completing this training, she is very happy & says, "Training gave us hope for better future. It created an atmosphere that enabled me to come out of depression. It also induced confidence in me. I knew once I completed this training I could earn a respectable livelihood"! Poonam completed her training in BPO at Mashobra and was selected by Competent Synergies Pvt. Ltd. Mohali as Customer Service Associate with a handsome salary of Rs.9262/- pm. She is very happy and thankful to STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT and HIMCON for providing this training.



Kamlesh Kumar

Kamlesh Kumar S/O. Sh. Daulat Ram is a young boy hailing from village Sanyana in Mashobra Panchyat. By nature a shy person, he was unemployed. He tried his best to get a job but all in vain. Then, one day he came to know about this BPO training program through our road show. He decided to join training in BPO course at the Mashobra Centre. He paid serious attention towards HIMCON training program and finally got a job in Competent Synergies Pvt. Ltd. Mohali as a Customer Care Executive and was offered a handsome amount of Rs.9262/- pm which was good enough to give his family a helping hand. Now he dedicates his success and tremendous change in his personality to this BPO training program held by the State Council for Science, Technology & Environment and HIMCON, Shimla.



Balkrishan

twenty one year old Balkrishan, a HIMCON Trainee comes from a rural village Panjog in Panchayat Dhalli. His father is a farmer and does not get enough finances for the family. He was finding himself constantly tormented by worries and fears about his future and family's financial conditions. One day he came to know of State Council for Science, Technology & Environment's Employment Linked training Program from a friend and was immediately impressed by its objective of providing livelihood employment to youth through skill development. He joined BPO course in Mashobra with enthusiasm and under the experienced hands of HIMCON, he worked hard on his personality and communication skills. This multiplied his confidence a hundredfold.



Presently, he is employed with Competent Synergies Pvt. Ltd. located at Mohali as a Customer Care Executive and has been offered a handsome salary of Rs.9262/- pm. He cherishes an ambition of being on a managerial post in the same organization one day.

A very confident Balkrishan is thankful to HIMCON & STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT for widening his horizons, lifting his sight and elevating his latent abilities.

SCAN COPY OF OFFER /APPOINTMENT LETTER:-

NEWS PAPER CLIPPING:-