

निगम कार्यालय
प्रशिक्षण अनुभाग, ईस्टर्न कोर्ट,
जनपथ, नई दिल्ली 110001-
ई-मेल :co.trainingcell@gmail.com



BSNL
Connecting Bharat

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. BSNLCO-COMN/26(11)/2/2021-TRAINING

Dated: 21.08.2026

To

The CGMs,
BSNL

Subject: - Implementation of Dakshata (दक्षता) i.e. Competency Recognition, Training Need Analysis and Capacity Building System in BSNL in ERP - Regarding

Ref: Letter no. BSNLCO-COMN/26(11)/2/2021-TRAINING Dated: 28.07.2026

This is in continuation of the letter no. under reference on the subject mentioned above. A VC was conducted with the Nodal Officers of all the Circles, BSNL on 12.08.2026 for implementation of Dakshata (दक्षता) i.e. Competency Recognition, Training Need Analysis and Capacity Building System in ERP. Many Circles have already started their initial work like assigning the positions of the employee in ERP. Other Circles are requested to assign the positions of the employee in ERP in their Circles to complete the task within a time frame:

Sl. No.	Activity to be done	Completion Date
1.	Assigning the Position/ Role to the Employees (JE level post and above) in ERP, by HR/ Admin of the Circle/BA/Corporate Office	29.08.2026
2.	Filling the Competencies with competency level in ERP/FIORI by the Employees (JE level post and above)	09.09.2026
3.	Approval of the competencies of the Employees by the Controlling Officers: i. For SDE/JTO/JE - Minimum level of Approver will be AGM and above ii. For AGM - Minimum level of Approver will be DGM and above iii. For DGM - Minimum level of Approver will be GM and above iv. For GM - Minimum level of Approver will be CGM in Circles; CGM/DIR in Corporate Office	16.09.2026

2. The required authorization (T-Code in ERP) to assign Position/Roles to employees is already available with the Circle/BA ERP HR Admins to complete the activity mentioned at Sl. No.1.

3. Accordingly, it is requested to instruct the Nodal Officers/ HR admin cells of the Circle/BAs and all employees (JE level post and above) to go through the attached "User Manual" and complete the above mentioned activities as per time line mentioned.

This is issued with the approval of Competent Authority

Enclosure: As above

मनोज
21/08/2026
(मनोज चावला/Manoj Chawla)
उप महाप्रबंधक (प्रशिक्षण)/DGM (Trg.)
बीएसएनएल निगम कार्यालय/ BSNL CO

Copy to: -

- i. The PPS to CMD, BSNL for kind information please.
- ii. The PPS to Director (HR), BSNL for kind information please.
- iii. The PGM (Pers.), PGM (Estt.), PGM (SEA), CGM (BW), CGM (EW) BSNL CO for arranging to assign the positions of the Employees of the BSNL CO.
- iv. The Unit Heads, BSNL CO for information and necessary action please.

Endst. no. ODCO-11/12/4/2022-HR AND ADMIN-OD CO/1 dated 25.08.2026

Copy of DGM (Training), BSNL CO, New Delhi Letter No. BSNLCO-COMN/26(11)/2/2021-TRAINING dated 21.08.2026 reg. implementation of Dakshata i.e. Competency recognition, training need analysis and Capacity building system in BSNL in. ERP, endorsed herewith for kind information and necessary action please.

To

1. All BA heads/ Vertical heads/ Circle IFA/ OA heads/ Unit heads of Odisha circle.
2. Office Copy.

अग्रवाल
25.08.2026
AGM (HR & Admin)
O/o CGM BSNL, Odisha circle,
Bhubaneswar-751009

Step 1: HR/Admin of BA/Circle/Corporate office will assign the FRAC Position to employee of their BA/Circle/Corporate office respectively by

T-Code: zhr_emp_frac_mapping

Updating EMP data from dict table

Update Employee FRAC Data

Personnel Number  

Assigning FRAC Position

Updating EMP data from dict table

Employee FRAC Detail Updation

Date : 07.05.2025
Number of Employee : 1

Sl. No	Person Employee Name	PA	PSA	Business Area	Employee Group	ESG	Stream	Designation	Present Grade	Substantive Grade	FRAC Position	Role
1	1002577 PANKAJ KUMAR	Corporate Office	CO, New Delhi	Receipts & Payment	BSNL Recrutee	Group B	Telecom Service	Deputy Manager	SDE	SDE	SDE (Admin / PR)	Assign Role

Assigning Role

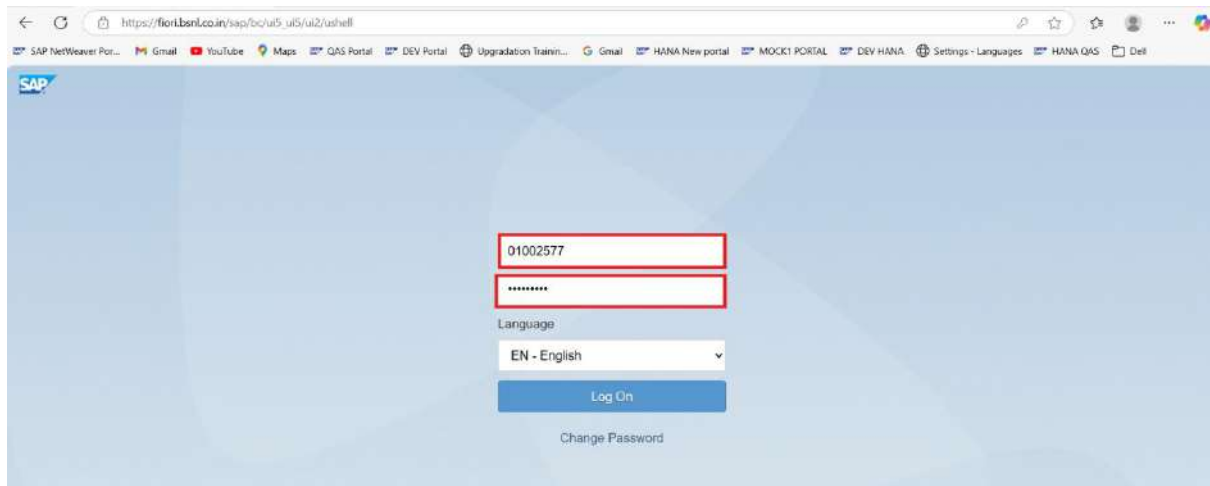
Updating EMP data from dict table

Employee FRAC Detail Updation

Date : 07.05.2025

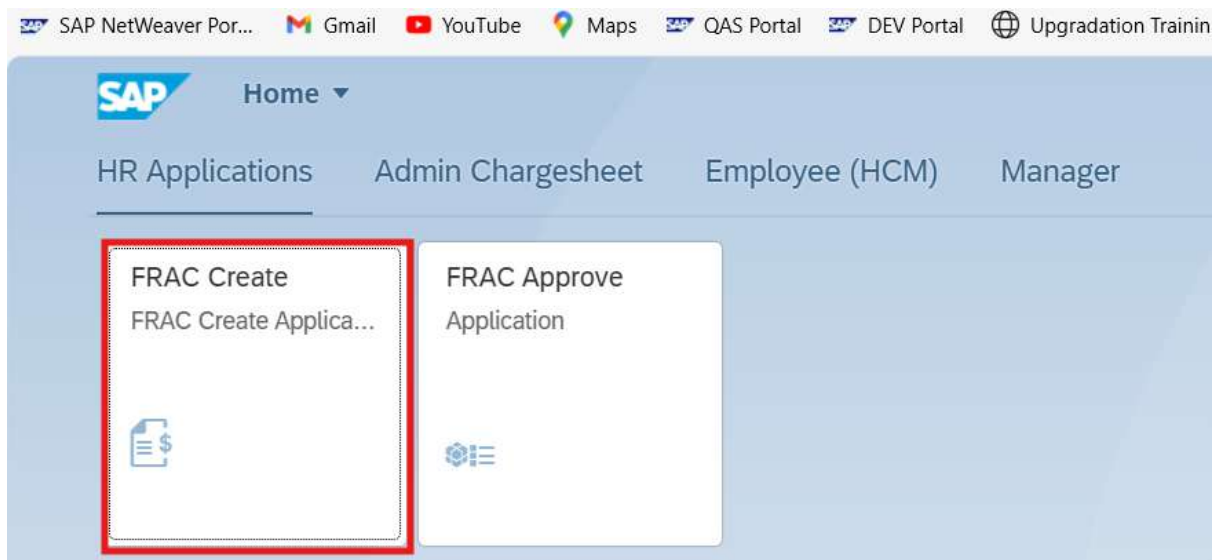
Selection	ROLE
☒	Admin & PR

Step 2: Employee need to login on Fiori Portal (Fiori.bsnl.co.in).



The screenshot shows the Fiori Portal login page at the URL <https://fiori.bsnl.co.in/sap/bc/ui5/ui2/ushell>. The page features a SAP logo in the top left corner. The login form is centered and includes a username field containing '01002577', a password field with masked characters, a language dropdown menu set to 'EN - English', a 'Log On' button, and a 'Change Password' link below it. The background is a light blue abstract pattern.

Home Screen of Fiori Applications. Select Option FRAC Create on home screen.



Employee need to select level of competency by selecting edit button as marked in screenshot.

FRAC Position:SDE (Admin /PR)
Personal Number:01002577

PANKAJ KUMAR
Corporate Office
Deputy Manager

No data

10 Total Records

Selected

Not Selected

FRAC Details

Role	Activity	Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Admin & PR	Handling complaints received through Emails, Social Media, B	Digital Literacy	0	Handling of social Media	0	Verbal Communication Skills	0
Admin & PR	Service Connection-LL/ Mobile / Lease lines etc to staff/off	Noting and Drafting	0	TAC members policies	0	Written Communication Skills	0
Admin & PR	MIS Reports	Financial Management	0	Departmental rules related to PQ	0	Team management & Liaisoning	0

Next

Below screen will appear:

FRAC Details

Role	Activity	Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Admin & PR	Handling complaints received through Emails, Social Media, B	Digital Literacy	Beginner	Handling of social Media	Learner	Verbal Communication Skills	Intermedi...
Admin & PR	Service Connection-LL/ Mobile / Lease lines etc to staff/off	Noting and Drafting	Advanced	TAC members policies	Advanced	Written Communication Skills	Expert
Admin & PR	MIS Reports	Financial Management	Expert	Departmental rules related to PQ	Expert	Team management & Liaisoning	Advanced
Admin & PR	Parliamentary Questions- PQs	HR Management	Advanced	RTI Act	Advanced	Planning and coordination	Advanced
Admin & PR	Organising meetings including conducting TAC/Telephone Adala	Project Management	Advanced			Conflict management	Advanced
Admin & PR	Coordinating for all issues related to RTI Act					Interpersonal skill	Beginner
Admin & PR	Handling matters related to MPs					Leadership skill and teamwork	Intermedi...
Admin & PR	Handling matters related to TAC members					Decision Making	Learner
Admin & PR	Coordination with Press-Electronic					Analytical skills	Advanced

After selecting level of competencies need to save.

Click on More to get more activities if exist

FRAC Details 							
Role	Activity	Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Admin & PR	Handling complaints received through Emails, Social Media, B	Digital Literacy	1	Handling of social Media	2	Verbal Communication Skills	3
Admin & PR	Service Connection- LL/ Mobile / Lease lines etc to staff/off	Noting and Drafting	4	TAC members policies	4	Written Communication Skills	5
Admin & PR	MIS Reports	Financial Management	5	Departmental rules related to PQ	5	Team management & Liaisoning	4
Admin & PR	Parliamentary Questions- PQs	HR Management	4	RTI Act	4	Planning and coordination	4
Admin & PR	Organising meetings including conducting TAC/Telephone Adala	Project Management	4		0	Conflict management	4
More [5 / 10]							

Apart from competencies assigned by HR/Admin of BA/Circle/Corporate office, Employees can also add their self competencies if any with levels as shown in below and the same need to be saved and forwarded to the approving authority.

Self Competency

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Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Program Manag...	Intermediate	Gatishakti portal	Advanced	Delegation	Advanced
Financial Manag...	Advanced	Land and Building...	Advanced	Decision Making	Advanced

Forward

If the employees do not want to add their self competencies, then they have to click on “ I DECLARE THAT I HAVE NO ADDITIONAL COMPETENCY’ and the same need to be forwarded to the approving authority.

Self Competency

Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Enter Functional...		Apprenticeship P...	Intermediate	Emotional Intellig...	Beginner
Enter Functional...		Mission Karmayogi	Learner	Problem Solving	Learner
Project Manage...	Intermediate	Training Manage...	Learner	Adaptability	Learner
Presentation Skills	Learner	GeM procuremen...	Learner	Learning skills	Learner
Noting & Drafting	Learner	SAP PM Master d...	Learner	Communication s...	Learner
Contact Manag...	Intermediate	Overview of Emer...	Intermediate	Responsibility	Intermediate
Rules & Proced...	Learner	Training Manage...	Learner	Interpersonal skill	Learner

Reason for Not Selecting Competency

☐ I Declare that I have no additional competency to select

 Please input The reason. (Max 50 Characters)



After selection of forward button, enter approving authority pernr no. and submit.

Self Competency

Functional Competency	Functional Level Employee	Domain Competency	Domain Level Employee	Behavioural Competency	Behavioural Level Employee
Program Manag...	Advanced	Gatishakti portal	Advanced	Delegation	Expert

Approver

Approver Pmrn: 00202564 SHASHANK SHEKHAR

Step 3: Respective approver need to approve in his/her fiori login by slecting FRAC Approve icon.



Approver may able to change the competencies level filled by employee, then select save & submit button.

Employee (1) Get Competency Analysis

01002577

FRAC Position: SDE (Admi... Approver Level

Employee Name: PANKAJ KUMAR

Post:

Data Type: FRAC Approval

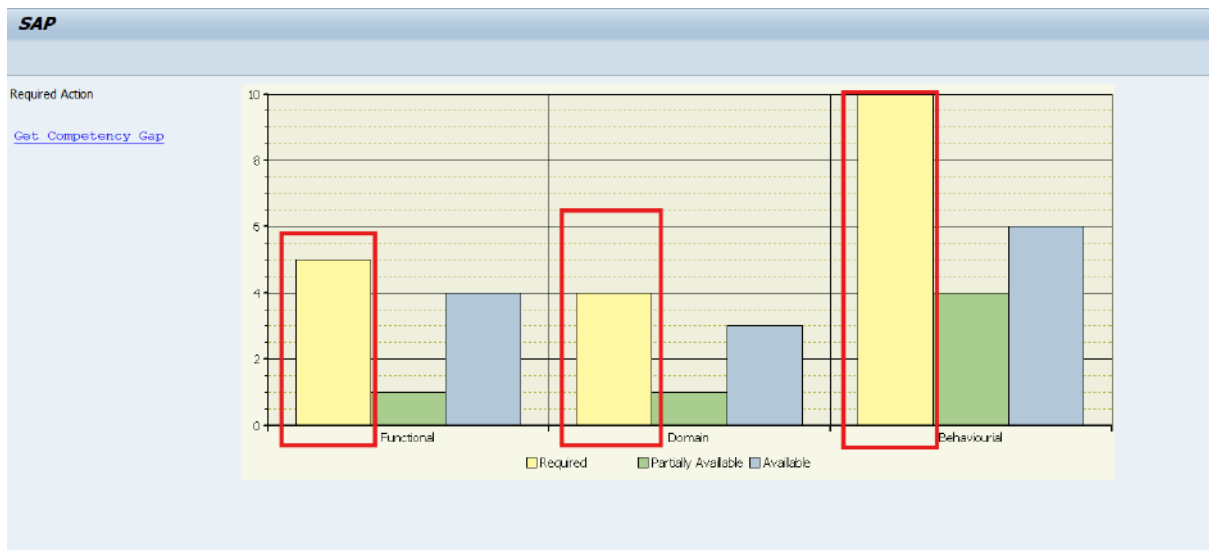
01002577

Functional Competency	Functional Level	Domain Competency	Domain Level	Behavioural Competency	Behavioural Level	Action
Digital Literacy	1	Handling of social Media	2	Verbal Communication Skills	3	
Noting and Drafting	4	TAC members policies	4	Written Communication Skills	5	
Financial Management	5	Departmental rules related to PQ	5	Team management & Liaisoning	4	
HR Management	4	RTI Act	4	Planning and coordination	4	
Project Management	4		0	Conflict management	4	
	0		0	Interpersonal skill	1	
	0		0	Leadership skill and teamwork	3	
	0		0	Decision making	2	
	0		0	Problem solving	4	

Save
Submit

Step 4: HR/Admin of BA/Circle/Corporate office may be able to do gap analysis and as per level of competencies approved by approving authority, system will proposed required training by

T-Code: ZFRAC_TRAINING_ASGGN



Click on Bar Functional, domain and Behavioural to get the propose trainings.

SAP

Functional Competency

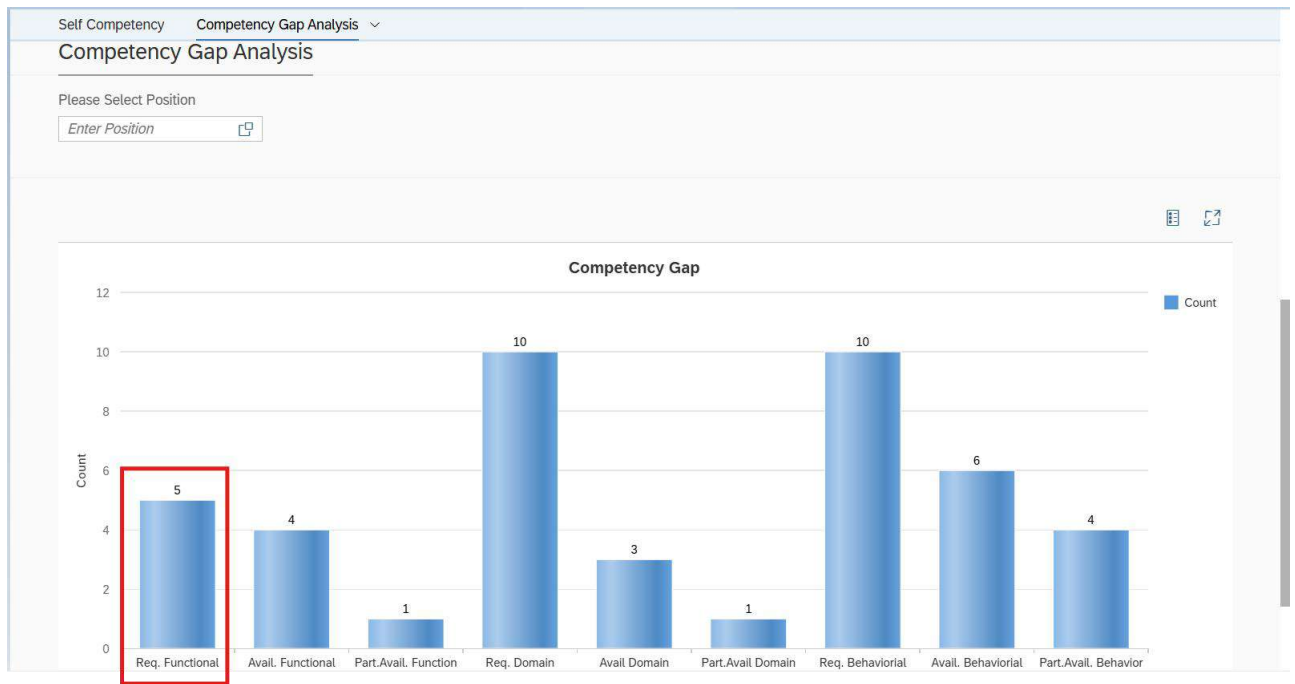
Required Competency

- Digital Literacy
- Noting and Drafting
- Financial Management
- HR Management
- Project Management

Available Competency

- Digital Literacy
- Noting and Drafting
- Financial Management
- HR Management
- Project Management

1



Once training completed by employee, has to provide information related to assigned training like date of completion and mode of training by selecting “Set completed”.

Required Competencies	Available Competencies
Digital Literacy	Digital Literacy 1
Noting and Drafting	Noting and Drafting 4
Financial Management	Financial Management 5
HR Management	HR Management 4
Project Management	Project Management 4

Training Assigned: Programme on IT Skills

Set Completed

Training Completion Detail

Training Name:

Programme on IT Skills

Level:

1

Training Obtained Through:

IGOT

Completion Date:

2025-05-01

Cancel

OK

Employee will submit to approving authority.

Required Competencies

Digital Literacy

Noting and Drafting

Financial Management

HR Management

Project Management

Available Competencies

Digital Literacy	1	Training Assigned: Programme on IT Skills	Set Completed
Noting and Drafting	4		
Financial Management	5		
HR Management	4		

Approver

Approver Pemr

00202566

SHASHANK SHEKHAR

Submit

Exit

Submit All

Step 6: Approver required to approve/reject the training completion details provided by employee.

Employee (1)

Get Competency Analysis

Search

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01002577

FRAC Position:

Approver Level

Employee Name: PANKAJ KUMAR >

Post:

Data Type: Training Approval

01002577

Employee Details:

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Competency	Training	Date of Completion	Accept	Reject
Digital Literacy	Programme on IT Skills	Thu May 01 2025 05:...	Accept	Reject
Level: 1				
Medium: IGOT				