

PLACEMENT LINKED SKILL DEVELOPMENT TRAINING PROGRAMME

ON

BUSINESS PROCESS OUTSOURCING (BPO)

AT

SUNDERNAGAR, DISTRICT MANDI (H.P.)

18.01.2017 TO 21.04.2017

ON BEHALF OF:



STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT

HIMACHAL PRADESH

CONDUCTED BY:



HIMACHAL CONSULTANCY ORGANISATION LTD.

HIMCON



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THE HIMCON MISSION

HIMCON aim to provide young adults from economically weak backgrounds an opportunity to assimilate into the competitive job market.

HIMCON will help them acquire the required livelihood and social skill in an environment of learning and mentoring that is responsive to the individual's emotional and developmental needs.

ACKNOWLEDGEMENT

It gives us great pleasure in bringing out the Batch Completion Report of 4th Batch

We take this opportunity to express a sense of gratitude to our partner **"HPSCST&E"**



REPORT OF PLACEMENT LINKED SKILL DEVELOPMENT TRAINING PROGRAMME

MOU dated 21 Oct. 2016, sanctioned Placement linked special project to HIMCON for Fifty youth. HIMCON took up the implementation of the project and the BPO (Business Process Outsource) trade for Placement Linked Skill Development Training programme was selected and the youth were trained and subsequently placed.

Sr.No.	Domain	Number of person completed Training	Number of person Employed
1.	BPO (Business Process Outsource)	50	41

As per the proposal and also the terms of reference, HIMCON had to place minimum 70% beneficiaries out of 50 in industries/ Institutions.

HIMCON has been able to place 41 persons out of total 50 person trained which is 82% of the total persons trained and fulfill the norms of placement.



ROAD SHOWS AT A GLANCE: -

The Road Shows were conducted in the areas viz Kanaid, Jaidevi, SunderNagar, Rohanda, Chamukha, Seri Kothi, Ghiri, Dehar etc. at SunderNagar, in total 90 candidates were mobilized and initially 50 were selected for this program. The selection process was completely transparent.

The final interview conducted by a selection committee on 18-01-2017 and programme commenced on the same day at Sunder Nagar, District Mandi. The selection committee has selected 50 beneficiaries to participate in the Placement Linked Skill Development Training programme on BPO (Business Process Outsource).

The following officials were present as member of the Selection Committee in Training Hall Kangra:-

Sr. No.	Name	Designation	Department	Location
1	Sh. Balbir Singh	Sr.Manager	HIMCON, SHIMLA	SUNDERNAGAR
2	Sh. Sunil Rana	Sr. Associate	HIMCON, SHIMLA	SUNDERNAGAR
3	Ms. Deepika Sharma	Master Trainer(B.P.O.)	HIMCON, SHIMLA	SUNDERNAGAR
4	Ms. Kiran Thakur	Assistant Trainer (B.P.O)	HIMCON,SHIMLA	SUNDERNAGAR



Brief of the Training Programme Centre: -



Program Inauguration

In its pursuit of providing Training to youth HIMCON started Supported by HPSCST&E batch in Training Centre Sunder Nagar on 18-01-2017.





SELECTION LIST OF PARTICIPANTS

Placement Linked Skill Development training Programme on Business Process Outsourcing (BPO)								
At Sundernagar, Distt. Mandi (H.P.) w.ef. 18.01.2017 to 21.04.2017								
Sponsored By ; HP State Council for Science Technology & Environment (HPSC&STE)								
Conducted By: HIMCHAL CONSULTANCY ORGANISATION LTD.								
S. NO	NAME	FATHER 'S NAME	D O B	PHONE NO.	QUALIFICATION	PANCHAYT	CATEGOR Y	Photographs
1	MADHU	MAN CHAND	19-08-1995	8894975985	12TH	KANAID	SC	
2	LALIT KUMAR	VIRI SINGH	23-01-1996	9882203216	12TH	SUNDERNAGAR	SC	
3	PRIYA	PYARE LAL	20-12-1994	9857867918	12TH	KANAID	SC	
4	ANJANA	INDER SINGH	8/3/1995	9882895866	12TH	KANAID	SC	
5	ROHIT PAWMA	RAGHUBIR CHAND PAWMA	18/2/1996	9882412344	12TH	BBMB COLONY SUNDERNAGAR	SC	
6	DINESH KUMAR	MOHAN SINGH	30/01/1989	9459158615	12TH	JAIDEVI	SC	



7	AVINASH KAUNDAL	ROOP LAL KAUNDAL	25/01/1 992	9459767663	12TH	SUNDERNAGAR	SC	
8	SAHIL DHIMAN	GIRDHARI LAL DHIMAN	15/07/1 994	9882561646	12TH	BBMB COLONY SUNDERNAGAR	SC	
9	NARAYAN SINGH	ROOP CHAND	20/08/1 988	9625516995	12TH	ROHANDA	SC	
10	SURAJ KUMAR	JANESHW AR	20/07/1 993	9805574029	12TH	BBMB COLONY SUNDERNAGAR	SC	
11	ARUN KUMAR	RAMESH KUMAR	4/7/199 5	8352858522	12TH	BBMB COLONY SLAPPER	SC	
12	KASHISH SHERIA	RAJINDER KUMAR	25/02/1 996	9857286000	12TH	BBMB COLONY SUNDERNAGAR	SC	
13	ANU RADHA	RAJ KUMAR	18/11/1 991	9882857750	12TH	BBMB COLONY SLAPPER	SC	
14	BHAWNA	RAJ KUMAR	6/6/199 3	9882780503	12TH	BBMB COLONY SLAPPER	SC	



15	MEENAKS HI BHARDW AJ	TOTA RAM	9/12/19 98	7018223106	12TH	JAIDEVI	SC	
16	KANTA DEVI	KARMU	12/10/1 998	9857525887	12TH	CHAMUKHA	SC	
17	HUSAN LAL	LAKSHMI DUTT	26/09/1 997	9625556235	12TH	SERI KOTHI	SC	
18	NAYNA	OMBEER	31/12/1 995	8894885368	12TH	SUNDERNAGAR	SC	
19	VISHAL	BHAGAT RAM	30/03/1 994	9882630071	12TH	KANAID	SC	
20	KHEM RAJ	REVTU RAM	20/05/1 995	9625935003	12TH	GHIRI	SC	
21	KAMLESH KUMAR	SITA RAM	19/08/1 998	8350865163	12TH	GHIRI	SC	
22	MAHESH KUMAR	SATNAM	6/9/199 6	9857334406	12TH	JUGAHAN	SC	



23	BANDNA KASHYAP	SANT RAM	18/03/1995	9816255644	12TH	CHURDH	SC	
24	SATISH DHIMAN	SYAM LAL	16/10/1999	9882042400	12TH	DEHAR	SC	 Satish Dhiman 16/12/2015
25	TILAK RAJ	NAGU RAM	13/10/1988	9736610311	12TH	GHIRI	SC	
26	PAWAN KUMAR	HARI SINGH	5/2/1987	8219039104	12TH	KANAID	SC	
27	TAJENDER KUMAR	VIDYA SAGAR	25/04/1997	9882314028	12TH	GHIRI	SC	
28	ANIL KUMAR	GEETA RAM		9882556448	12TH	GHIRI	SC	
29	NARESH KUMAR	LALA RAM	5/3/1998	8679464240	12TH	JAIDEVI	SC	
30	AMAR SINGH	ROSHAN LAL	14/02/1997	9857878080	12TH	JUGAHAN	SC	







31	SUNITA DEVI	RUP LAL	5/12/19 97	9857786305	12TH	NALSAR	SC	
32	POOJA DEVI	RAM SINGH	15/03/1 995	9882495813	12TH	TAWAN	SC	
33	PRAVEEN KUMAR	NAND LAL	2/1/199 8	9816766426	12TH	NALSAR	SC	
34	SAPNA	VINEET KUMAR	1/4/199 9	9805156834	12TH	SUNDERNAGAR	SC	
35	KAMLESH KUMAR	PREM SUKH	1/10/19 88	9418131531	12TH	JUGAHAN	SC	
36	BANITA	NEK RAM	9/7/199 9	9805470417		NALSAR		
37	TEK CHAND	RAJ KUMAR	1/8/199 2	9625688604	12TH	MAHDEV	SC	
38	Krishan Chand	BHADRU RAM	15/10/1 996	9882478624	12TH	GHIRI	SC	



39	SAPNA	SHYAM LAL	25/03/1996	9736603514	12TH	SUNDERNAGAR	SC	
40	DEEPA DEVI	PRABHI DEVI	18/02/1996	9817262961	12TH	JUGAHAN	SC	
41	YADESH ARYA	GOVIND RAM	12/1/1994	9882198848	12TH	TAWAN	SC	
42	VIJAY KUMAR	DILA RAM	9/9/1995	9882603201	12TH	JUGAHAN	SC	
43	DINESH KUMAR	LAKHIYA RAM	5/10/1985	9805332509	12TH	DADOUR	SC	
44	JAYA	BRESTU RAM	24/01/1988	9459329417	12TH	GHIRI	SC	
45	RAHUL KUMAR	TULSI RAM	25/08/1994	9418980727	12TH	KANAID	SC	
46	GAGAN	HARI SINGH	27/02/1996	9882756873	12TH	Mahadev	SC	



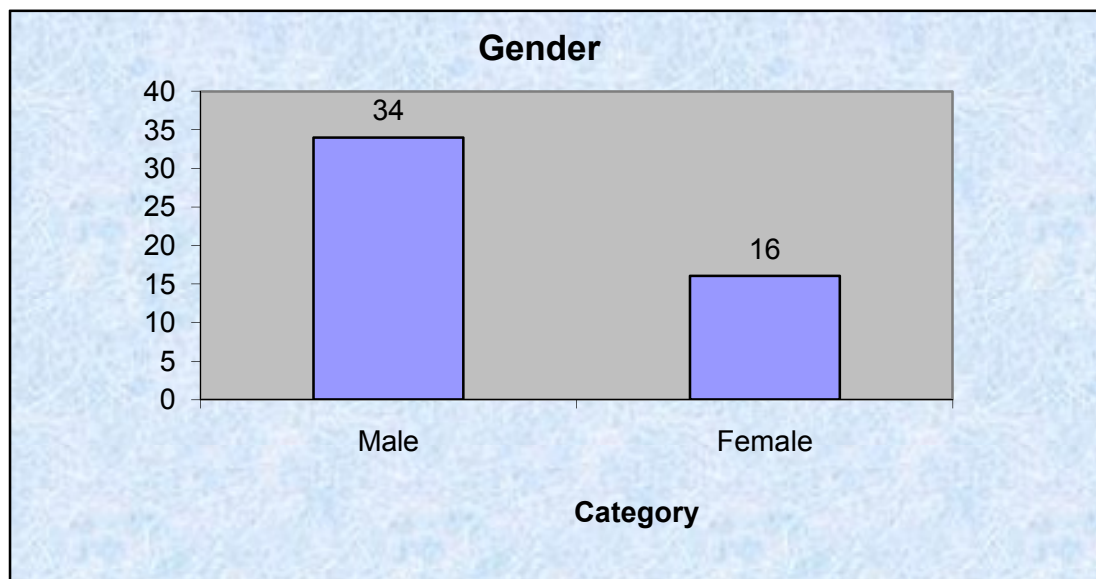
47	VIKESH KUMAR	KANHAIYA RAM	24/06/1995	8628975507	12TH	BEENA	SC	
48	ANIL KUMAR	PREM SUKH	20/08/1993	7018026723	12TH	LOHARA	SC	
49	PUSHAP RAJ	SHANKAR DASS	14/04/1994	9805473321	12TH	KANAID	SC	
50	NAVEEN	HEM RAJ	15/09/1991	9805346420	12TH	BBMB COLONY SUNDERNAGAR	SC	



SOCIO ECONOMIC PROFILE OF THE PARTICIPANTS

1. Gender of the Participants (in numbers)

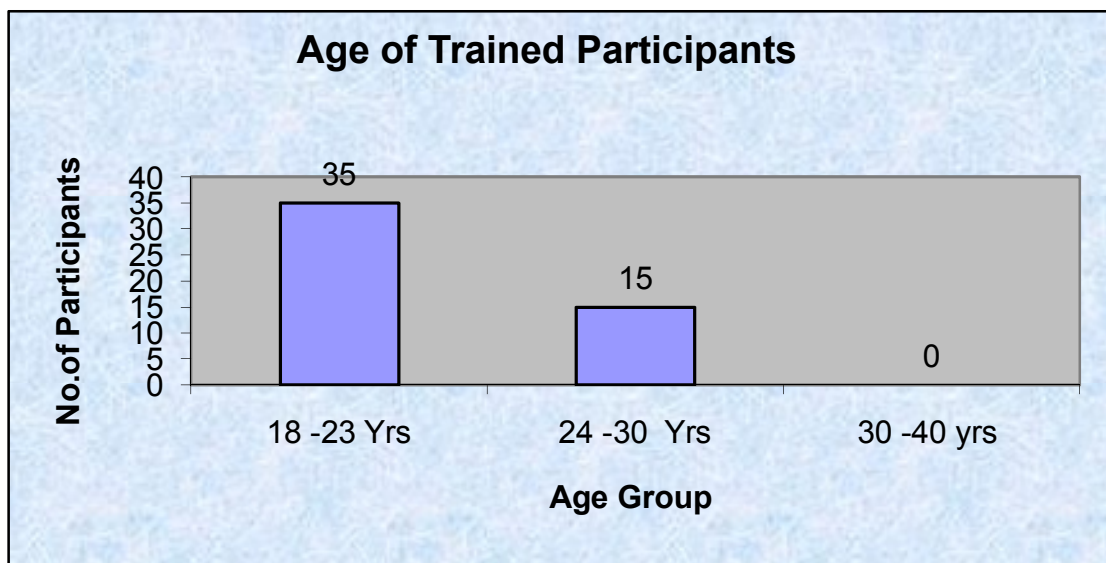
Sr. No.	Category	Number
1	Male	34
2	Female	16





2. Age of the Participants (in numbers)

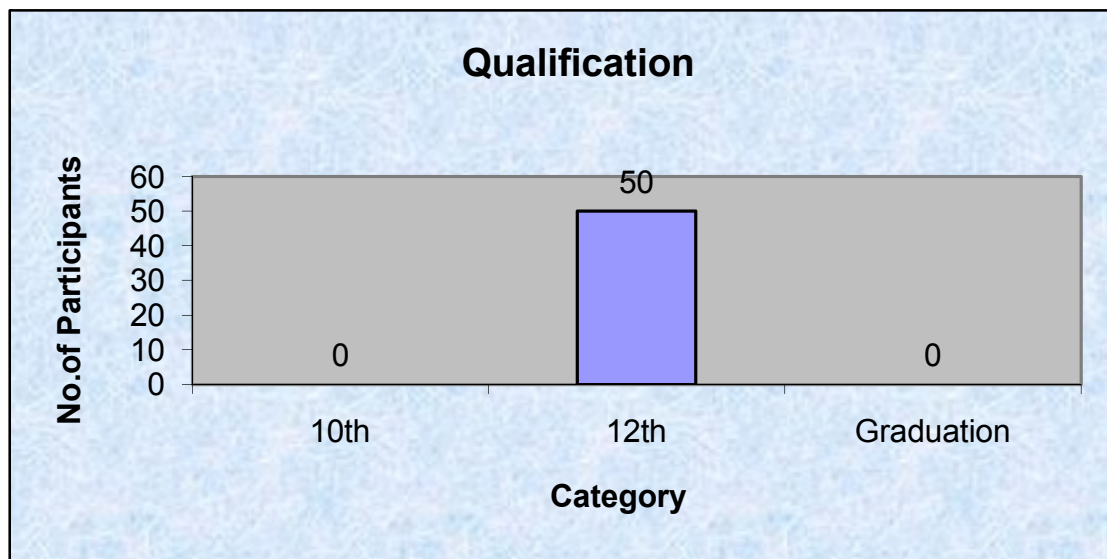
S.NO	Category	Number
1	18-23	35
2	24-30	15
3	26-30	0





3. Educational Qualifications of Participants (in numbers)

Sr.NO	Category	Number
1	10 th Pass	1
2	12 th Pass	14
3	Graduation	10





ABOUT DOMAIN:-

The domain available at our Centre was: -

A. BPO/Call Centre

BPO COURSE DETAIL :-

Batch was conducted in the month of 18.01.2017 at Training Centre, Sundernagar. Promotional work was conducted and the beneficiaries were identified by HIMCON officers & HPSCST&E Officers and the programme commenced on 18.01.2017. Total Beneficiaries was Ninety (90) and the selection committee has selected 50 beneficiaries to participate.





COURSE CONTENTS OF BUSINESS PROCESS OUTSOURCING

Practical Competencies	Underpinning Knowledge(Theory)
<p><u>Computer Fundamentals</u></p> <ul style="list-style-type: none">• Identification of Different parts of a Computer System.• Turning a computer system on and off. <p><u>Windows OS</u></p> <ul style="list-style-type: none">• Identifying different Desktop Icons. My Computer, My documents.• Changing Desktop Backgrounds, Mouse Pointer, Screen Saver.• Notepad , WordPad, MS Paint. <p><u>MS Word</u></p> <ul style="list-style-type: none">• Document formatting options• Tables, Bullets and Numbering• Font, Alignment, paragraph Formatting.• Insert Picture, Clipart, Shapes, Word art• Header & Footer, Text Box• Page Layout, Mail Merge• Spelling & Grammar <p><u>MS Excel</u></p> <ul style="list-style-type: none">• Cell Formatting Options• Formulas and Functions• Charts• Sort, Filter, What if Analysis, Grouping.• Subtotal	<p><u>Computer Fundamentals</u></p> <ul style="list-style-type: none">• History and Generations of Computer• Advantage and disadvantage of Computers• Block Diagram of a Computer• Description of Different parts of a Computer.• System Software and Application Software. <p><u>MS Office</u></p> <ul style="list-style-type: none">• Introduction to MS Office• Word Processing Software• Electronic Spreadsheet
<p><u>Practice of English Language 1:</u></p> <ul style="list-style-type: none">• Past, Present & future continuous,	<ul style="list-style-type: none">• Detailed knowledge and usage of



- perfect
- simple, perfect continuous tenses.
- affixes, active to passive, comparative & superlative adjectives and adverbs.
- Phrasal and modal verbs, singular and plural nouns direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers.

Basics of English 2

- Practise on Pronunciation and sentence construction.
- Practise on understanding and solving basic problems
- Tips to ensure you look and feel great Breathing and Stretch Exercises
- Demonstration on corporate_etiquette in simulated Environment
- Visit to a corporate office for better understanding
- Practise on various aspects of current affairs

Letter writing and Email:

- Microsoft Word & Letter writing practice. Email ID creation.
- Sending letters by email.

Team Work 1:

- past, present & future continuous, perfect simple, perfect continuous tenses, continuous tenses,
- Affixes, active to passive, comparative & superlative adjectives and Adverbs.
- Phrasal and modal verbs singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers.
- Common grammatical errors.

Basics of English

- Introduction to basics of English
- Sentence Construction
- Pronunciation

Basics Math and Problem Solving

- Basic Mental Arithmetic practice
- Basics of Problem Solving for Quantitative and Verbal Tests

Personal Grooming

- Importance and Aspects of Personal
- Grooming
- Basic Relaxation and Stress Techniques

Current Affairs

- Politics, Society, Sports, Business
- World, World Economy and Patterns

- Business writing etiquette emails, letters. Understanding and responding to mails from customers and team members using appropriate Formats.
- Common email and letter writing errors.
- Principles of Team work
- Dos and don'ts while working in a team.
- Reading and Interpreting/Analyzing



<ul style="list-style-type: none">• Dos and don'ts while working in a team.• Reading and Interpreting/Analyzing data and Forms.• Spotting trends / issues Creating MIS.• Problem Solving Skills.• Learning to keep emotions under control Time Management.• Conflict Management Stress Tolerance.	<p>data and forms.</p> <ul style="list-style-type: none">• Spotting trends / issues. Creating MIS.• Problem Solving Skills. <p><u>Control and Management:</u></p> <ul style="list-style-type: none">• Learning to keep emotions under control(Human Psychology, study of Perceptual Images) Time Management, Conflict Management• Stress Tolerance.• Business Process Outsourcing-Basics, Benefits of BPO , Growth Drivers, BPO.• Models and Types of Vendors-Offshore BPO – Evolution Destinations – Challenges of Off shoring – BPO Companies in India.• BPO Industry – Employment Opportunities – Employee Structure – Skill Set Required –• Compensation Levels – Contact Centre BPO – Types of Call Centres – Technology – Components and working of a Call centre – Issues and Problems – Case Study – Intelenet.• Global.• Healthcare BPO.• Transaction Processing BPO• Human Resource BPO <p><u>Life In BPO:</u></p> <ul style="list-style-type: none">• Understand concept of working across time Keeping health while working in shifts Managing time Managing clients, customers & target.
<p><u>Speak Well 1:</u></p>	<ul style="list-style-type: none">• Detailed knowledge and usage of Past, present & future continuous, perfect simple, perfect continuous tenses.• Affixes, active to passive,



- Grammar and Neutral English.
- Pronunciation.
- Sentence Formation and speech Fluency.

ETYMOLOGY AND INFLECTION

- Introduction, Etymology, Inflection, Diphthongs, Polyphones, Arabic-Persian sounds, & Minimal Pair Exercise.

EMPHASIS CONTROL

- Introduction, Emphasis Control, Intonation, Modulation, Liaison, Listening Skills, Tone and Expression, English Slang.

SPEAKING LIKE A NATIVE

- Introduction, Speaking like a native - assimilations/elisions, Voice Modulation, Stress, Vocabulary.

comparative & superlative adjectives and adverbs.

- Phrasal and modal verbs, singular and plural nouns, direct to indirect speech.
- Recognize and produce compound and complex sentences, quantifiers, appropriate usage of Pronunciation, right pronunciation of words commonly used in a contact centre.
- Correction of MTIs and common errors, to achieve neutral spoken English.

- Voice & accent practice Market Survey.
- Importance of collections Basic steps of a collection call Managing your emotions.
- Dealing with challenging customers.
- Basic data analysis and problem solving skills Logical reasoning.
- Principles of team work.
- Do's and don'ts while working in a team.
- Learning to keep emotions under control Time management.
- Accurate typing of information while listening.

Speak Well 2:

- Questioning Techniques
- Selling and Cross Selling techniques based on target audience and situations and types of product.

Dealing with customers:

- Importance of collections Basic steps of a collection call Managing your emotions.
- Dealing with challenging customers.

Problem Solving Skill:

- Basic data analysis and problem solving skills Logical reasoning



	<p><u>Team Work 2:</u></p> <ul style="list-style-type: none">• Principles of team work• Do's and don'ts while working in a team. <p><u>Being Professional:</u></p> <ul style="list-style-type: none">• Learning to keep emotions under control Time management• Conflict management <p><u>Typing Skill:</u></p> <p>Accurate typing of information while listening.</p>
<p><u>Demonstration on various Information source presently used</u></p> <ul style="list-style-type: none">• Demonstration on identifying skills- General & specific , process of performing job, workplace system etc in simulated environment.• Demonstration on process for skill analysis Demonstration on Communication, Body.• language etc in simulated environment Practice on Communication.	<p><u>Information Sources</u></p> <ul style="list-style-type: none">• Introduction , Types of Information Sources, Print media, Documentary sources• Non-Documentary sources, Non-print media, Electronic media, Conclusion. <p><u>Information Centre</u></p> <ul style="list-style-type: none">• Introduction, Classification, Services, Conclusion. <p><u>Procedure for Information Search</u></p> <ul style="list-style-type: none">• Introduction, Need of approach, Types of approach, Steps for Information search.• Conclusion. <p><u>Learning</u></p> <ul style="list-style-type: none">• Introduction, Concept of• learning, Basic model of Learning, Principles of learning, Conclusion. <p><u>Learning on Job</u></p>



	<ul style="list-style-type: none"> • Introduction, Definition, Identifying general and specific skills, Work place as a system, Types of system, Conclusion. <p><u>Learning Practical Skills</u></p> <ul style="list-style-type: none"> • Introduction, Process of performing the job, Domains of learning job, Conclusion. <p><u>Testing of Acquired Skills</u></p> <ul style="list-style-type: none"> • Introduction, Objectives, Process for skill analysis, Conclusion. <p><u>Basics of Communication</u></p> <ul style="list-style-type: none"> • Definition, Concept of communication, Communication cycle, Communication, conclusion. <p><u>Techniques of Communications</u></p> <ul style="list-style-type: none"> • Introduction, Oral communication, Written communication, Body language, Conclusion. • Concept of Business Process Outsourcing.
<p><u>Practice sessions with stress on</u></p> <ul style="list-style-type: none"> • Voice & accent : Voice clarity & global accent . • Voice modulation & intonation. • Word stress, syllabi stress. • Punctuation ,vowel & consonant sounds. • Practice of sentences. • Fast speech. • Pronunciation • Group Discussion Sessions Individual interactions Interview • preparation. • Personal grooming with stress on skills such as appearance, behaviour, voice, etc. • Regular practice of newspaper reading & updating knowledge about day to day happenings. 	<p><u>Back office management</u></p> <ul style="list-style-type: none"> • What is Outsourcing. • Administrative ,Financial & HR <p><u>Administrative outsourcing</u></p> <ul style="list-style-type: none"> • Text Processing, claim processing, assets management, Transcription & translation, document management. <p><u>Financial outsourcing</u></p> <ul style="list-style-type: none"> • Billing Services, accounting, transactions, general accounting, tax consultancy & compliance, risk management. <p><u>HR outsourcing</u></p>



	<ul style="list-style-type: none">• Benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building, etc. <p>Front office management</p> <ul style="list-style-type: none">• What is a Call Centre?• According to location of process- International & Domestic.• According to process: Inbound, outbound & blended.• According to characteristic : Voice Based & Web Based.• According to functionality : Real Call Center & Virtual Call center.• Key Technical Support, Provide technical support to customers within And outside organization: troubleshooting for Customers using products & services like PC"s, Printers, internet, etc.• Soft Skills• Listening Skills.• Stress / Change Management• Telemarketing Skills Typing Skills.
	<p>Maintain a healthy, safe and secure working environment</p> <ul style="list-style-type: none">• Safety signs & colour at work, Causes for accidents, Safe attitudes, Sign categories.• Sign types, Safe lifting and carrying techniques, Causes of injury, Types of injury and methods to prevent them, Points• that make an object/load difficult to carry.• Preparation before lifting or shifting heavy loads, Correct body posture, Fire and fire Extinguishers Controlled and uncontrolled fire, Preventing fire, controlling and extinguishing fire, Fire extinguishers types, General procedure to be adopted in the event of a fire,



	<p>Hazard identification, Risk assessment and risk control, Common hazards at office.</p> <ul style="list-style-type: none">• Workstation layout and ergonomic guideline, Signs and symptoms of injury, aches and pains, Suggested workstation dimensions and adjustment ranges, Chair position, rearrange your workstation layout, General office safety, Types of office accidents,.• Hazards from electrical equipment, Emergency action plan.
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FEW PHOTOGRAPHS OF PRACTICLE





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

Sh. Kunal Satyarthi, IFS, Joint Member Secretary & Dr. Aparna Sharma, Sr. Scientific officer Himachal Pradesh State Council for Science Technology & Environment, Govt. of HP shared their experiences and expertise knowledge in the form of communicating with beneficiaries.

The expert faculty members Sh. Balbir Singh, Sr. Manager & Sh. Sunil Rana from HIMCON interacted with the participants from time to time during the period of the training.

The HIMCON has also placed the trainees at different companies to assured employment so that the trainees should earn their livelihood.



VALEDICTORY FUNCTION AT SUNDERNAGAR

The valedictory function was organized on 21.04.2017. The following officials were present as dignitaries in Skill Development Training Programme at Training Centre, Sunder Nagar:-

Sl. No.	Name	Designation	Department	Location of training
1	Dr. Aparna Sharma	Sr. Scientific Officer	HPSCST&E, Himachal Pradesh	Sunder Nagar
2	Ms. Ritika Kanwar	Scientist 'B'	HPSCST&E, Himachal Pradesh	Sunder Nagar
3	Sh. Ankush Parkash Sharma	Project Scientist , HP Patent Information Centre	HPSCST&E, Himachal Pradesh	Sunder Nagar
4	Sh. Balbir Singh	Manager	HIMCON, SHIMLA	Sunder Nagar
5	Sh. Sunil Rana	Sr. Associate	HIMCON, SHIMLA	Sunder Nagar
6	Mr. Munish	HR Manager	Dr. ITM, Pvt. Ltd, Kangra	Sunder Nagar

Officials have graced the function. The beneficiaries have shared their views and experiences on the placement linked skill development training programme on BPO. Dr. Aparna Sharma Sr. Scientific Officer HP State Council for Science Technology & Environment Himachal Pradesh has explained the schemes HP State Council for Science Technology & Environment and requested the beneficiaries to avail such schemes. Shri Balbir Singh, Sr. Manager, HIMCON also advised and appraised various schemes and requested the beneficiaries to join the companies for which campus interview organized by HIMCON.

SOME PHOTOGRAPHS OF CERTIFICATE DISTRIBUTION





SOME PHOTOGRAPHS OF CERTIFICATE DISTRIBUTION





SOME PHOTOGRAPH OF CAMPUS INTERVIEW





SOME PHOTOGRAPH OF CAMPUS INTERVIEW





PLACEMENT/DATA BASE REPORT OF BATCH:-

Placement Linked Skill Development training Programme on Business Process Outsourcing (BPO)								
At Sundernagar, Distt. Mandi (H.P.) w.ef. 18.01.2017 to 20.03.2017								
Sponsored By ; HP State Council for Science Technology & Environment (HPSC&STE)								
Conducted By: HIMCHAL CONSULTANCY ORGANISATION LTD.								
S. NO	NAME	FATHER 'S NAME	D O B	PHONE NO.	Name of Company/ Contact	Date of Joining	Salary in Rupees	Photographs
1	MADHU	MAN CHAND	19-08-1995	8894975985	Dr. ITM Ltd. 0172-2792481 0172-2712481	15.05.2017	8000/-	
2	LALIT KUMAR	VIRI SINGH	23-01-1996	9882203216	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
3	PRIYA	PYARE LAL	20-12-1994	9857867918	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
4	ANJANA	INDER SINGH	8/3/1995	9882895866	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
5	ROHIT PAWMA	RAGHUBIR CHAND PAWMA	18/2/1996	9882412344	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
6	DINESH KUMAR	MOHAN SINGH	30/01/1989	9459158615	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	



7	AVINASH KAUNDAL	ROOP LAL KAUNDAL	25/01/1992	9459767663	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
8	SAHIL DHIMAN	GIRDHARI LAL DHIMAN	15/07/1994	9882561646	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
9	NARAYAN SINGH	ROOP CHAND	20/08/1988	9625516995	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
10	SURAJ KUMAR	JANESHWAR	20/07/1993	9805574029	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
11	ARUN KUMAR	RAMESH KUMAR	4/7/1995	8352858522	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
12	KASHISH SHERIA	RAJINDER KUMAR	25/02/1996	9857286000	Not Placed			
13	ANU RADHA	RAJ KUMAR	18/11/1991	9882857750	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
14	BHAWNA	RAJ KUMAR	6/6/1993	9882780503	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	



15	MEENAKS HI BHARDW AJ	TOTA RAM	9/12/19 98	7018223106	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
16	KANTA DEVI	KARMU	12/10/1 998	9857525887	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
17	HUSAN LAL	LAKSHMI DUTT	26/09/1 997	9625556235	Not Placed			
18	NAYNA	OMBEER	31/12/1 995	8894885368	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
19	VISHAL	BHAGAT RAM	30/03/1 994	9882630071	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
20	KHEM RAJ	REVTU RAM	20/05/1 995	9625935003	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
21	KAMLESH KUMAR	SITA RAM	19/08/1 998	8350865163	Not Placed			
22	MAHESH KUMAR	SATNAM	6/9/199 6	9857334406	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	



23	BANDNA KASHYAP	SANT RAM	18/03/1995	9816255644	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
24	SATISH DHIMAN	SYAM LAL	16/10/1999	9882042400	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
25	TILAK RAJ	NAGU RAM	13/10/1988	9736610311	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
26	PAWAN KUMAR	HARI SINGH	5/2/1987	8219039104	Not Placed			
27	TAJENDER KUMAR	VIDYA SAGAR	25/04/1997	9882314028	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
28	ANIL KUMAR	GEETA RAM		9882556448	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
29	NARESH KUMAR	LALA RAM	5/3/1998	8679464240	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
30	AMAR SINGH	ROSHAN LAL	14/02/1997	9857878080	Not Placed			







31	SUNITA DEVI	RUP LAL	5/12/19 97	9857786305	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
32	POOJA DEVI	RAM SINGH	15/03/1 995	9882495813	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
33	PRAVEEN KUMAR	NAND LAL	2/1/199 8	9816766426	Not Placed			
34	SAPNA	VINEET KUMAR	1/4/199 9	9805156834	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
35	KAMLESH KUMAR	PREM SUKH	1/10/19 88	9418131531	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
36	BANITA	NEK RAM	9/7/199 9	9805470417	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	
37	TEK CHAND	RAJ KUMAR	1/8/199 2	9625688604	Not Placed			
38	Krishan Chand	BHADRU RAM	15/10/1 996	9882478624	Dr. ITM Ltd. 0172- 2792481	15.05.201 7	8000/	

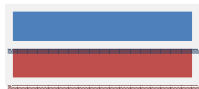


39	SAPNA	SHYAM LAL	25/03/1996	9736603514	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
40	DEEPA DEVI	PRABHI DEVI	18/02/1996	9817262961	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
41	YADESH ARYA	GOVIND RAM	12/1/1994	9882198848	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
42	VIJAY KUMAR	DILA RAM	9/9/1995	9882603201	Not Placed			
43	DINESH KUMAR	LAKHIYA RAM	5/10/1985	9805332509	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
44	JAYA	BRESTU RAM	24/01/1988	9459329417	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
45	RAHUL KUMAR	TULSI RAM	25/08/1994	9418980727	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
46	GAGAN	HARI SINGH	27/02/1996	9882756873	Not Placed			

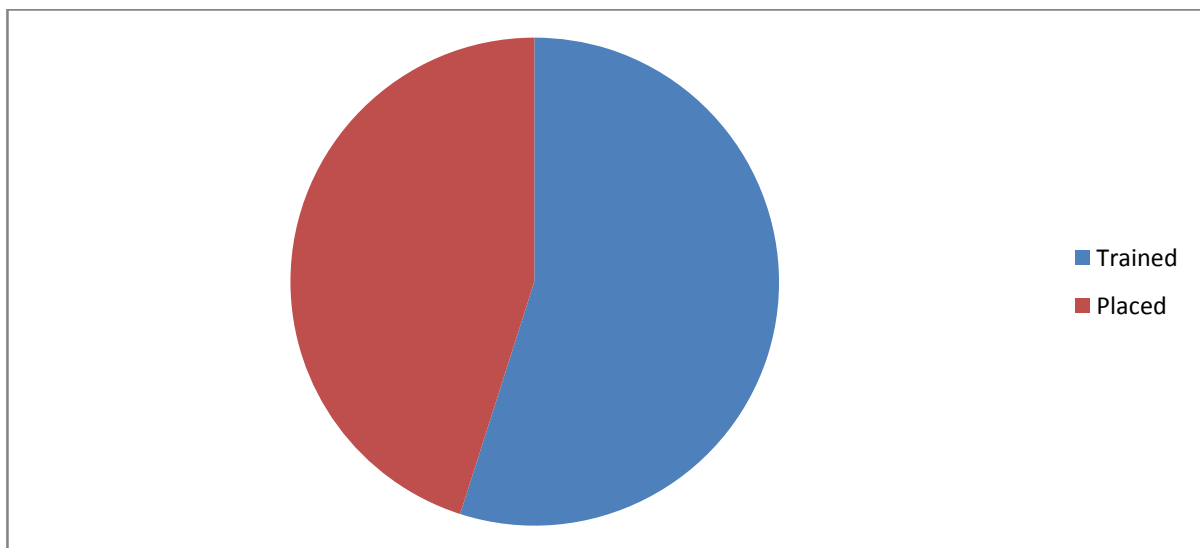


47	VIKESH KUMAR	KANHAIYA RAM	24/06/1995	8628975507	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
48	ANIL KUMAR	PREM SUKH	20/08/1993	7018026723	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
49	PUSHAP RAJ	SHANKAR DASS	14/04/1994	9805473321	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	
50	NAVEEN	HEM RAJ	15/09/1991	9805346420	Dr. ITM Ltd. 0172-2792481	15.05.2017	8000/	

**Total No.
Placed**



**50
41**



SOME CASE STUDIES:-



No one can stop those who have strong will & commitment to take on challenges courageously; in fact challenges bring out the best in them. **Nayna** D/O Sh. Ombeer lives in Sundernagar. Nayna's parents are small land farmer & farming on rainy season only. Since in her childhood she quit her study after 12th. She always has keen interest to something good in life that can change her life & she got a chance. When One day she knows about BPO training Sponsored by **STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT** and Implemented by HIMCON through Road show .She is very happy & says "Training" gives us hope for better future. It creates atmospheres that enable me to come out of depression. It also induces confidence in me. Because I knew once I can complete this Training I earn a respectable Livelihood!" Nayna completed his training in BPO at Kangra and Selected at **Dr. ITM Pvt Ltd** Chandigarh as Customer Service Associate and get the handsome amount **Rupees.8000/- per Month**. She is very happy and thankful to **STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT** and HIMCON.



Naresh Kumar S/o. Sh. Lala Ram young boy hails from Village Jaidevi, a shy person. He was an unemployed. He tried his best to get the job but all in vain, one day he came to know about our program through our road show, then he decided to join Training at Sundernagar Centre and got selected for the course in BPO. He paid his serious attention towards HIMCON Training program and finally got job in **Dr. ITM Pvt. Ltd.** Chandigarh as a customer care executive and earning a handsome amount of **Rupees 8000/-** per month which was good enough to give his family a helping hand .Now she acknowledge his success and tremendous change in his attitude brought in his personality.



A 19 year old **Deepa Devi** a HIMCON Trainee comes from a rural village Jugahan. Her father is a farmer and not getting enough amounts. She was finding herself constantly tormented by worries and fears about her future and family's financial conditions. One day she come to know of **STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT** Employment Linked training Program from a friend and immediately impressed by the environment. She saw their Interest joined BPO course in Sundernagar Under the experienced hands of HIMCON she worked hard on his personality and communication skills. It multiplied her confidence a hundredfold.

Presently she is employed with **Dr. ITM Pvt. Ltd** located at Chandigarh as a customer care executive and earning a handsome amount of **Rupees 8000/- per month** .Her cherishes an ambition of being on a managerial post in the same joint one day.

A very confident **Deepa** is thankful to **HIMCON & STATE COUNCIL FOR SCIENCE, TECHNOLOGY & ENVIRONMENT** for widening her horizons lifting her sights and made her realizes that she had latent abilities that she never dreamed she possessed.

NEWS PAPER CLIPPING:-

कॉल सेंटर के बारे में दी जानकारी



सुंदरनगर। एडवॉंस टेक्नोलॉजी कंप्यूटर प्रशिक्षण केंद्र में राज्य विज्ञान प्रौद्योगिकी एवं पर्यावरण परिषद के माध्यम से हिमकोन के सहयोग से स्वरोजगार संबंधी कॉल सेंटर के प्रशिक्षण शिविर आरंभ किया गया। इस प्रशिक्षण में लगभग 60 प्रतिभागियों ने भाग लिया। हिमकोन शिक्षण से आए हुए अधिकारी सुनील राणा ने प्रतिभागियों को प्रशिक्षण के बारे में अवगत करवाया और कहा कि यह प्रशिक्षण मंडी जिला के अनुसूचित जाति के बेरोजगार युवक, युवतियों के लिए है, ताकि ये कॉल सेंटर के सेंटर में अपना रोजगार कर सकें। इस प्रशिक्षण शिविर में हिमकोन से विपिन, विवेक मौजूद रहे। इच्छुक विद्यार्थी जो भी इस रोजगार प्रशिक्षण संबंधी जानकारी प्राप्त करना चाहते हैं। वे एडवॉंस टेक्नोलॉजी इंस्टीच्यूट से प्राप्त कर सकते हैं।

के मुकाबले हिमाचल प्रदेश के अलग-अलग जिलों की 8 टीमों के साथ होंगे। अगर मंडी की टीम इसमें विजेता रही तो उसे 1.25 लाख रुपए की राशि बतौर पुरस्कार मिलेगी।

50 प्रशिक्षुओं को मिला रोजगार

सुंदरनगर, 26 अप्रैल (का.प्र.): राज्य तकनीकी एवं पर्यावरण विभाग के हिमकोन के सौजन्य से जिला के 50 प्रशिक्षुओं को स्किल डिवेलपमेंट प्रोग्राम के तहत प्रशिक्षण और नौकरी प्रदान की गई है। हिमकोन की डायरेक्टर अर्पणा शर्मा ने कौशल विकास भत्ता और प्रशिक्षण प्रमाण पत्र प्रतिभागियों को प्रदान किए। हिमकोन के कार्यक्रम प्रभारी बलवीर सिंह ने कहा कि प्रशिक्षुओं को प्रशिक्षण के बाद चंडीगढ़ और हिमाचल के विभिन्न कॉल सेंटर में नौकरी भी प्रदान की गई है। इस अवसर पर विभाग के सुनील राणा और विवेक ठाकुर सहित संस्थान के निदेशक भी मौजूद रहे।

दयानंद आदर्श विद्यालय ने चुने कैप्टन

सरकाघाट, 26 अप्रैल (महाजन): दयानंद आदर्श विद्यालय सरकाघाट के विद्यार्थी राजेश कुमार ने राष्ट्रीय स्तर पर आयोजित प्रतियोगिता में भाग लिया।