



भारत सरकार | Government of India
संचार मंत्रालय | Ministry of Communications
दूरसंचार विभाग | Department of Telecommunications
राष्ट्रीय संचार अकादमी – वित्त | National Communications Academy - Finance
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No:4-26/NCA-F/TAR/IN-TR-MTS/2025-26

Dated.02.12.2025

To

1. The Advisor (Finance), DoT, New Delhi
2. The Addl. CGCA New Delhi
3. The Pr. CsCA / CsCA Offices of Telecom Circles

Subject: Conduct of Induction Training Programme for Multitasking Staff (MTS) at Workplace — reg.

Sir/Madam,

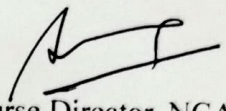
In pursuance of the approval of the Competent Authority, the Induction Training Programme for Multitasking Staff (MTS) shall be conducted in the respective offices of the concerned units/divisions under the oversight of NCA-F, to facilitate on-the-job orientation and practical familiarization of MTS officials with departmental functioning and office procedures.

2. The training shall cover the following key modules:

- (i) Organizational Structure and Functions of DoT
- (ii) Office Procedure, Management of Records, Noting & Drafting
- (iii) Etiquette, Duties and Responsibilities
- (iv) Basics of Conduct Rules, CCS (CCA) Rules and Leave Rules
- (v) Receipt and Dispatch
- (vi) Personal Claims (TA, LTC, Medical Reimbursement) and CGHS Facilities
- Computer Basics, MS Office (Word, Excel, PowerPoint) and IT Hardware/ Networking
- (vii) e-Office, e-HRMS, etc.
- (viii) Vigilance Matters and Cyber Security
- (ix) Gender Sensitization
- (x) Disaster Management and Risk Reduction
- (xi) Right to Information
- (xii) Indian Knowledge System and Rajbhasha - Hindi
- (xiii) Mission Karmayogi and iGOT, etc.

3. The Induction Training of MTS will be conducted at the workplace through the iGOT blended mode. Units/Division Head will nominate a Nodal Officer and share participant details with NCA-F, which will create the iGOT batch and confirm enrolments.

Participants will complete online modules along with workplace-based practical sessions supervised by the Nodal Officer, who will also maintain attendance and submit completion details to NCA-F. After verification, NCA-F will issue the final training completion certificates. Standard Operating Procedure for Induction Training of MTS at Workplace (iGOT Blended Program) is attached.



Course Director, NCA-F

Copy to:

- PS to DG, NCA-F.
- PS to DDG (TAR & TER), NCAF.
- PS to Director (SEA/Training Finance), DoT (HQ), Sanchar Bhawan, New Delhi.
- Director (TER), NCA-F.
- Guard file.



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SOP for Induction Training of MTS at Workplace
(iGOT Blended Program)

This Standard Operating Procedure (SOP) explains the step-by-step process to conduct the Induction Training of Multitasking Staff (MTS) at their workplace using the iGOT blended learning mode.

1. Intimation by Unit:

- The concerned Unit/Division will inform NCA-F about the availability of MTS officials for induction training.
- The Unit will also nominate a Nodal Officer who will coordinate the training at the workplace.

2. Batch Creation by NCA-F

- After receiving the list of participants, NCA-F will create a Blended Training Batch on the iGOT platform.
- Batch details will be shared with the Unit and Nodal Officer.

3. Participant Enrolment:

- Participants will log in to iGOT and enrol in the assigned batch.
- The Nodal Officer will ensure that all nominated participants successfully enrol before the start of training.

4. Confirmation by NCA-F

- NCA-F will confirm the enrolment of all participants.
- NCA-F will inform the Nodal Officer to begin the workplace-based training as per the schedule and provide necessary training materials.

5. Conduct of Training (Blended Mode)

(a). Online Training (iGOT)

- Participants will complete the online learning modules uploaded on iGOT.
- The Nodal Officer will monitor their progress.

(b). Workplace Training

- The Nodal Officer will conduct practical/on-the-job sessions covering basic office procedures, record handling, etiquette, e-Office, and other modules relevant for MTS.
- Daily attendance and session log will be maintained.

6. Completion of Batch

At the end of the training batch, the Nodal Officer will:

- Verify that all participants have completed the online modules.
- Ensure workplace sessions are completed.
- Submit the following to NCA-F:
 - Attendance sheet
 - Feedback from participants
 - Brief summary of workplace training conducted

7. Final Verification and Certification by NCA-F

- NCA-F will verify all records (online + workplace).
- Training Completion Certificates will be issued for all successful participants.