

Restructuring Cell, Corporate Office,
7th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi-110001
Tel No 23710400, Fax No -23765191



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

No. 1-6/2018- Restg. (Pt.)

Dated : 28-12-2019

To

**The CGMT
All Territorial Circles**

Sub- Initiatives taken by CGMT for maintaining the n/w and manning the other important locations/posts-Reg

Please refer to this office letter even no dated 27.12.19 vide which guidelines have been issued for manning the important locations and posts based on norms approved temporarily by the competent authority. CMD has desired that all CGMT, Territorial circles will give a presentation before Management committee of BSNL Board about how they propose to manage the network and provide services to customers, post VRS scenario. Management committee would like to know about the preparedness of the circles and each of the SSA.

The presentation by circles shall primarily focus on following activities-

- a) Status of VRS process, service book verification including attending of observation of CCAs and Acceptance of VRS application of JTO and below level employees.
- b) SSA wise network details like exchanges with capacity, working DELs and broadband, BTSSs, OFC network etc. and employee strength in various cadre and grade as on 01.02.2020 and their immediate deployment plan to manage the network elements & delivery of services to the customers in uninterrupted manner and the future manpower deployment plan on long term basis.
- c) Details of presently outsourced activities and the suggestion for future outsourcing of activities after duly taking into account the suitable deployment of existing manpower.
- d) Critical network elements such as Zonal centers, ITPC, Project and maintenance circle activities including government projects and their management post VRS scenario.
- e) Out-door / External plant outsourcing tender status and any suggestion for future architecture.
- f) Present method of BTS/Optical fiber Cable maintenance- Work based / SLA based and future road map for maintenance of these elements and their status
- g) Manning of CSC and rationalization of numbers based on work –Manning through in-house, franchisee model or any other model proposed to be adopted by circle.
- h) Management of Telephone revenue and accounting (TRA) function – Fully SSA based or circle based with limited SSA based structure for customer grievances
- i) Suggestion for strengthening of sales and marketing activity with tangible outcomes – revenue increase, customer and market share increase along with management on most immediate basis post VRS

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- j) Suggestion for cost reduction – Electricity, rent, repair & maintenance, housekeeping and security etc. including SSA wise position of contract labors and road map of their reduction in view of SLA based contracts (Security, House keeping , other maintenance activities)
- k) Centralization of various functions at circle level suggestion and practical challenges - HR, Finance, planning, tendering, TR functions etc.
- l) Restructuring of SSA concept to sales, service delivery model based on Area with Business Area head responsibility matrix.


The schedules of presentation are as under-

- i. 4th January 2020- J & K , Himachal , Punjab, Haryana, NTP & NTR
- ii. 6th January 2020- UP(E), UP(W), Uttarakhand & Rajasthan

(Schedule for East, West and South will be communicated separately)

Copy of presentation shall be sent on e-mail – manishkr1971@gmail.com, by 1.00 PM on 3.1.20, Presentation will be made in the Board room, 3rd floor, from 10 A.M onwards.

This is issued with the approval of competent authority.


(Manish Kumar)
GM (Restructuring)

Copy to:

- 1. CMD BSNL for information please.
- 2. All functional Directors (HR/CFA/CM/EB/Fin) for information please
- 3. PS to CMD BSNL for information and necessary action please.