



**BHARAT SANCHAR NIGAM LTD.**

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<p style="text-align: center;"><b>Website <a href="http://www.bsnl.co.in">www.bsnl.co.in</a></b></p> <p style="text-align: center;"><b>Bharat Sanchar Nigam Limited</b></p> <p style="text-align: center;"><b>( A Govt. of India Enterprise)</b></p> <p style="text-align: center;"><b>CONTENTS</b></p> <p style="text-align: center;"><b>INFORMATION MANUAL</b></p> <p style="text-align: center;"><b>(PURSUANT TO SECTION 4 (1) (b) OF THE RIGHT TO INFORMATION ACT, 2005)</b></p>		
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## **CHAPTER-I**

### **PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES**

#### **Particulars of Organisation**

	<p>Incorporated on 15.9.2000, vide Registration No. 55-107739, dated the 15<sup>th</sup> September, 2000 and became entitled to commence business with effect from 19<sup>th</sup> September, 2000. Corporate Identity Number (CIN) is: U74899DL2000GOI107739. Corporate Website is: www.bsnl.co.in.</p>
Date of incorporation:	<p>The Company (BSNL) took over the .business of providing telecom services and network management throughout the country except the metro cities of Delhi and Mumbai of the erstwhile service providing departments of the Govt. of India, i.e., the Departments of Telecom Services and Telecom Operations w.e.f. 1.10.2000 pursuant to a MoU signed between the BSNL and the Govt. of India.</p>
Type of Company	<p>Government Company under Section 2(45) of the Companies Act, 2013.</p>
Administrative Ministry	<p>Govt. of India, Ministry of Communication and Information Technology, Department of Telecommunications.</p>
Details of Disinvestments	<p>The entire share capital of the Company is held by the Govt. of India.</p>
Shareholding pattern	<p>Government of India is holding 100% of the share capital of the Company.</p>
Listing with Stock Exchanges	<p>Not applicable, as the BSNL is an unlisted company.</p>
Share Capital	<p>Authorised Capital – Rs.17,500 crores, divided into 1,000,00,00,000[One Thousand Crores] Equity Shares of Rs.10/- each; and 750,00,00,000 [Seven Hundred and Fifty Crores] Preference Shares of Rs.10/- each.</p> <p>Paid Up Share Capital - Rs.5,000/- crores of Equity Shares and Rs.7,500/- crores of Preference Share Capital</p>
Objectives of the Company	<p>As set out in the objects clause of the Company's Memorandum of Association.</p>

## **ASPIRATION**

Be the leading Telecom Service Provider in India with Global presence.

Create a customer focused organization with excellence in sales, marketing and customer care.

Leverage technology to provide affordable and innovative products / services across customer segments.

Provide a conducive work environment with strong focus on performance.

Establish efficient business processes enabled by I.T.

## **PROFILE OF THE COMPANY'S BUSINESS**

### **A. GLIMPSES OF MAIN SERVICES OFFERED**

#### **1. BASIC AND LIMITED MOBILE TELEPHONE SERVICES**

BSNL is the leading service provider in the country in the Basic Telephone Services. As on **31.03.2016** more than **14.762370** million Direct Exchange Lines & more than **1.403091** Million WLL Telephone Connections are existing. BSNL has provided a number of attractive tariff packages & Plans which shall further strengthen its subscriber base.

#### **2. CELLULAR MOBILE TELEPHONE SERVICES**

BSNL's GSM Technology based Cellular Network reached a long way, covering 4038 (as per census 2011) cities/towns with a subscriber base of over **8.5419531** crores as on 31<sup>st</sup> March 2016 out of which **8.2396476** crores cellular telephones are in pre-paid segment.

#### **3. INTERNET SERVICES**

BSNL offers Dialup Internet services to the customers by Post-paid service with the brand name 'Netone', and pre-paid service with the brand name 'Sancharnet'. The post-paid service is a CLI based access service. Sancharnet is available on local call basis throughout India to ISDN and PSTN subscribers. The Internet Dhaba scheme of the Company aims to further promote Internet usage in rural and semi urban areas.

To keep pace with the latest and varied value added services to its customers, BSNL uses IP/MPLS based core to offer world class IP VPN services. MPLS based VPNs is a very useful service for Corporate, as it reduces the cost involved as well as the complexity in setting up VPNs for customers networking. **As on 31.03.2016, total Internet customer base is 14, 49,357.**

#### **4. Intelligent Network**

BSNL Intelligent Network provides value added services to customers of fixed line and mobile. At present, BSNL offers Toll Free Phone (TFS), Premium Rate Service (PRM), India Telephone Card (ITC) now called Universal ITC, Account Card Calling (ACC), Virtual Private Network (VPN), Universal Access Number (UAN), tele-voting, Universal Personal Number and Prepaid Fixed line general and PCO (FLPP General and FLPP PCO) IN services. The Toll free Service (TFS) and Universal Access Number (UAN) are accessible from all Indian Telecom Operators. The Indian Telephone Card facility with per second pulse and new value added services are being provided throughout the country.

These value added services are provided from five number of new technology IN platforms (Four General purpose IN and One Mass Calling IN) at Ahmadabad, Bangalore, Kolkata, Lucknow & Hyderabad.

#### **5. BROADBAND SERVICES**

BSNL has launched its broadband services under brand name “BSNL BROADBAND” on 14-01-05. BSNL offers High Speed Internet Access with speed ranging from 512 Kbps to 24 Mbps on copper (Using ADSL/VDSL Technology)

BSNL has deployed Next Generation play Access Network (FTTH) based on Gigabit Passive Optical Network (GPON) and Gigabit .Ethernet Passive Optical Network (GEAPON) technology for provisioning of high speed bandwidth and Broadband applications to home, business and enterprise customers. The services offered to the end customers are voice, broadband with speed up to 100 Mbps, Lease line and VPN. FTTH services have been rolled out on Pan India basis except Delhi & Mumbai.

Ever since its inception BSNL is continuously expanding its broadband network in response to ever growing demand of broadband service throughout India. As on 31.03.2016 Gross customer base is 99,44,994 with equipped capacity of 1,00, 18,202. The services provided are:

- High Speed Internet Connectivity.
- Virtual Private Network (VPN) service over broadband.
- Dial VPN services to MPLS VPN customers.
- Games on Demand Service.
- Music/Video/Movies on Demand.
- Online Education service.

BSNL is providing Wi Fi services through selected partners on revenue share basis at selected locations in various cities (except Delhi & Mumbai). Depending upon the Techono Commercial viability. As on 31.03.2016, 2505 Wi Fi hotspots have been successfully commissioned .

## **B. DEVELOPMENT OF RURAL TELECOM NETWORK**

### **1. Rural DELs:**

As on **31.3.2016**, in BSNL's network, a total of **3,35,94,014 (Wire line: 42,03,916, WLL: 10,66,640 & Cellular: 2,83,23,458)** Rural Telephone Connections were working.

### **2. (a) Village Public Telephones (VPTs) & RCPs:-**

**1). BSNL, in its unstinted efforts to make the slogan 'Connecting India', a reality, had provided VPTs in 5,82,482 villages up to 31.03.2016 (as per Census 2001).**

2). The company entered into an agreement with USO Fund for expansion of rural telecom network for providing VPTs in 66,822 (62301, subsequently revised by USOF, DoT) undisputed, undisturbed, accessible and inhabited villages having population more than 100 as per census 1991 in the country. BSNL has provided VPTs in 5,81,183 villages with VPTs in 62101 villages up to 31-03-2012. The scheme has already been expired on 31.08.2012.

BSNL entered into another agreement with USOF, DOT in Feb, 2009 for provisioning of VPTs in 62,443 inhabited villages as per Census 2001. Out of these, BSNL has provided 50,993 VPTs till 31.3.2016. The 4086 no of villages are covered by Private Basic Service Operator (PBSO). The case of 7741 nos. of villages has already been sent to USOF, DoT for dropping as being nonfeasible due to various reasons such as zero population, naxalite/Insurgent areas, Villages transferred to urban area, submerged etc. The rollout installation period has expired on 31.03.2015.

3). There are plans to replace 1,85,121 MARR VPTs in the country. The 1,84,800 MARR VPTs have been replaced in the country up to 31.3.2012. The scheme has already been expired on 30.06.2012.

All 21,958 RCPs allotted by USOF, DOT have been provided by BSNL in villages with population of more than 2,000.

### **2 (b). Public Telephones:-**

There are 3,55,844 PCOs working in the BSNL Network out of which around 1,76,205 (excluding Highway) PCOs are having STD/ISD as on 31-03-2016 & Highway PCOs are 7,976 as on 31-03-2016. BSNL has 2611 Internet Dhabas as on 31-03-2016.

### C. NETWORK MANAGEMENT

BSNL is committed to provide a robust state of the art infrastructure that will provide stable and superior services to its customers. Accordingly, the MLLN network covering more than 200 cities was made operational in May 2004. Since then, about 22000 circuits have been provided on this network. This has provided high level of stability to the leased circuits and capability to offer N X 64 Kbps circuits. Keeping in view the growing demand of leased circuits, the network is being expanded to cover about 50 more locations and additional capacity at many existing locations is also being provided.

#### Stand Alone Transfer Point (SSTP)

Stand Alone Transfer Point (SSTP) equipment was installed in BSNL Network for providing redundant signalling platform for inter switch/Inter operator signalling transfer of different technology having different signalling platform. SSTP system enhances the compatibility of MNP/FMNP functionality in BSNL Network.

### D. Setting up KU Band VSAT network

BSNL started KU Band VSAT services in the year 2006 with Hub station located at WMS compound, Jaya Nagar, Bangalore. The VSAT services are meant to provide Data, Voice, Video Conferencing, Telemedicine Service etc, throughout the country. It is very much suitable for providing the services in remote areas and in locations where other mode of transmission is non-feasible. VSAT is also suitable for providing high availability. The VSAT communication is predominantly data communication via satellite smaller antennas like as 1.04 m to 1.8 m are deployed in the remote location along with customer premises equipment (CPE), the CPE communicates to the central location of customers through VSAT Hubs. At present, three VSAT Hubs are functioning in BSNL's Network, as per details given below:

SI.	Hub Location	Satellite being used	Frequency band used
1	Sikandrabad, Distt. Bulandshahre (Uttar Pradesh), with DR site at ALTTC, Ghaziabad	Thaicom-4 (IPSTAR)	Hub to Satellite:Ka-band Remote to Satellite: Ku-band.
2	Yeur, Distt. Thane(Maharashtra), with DR site at Boshari, Near Pune	Thaicom-4 (IPSTAR)	Hub to Satellite:Ka-band Remote to Satellite: Ku-band
3	WMS Compound, Jaya Nagar, Bangalore.	GSAT-8	Hub to Satellite:Ku-band Remote to Satellite: Ku-band

As on dated (31.03.2016) about 20703 VSATs sites are working in the network. This includes commercial customers of Banking sector, Public Sector undertakings, Govt. Organizations. Thaicom-4(IPSTAR) is a multiple spot beam bent-pipe satellite without on-board regenerative payload. The combination of innovative ground and space technologies allow the delivery of cost-effective VSAT services. Thaicom-4(IPSTAR) Satellite has coverage through India except Andaman & Nicobar and Lakshadweep

Islands. The GSAT-8 Satellite has Pan India coverage including Andaman& Nicobar and Lakshadweep Islands.

Due to its fast deployable ability and Pan India coverage, VSAT services are very much useful for meeting all types of communications need. Sr. GM (AFNET), Southern Telecom Projects, Bangalore is the nodal agency for BSNL's VSAT service.

**E. Policy on transmission network maintenance**

BSNL has large transmission networks of Optical fiber cable systems, Satellite systems & Digital Microwave systems. To facilitate speedy maintenance of transmission network, guidelines for OFC route maintenance parties along with maintenance vehicles have been formalized. A computerized system for booking of OF cables transmission systems faults has been implemented in BSNL network for monitoring the health & performance of the transmission network by the Maintenance Regions and Territorial Circles. This TRANSNET system facilitates the Senior Management in monitoring OF cable and transmission system faults. it is monitored by the Sr. GM (CNO) cell at BSNL Corporate Office, New Delhi.

**F. Annual Maintenance contracts for switching system & WLL**

Comprehensive AMC, which includes hardware and software maintenance and upgrade, has been arranged with the respective equipment suppliers. BSNL is continuously trying to improve the performance of WLL network through AMC and preventive and corrective maintenance support. AMC arrangements have also been made with suppliers of FWTs and hand held terminals.

**G. Fault Repair Services – Achievements at a glance (Basic Service)**

Sl. No.	Parameters	Year	
		2014-15	2015-16
		Achievement	Achievement
1	Fault rate/100 telephones/month (%)	4.0	4.51
2	<b>CCR</b>		
	Local	70.35	73.06
3	<b>Fault clearance</b>		
	By next day in rural area	91.84	92
	Within 7 days in rural area	100	100
	By next day in urban area	94.09	93
	Within 5 days in urban area	100	100
4	<b>MTTR</b>	5.87	6.21



## **H. COMPUTERISATION**

Operation and Business Support System and billing of Wire line & Broadband customers are being managed through 4 Zonal Data Centers. BSNL has launched the Loyalty Management Scheme for Landline and Broadband customers to encourage customers to use landline more and also increase retention by way of rewarding loyalty. The scheme has been implemented w.e.f. 1<sup>st</sup> April 2013.

Online bill payment facility and other customer services to customers including BSNL wireline & Broadband customers are available through corporate website [www.bsnl.co.in](http://www.bsnl.co.in).

## **I. BUSINESS DEVELOPMENT**

### **Enterprise Business-I**

#### **Enterprise Business-II**

Enterprise Business-I unit's basic purpose is to serve Platinum Enterprise Customers by fulfilling all their Telecom Needs on PAN India basis under single window concept. Platinum customers are served through nine Platinum offices located at-Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, NCR-1 & NCR-II at Delhi & Pune. Following main services are offered to Enterprise Customers-

1. MPLS Based Leased Line
2. MPLS/ILL Based Managed Network Service
3. Point to Point Leased Line
4. VPNoBB Services
5. VSAT services
6. Internet Data Centre Services.
7. Internet Lease Line.
8. Bulk Push SMS
9. Mobile CUG
10. Leasing of Dark Fibre
11. ISDN-PRI
12. Land Line/Bulk Broadband connections.
13. FTTH Connections.

#### **Enterprise Business-II**

EB-II cell is mainly entrusted with serving Gold and Silver category customers of BSNL. Platinum customers, which are not located in the proximity of the platinum offices, are also being served by the EB-II unit.

State of the art BSNL Data Centre's are available at six locations to serve BSNL customers throughout India. IDC/CLOUD services can be offered to any customer in different flavor.

A2P (Application to Person) International SMS business is also offered by EB-II Cell to its enterprise customers in the field of Telemarketing and or ILDOs

EB-II cell is implementing "Last Mile Services" scheme (along with Data service) formerly known as "Free EPABX scheme" of BSNL through empanelment of EPABX Franchisees to provide "Free of cost EPABX System" to corporate customers as a business development initiative to retain the big corporate subscribers/Housing societies.

EB-II cell is also engaged in policy formulation for empanelment of System Integrators in circles for implementation of turnkey telecom solutions.

The Government projects with BSNL like CCTNS (Crime and Criminal Tracking Networks & Systems), SWAN (State wide Area Network), R-APDRP (Restructured-Accelerated Power Development & Reforms Programme) and ITES (Integrated Train Enquiry System) being handled by EB-II Cell.

Enterprise Business-II branch is also engaged in developing new business revenue streams, new products, tying up with other vendors for providing joint offering, etc.

## **J. INTERNATIONAL LONG DISTANCE (ILD)**

1. BSNL is having International telecom service Agreements (ITSAs) with various Foreign carriers.
2. Empanelment of bidders for procurement, provisioning, commissioning and maintenance of international bandwidth for voice, data and internet.
3. Participation in various International submarine Cable Systems.
4. Connectivity initiatives with SAARC countries.

## **K. CUSTOMER CARE**

BSNL, in its endeavour for higher customer satisfaction, pays great attention to customer care. Apart from exclusive Customer Care Centres (call Centres) for mobile and fixed line services, there is an extensive network of Customer Service Centres (CSCs) with their reach to the remotest of villages. As of now over 4000 CSCs operate in different categories serving urban, sub-urban and rural areas. In all these CSCs, walk in customers can avail facilities from bill payments to delivery of mobile services, pre-paid vouchers, tariff information etc. which are available online. In addition, there are number of alternatives for payment of bills through ATMs, Automated Bill Payment Machines and online by Credit/Debit cards using payment gateways through arrangements with banks and host of other bill payment agencies.

## **L. TELECOM FACTORIES**

“BSNL Telecom Factories located at Kolkata, Gopalpur, Kharagpur, Jabalpur, Bhilai, Richhai and Mumbai are in-house manufacturing units of the BSNL. Presently, these factories are engaged in production of SIM Cards, PLB HDPE Telecom Duct, OFC Accessories, FDMS, SS Drop wire, Jointing Kit, Transient Safety Device, LJU-cum-Splitter, DDF, Towers and other Conventional Items such as Mini Pillar, CD Cabinet, CT Box, CT Block, DP Box, BHT, Jumper wire, LJU etc

In the changed scenario, where Government of India has launched Make in India and focused on indigenous manufacturing of electronic and telecom products, it is the endeavour of BSNL to fully utilize the manufacturing facilities available in telecom factories by not only inducting new technologies product in the manufacturing line but also by utilizing the idle capacities of different factories in strategic partnership with leading manufacturers of various products. Manufacturing capacities of PLB HDPE Duct and splice closure has been augmented in order to meet the requirements for NOFN Project to provide the connectivity for rollout of Digital India program.

## **M. OBLIGATIONS**

### **1. Towards customers and dealers**

To provide innovative product & services to all customer segments at fair & competitive prices.

### **2. Towards employees**

- ✓ Develop their capability and advancement through appropriate training and career planning.
- ✓ Expedient redressal of grievances.
- ✓ Fair dealings with recognized representatives of employees in pursuance of healthy trade union practices and sound personnel policies.

### **3. Towards the Society –Corporate Social Responsibilities**

#### **CORPORATE SOCIAL RESPONSIBILITIES**

BSNL carryout the CSR work in accordance with a written policy namely, ‘BSNL CSR Policy’ as well as ‘Government of India’s Guidelines on CSR for CPSEs (March 2010)’, issued by Department of Public Enterprises. CSR activities in BSNL shall be guided, controlled and maintained by a Board Known as ‘BSNL CSR Board’, at BSNL Circle (State) level. Executive committees are also functioning under the aforesaid Boards, for executing the CSR work at their respective territories. Ordinarily, BSNL undertakes the CSR activities on the following areas:

1. Natural disasters and calamities.

2. Provision of ambulances.
3. Provision of Broadband connections.
4. Provision of GSM Mobile PCOs.
5. Provision of WLL data connections.

#### **N. Employee's Welfare Activities**

A very wide range of welfare programs, with a focus on the employees' welfare is continuously implemented by the Staff Welfare Board of the Company.

## **CHAPTER-II**

### **POWERS & DUTIES OF OFFICERS AND WORKMEN**

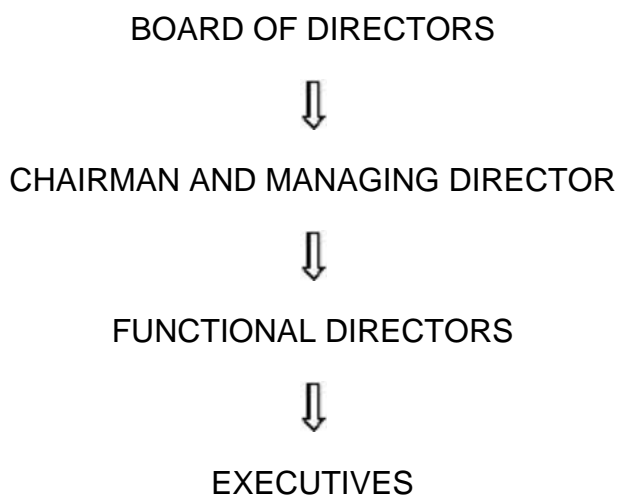
The powers & duties of the Executives and Non-executives of the Company are derived mainly from job descriptions, manuals, terms and conditions of appointment and delegation of authorities enunciated by the Company. The Non-executives of the Company are appointed for carrying out the business operations of the Company, which are in line with the objectives specified in the Memorandum of Association of the Company.

While discharging duties and responsibilities, Executives of the Company are complying with the applicable provisions of statutes and rules and regulations framed there under.

## CHAPTER-III

### PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY

The decisions making process of the Company follows the following Channel



Overall management of the Company is vested with the Board of Directors of the Company. The Board of Directors is the highest decision making body within the Company.

As per the provisions of the Companies Act, 1956 certain matters require the approval of the shareholders of the Company in General Meeting.

The Board of Directors is accountable to the shareholders of the Company, which is the ultimate authority of a Company. Bharat Sanchar Nigam Limited being a Public Sector Enterprise (PSE), the Board of Directors of the Company is also accountable to Government of India.

The day-to-day management of the Company is entrusted with the Chairman cum Managing Director and the Functional Directors and Executives of the Company. For this purpose, the Board of Directors have delegated powers to the Chairman and Managing Director, Functional Directors, and the Executives of the Company through Delegation of Financial and Administrative Powers. The Board of Directors have also delegated few of its specific powers to a committee, known as Management Committee comprising of CMD and Functional Directors. Functional Directors and executives exercise their decision-making powers as per this delegation of powers. The Chairman cum Managing Director, Functional Directors and other Executives are accountable to Board of Directors for proper discharge of their duties & responsibilities. The powers, which are not delegated, are exercised by the Board of Directors subject to the restrictions and provisions of the Companies Act, 1956 and the Articles of Association of the Company.

## Reporting and Reviewing structure for Executives in BSNL

### 1.0 Introduction

A new organization structure has been implemented in BSNL. This structure comprises of “verticals” or “business units” at the level of each administrative unit (Corporate Office, Circle Office and SSA Office). In order for this business unit focus to be effective and sustainable, it is important to ensure an effective mechanism of accountability within a business unit across the administrative units. For example, the head of CFA at the Circle Office should be accountable to the CFA set-up at Corporate office.

The Reporting & Reviewing authorities at Corporate Office, Circles and SSAs will be as follows : -

- 2.1 ED (CA), ED (NB) and ED (IT) shall report to CMD and be reviewed by Secretary (Telecom). ED (CN) and ED (F) shall report to concerned Director and be reviewed by CMD.
- 2.2 PGMs/GMs in CFA, CM, EB, and Corporate Affairs will report to their concerned Director / ED and be reviewed by the CMD.
- 2.3 PGMs/GMs in NB unit will report to ED (NB) and be reviewed by Director (Finance).
- 2.4 PGMs/GMs under ED (F) and ED (CN) will report to ED and be reviewed by the concerned Director.
- 2.5 PGM/GM (Finance) of each business unit (BU) shall report to the concerned BU Director or ED and be reviewed by CMD.
- 2.6 DGMs shall report to their GMs and be reviewed by the concerned Director/ED.

### 3.0 Reporting & Reviewing Structure at Circle Office(All cadres)

3.1 CGMs shall report to one of the Board level Director as indicated below and reviewed by CMD.

	Reporting Authority	Reviewing Authority
CGMs of North Zone	Director (CM)	CMD
CGMs of East Zone	Director (Ent)	CMD
CGMs of West Zone	Director (HR)	CMD
CGMs of South Zone	Director (CFA)	CMD

- 3.2 The officers forming first line of reporting to the CGM \* shall report in to the Circle Head and reviewed by the Director/ED at Corporate office concerned with that function.
- 3.3 The officers forming second line of reporting \* shall report to their respective administrative head and reviewed by the CGM.
- 3.4 The head for Regulation in Circle shall report to GM (NWP)-CM and the head for CSC shall report to GM(S&M)-CFA. Both shall be reviewed by the CGM.

*\* First line of reporting indicates the officers, who are directly reporting to the Circle head and second line of reporting indicates the officers reporting to the first line. For example PGM/GMs/PGM (Finance) IFA / CE (Civil)/CE (Electrical)/Chief Architect etc. constitute first line of reporting. Level of officers at first level and second level of reporting may vary in different Circles.*

#### 4.0 Reporting & Reviewing Structure at SSA Office (All Cadres)

##### 4.1

Level	Reporting authority	Reviewing Authority
SSA heads of North Zone	Concerned CGM	Director (CM)
SSA heads of east Zone	Concerned CGM	Director(Enterprise)
SSA heads of west Zone	Concerned CGM	Director( HR)
SSA heads of South Zone	Concerned CGM	Director (CFA)

- 4.2 At the SSA office, the first line of reporting \*\*, except in the case of IFA, shall report to the SSA Head and reviewed by the Circle CGM.
- 4.3 IFAs in SSAs will report to the concerned SSA Head and be reviewed by Circle IFA. In cases where SSA is headed by PGM and Circle IFA is a GM-level officer, reviewing will be done by the Circle CGM and not by Circle IFA.
- 4.4 *The second line of reporting shall report to the respective administrative head and reviewed by the SSA Head.*

*\*\* First line of reporting indicates the officers, who are directly reporting to the SSA head and second line of reporting indicates the officers reporting to the first line. Level of officers at first level and second level of reporting may vary in different Circles.*

#### 5.0 Cases where officers in Circle Offices & SSAs hold more than one role

In such cases, the concerned business role will be considered as the main role and the reporting/reviewing authority will be accordingly decided.

#### 6.0 Reporting & Reviewing Authorities for CGMs of Non-Territorial Circles

CGM	Reporting Authority	Reviewing Authority	
NTP	ED (CN)	Director (Ent)	
ETP	ED (CN)	Director (Ent)	
WTP	ED (CN)	Director (Ent)	
STP	ED (CN)	Director (Ent)	
NETF	ED (CN)	Director (Ent)	
NTR	ED (CN)	Director (Ent)	
ETR	ED (CN)	Director (Ent)	
WTR	ED (CN)	Director (Ent)	
STR	ED (CN)	Director (Ent)	
ALTTC	Director (HRD)	CMD	
BRBRAITT	Director (HRD)	CMD	
NATFM	Director (HRD)	CMD	
Inspection	ED (CA)	CMD	
Telecom store	ED (CA)	CMD	
QA	ED (NB)	CMD	
Telecom Factory	ED (NB)	CMD	
Broadband Circle	Director (CFA)	CMD	
ITPC	Director (CFA)	CMD	
NCNGN	Director (CFA)	CMD	

#### 7.0 Reporting and Reviewing structure for Executives in BSNL – amendment of.

Amendment in the reporting and reviewing structure vide letter No. 4-2/2010-  
Restructuring Dated 19<sup>th</sup> July 2013.

Level of Office	1 <sup>st</sup> Reporting Officer	2 <sup>nd</sup> Reporting Officer	Reviewing Officer
Corporate Office			
GM(F) in CFA / CM / ENT / NB	BU Head	Director(F)	CMD
PGM/ GM in NB Unit	ED(NB)		CMD
Circle			
PCE/ CE(Civil)/ CE(Elect)/ Chief Architect	CGM	PGM(BW) / PGM(Elect) / PGM(Arch) Corporate Office	ED(NB)
SSA			
IFA(in case Circle IFA is equal or lower in rank to SSA Head)	SSA Head	Circle IFA	CGM



Amendment in the reporting and reviewing structure vide letter No. 4-2/2010-  
Restructuring Dated 16<sup>th</sup> April 2014.

Units	Reporting Authority	Second Reporting Authority	Reviewing Authority
Senior most officers of Civil / Electrical Wing in SSA	SSA Head	Next higher functional authority in the respective function (Civil / Electrical)	Next higher functional authority for the second reporting officer.

Note:-

- 1) SSA Heads of TDM and TDE level will report to GM (NWO-CFA) in the Circle and be reviewed by CGM.
- a) Amendment in Reporting and reviewing structure in respect of senior most officers of Civil/Electrical wing in SSA vide letter Nos. 4-2/2010-Restrg dated 01.01.2015 and 27.02.2015.

Senior most officers of Civil/Electrical Wing in SSA	First Reporting Authority	Second Reporting Authority	Reviewing Authority
JTO	Functional Head (SDE)	SDE(Plg.) in SSA	EE
SDE	Functional Head (EE)	AGM(Plg.) in SSA	SE
EE	Functional Head (SE)	TDM/DGM (plg) in SSA	CE
SE	Functional Head (CE)	SSA Head/GM	CGM
CE	CGM	PGM(BW)/(Elect)	ED(NB)

- b) Amendment in Reporting and reviewing structure for Architecture Wing's Executives in BSNL vide letter no. 4-2/2010-Restrg(Pt.) dated 23.03.2015.

Designation	First Reporting Authority	Second Reporting Authority	Reviewing Authority
Sr. Architect	Technical head (Chief Architect)	GM in Circle*office	CGM of Circle*

\*Circle in which Sr. Architect is posted.

## **THE NORMS SET FOR DISCHARGE OF FUNCTIONS**

The Company has well defined procedures and guidelines in the form of delegation of powers, laid down policies and guidelines, manuals with a view to ensure compliance of provisions of various statutes, rules and regulations and the guidelines of Department of Public Enterprises, Central Vigilance Commission and other concerned organizations.

### **CHAPT CHAPTER-V**

#### **THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE COMPANY OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGE OF FUNCTIONS**

Important internal Rules, Regulations, manuals and records, which are used by the employees of the Company in discharge of their functions are given below:

##### **Matter pertaining to Company Affairs.**

Memorandum & Articles of Association

Guidelines of the Department of Public Enterprises for the Miniratna CPSEs.

Delegation of Powers to the Management Committee of the Board, CMD Functional Directors and the executives Directors.

Disclosures and declarations made by Directors pursuant to the Companies Act and Corporate Governance Norms.

Decisions of the Board Of Directors/Management Committee of the Board and Committees of the Board and shareholders in the meetings as contained in the minutes book, which are not open for public viewing. Presidential directives issued, if any.

### **C CHAPTER-VI**

## **DOCUMENTS THAT ARE HELD BY THE COMPANY OR UNDER ITS CONTROL**

Various categories of documents that are held by the company or under its control are given below:

### **Documents pertaining to Company Affairs.**

Memorandum & Articles of Association.

Guidelines of the Department of Public Enterprises for the Miniratna CPSEs.

Delegation of Powers to the Management Committee of the Board, CMD Functional Directors and the executives Directors.

Statutory registers as are required under Companies Act 1956 or re-enactments thereof.

Annual Report/Annual returns

Returns and forms filed with the Registrar of Companies etc.

## **CHAPTER-VII**

### **PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF**

Bharat Sanchar Nigam Limited is a Commercial Organisation and policies formulated by it relate to its internal management and therefore, there is no requirement for consultation with the members of the Public prior to formulation of its internal policies. However, internal policies of the Company are formulated in compliance with the applicable provisions of the statutes, rules and regulations etc.

The members of the public, who are dealing with the Company in its business transaction have any complaints/ grievances, they can approach through e-mail / fax or through the concerned officers for redressal as hosted in the web-site **[www.bsnl.co.in](http://www.bsnl.co.in)**

## **CHAPTER-VIII**

## STATEMENT ON THE BOARD & SUB COMMITTEES OF THE BOARD AND OTHER COMMITTEES

The Management of the Company is vested with the Board of Directors. The Articles of Association provides that the minimum strength of the Board shall not be less than 3 and the maximum at 15. Being a Government Company the power to appoint or remove a Director vest with the President of India. The present composition of the Board comprises six whole time Directors (including the CMD), 2 Government Nominee Directors and 4 non official part time Directors. Thus the Board has the optimum mix of 50% whole time and 50% part time Directors. The composition is in line with the Corporate Governance norms for the unlisted CPSEs, laid down by the Department of Public Enterprises. The profiles of BSNL's present Directors are posted on Corporate website of BSNL i.e. [www.bsnl.co.in](http://www.bsnl.co.in).

**Committees of the Board:** Board of Directors has the following committees.

1. Audit committee of the Board.
2. Nomination and Remuneration Committee of the Board.
3. Management Committee of the Board.
4. Finance Committee.
5. Committee on Appellate and review matters under BSNL CDA rules.
6. Corporate Social Responsibility Committee of the Board.

The meeting of the Board of Directors and Committees of the Board are not accessible for Public. Accordingly the agenda papers and the minutes of the meetings of the Board of Directors and its committees are not open for public.

## CHAPTER-IX

### DIRECTORY OF OFFICERS & WORKMEN

"Bharat Sanchar Nigam Limited has staff strength 211086 as on 31.03.2016, There are **44906** Executives and **166180** Non-executives.

For details of the Names, Designations and Telephone Numbers of the Board of Directors and Senior Executives of the Company's corporate office, please refer to the Company's website [www.bsnl.co.in](http://www.bsnl.co.in)

For details of various other units, such as Circles etc., Heads of the respective unit maintain the same for their officers and staff.

## CHAPTER- X

## **STATEMENT ON MONTHLY REMUNERATION OF OFFICERS AND WORKMEN INCLUDING SYSTEM OF COMPENSATION**

The employees of the Company draw salary on Industrial pattern in IDA scales. Pay scales of Executive employees have been revised w.e.f 01.01.2007 as per BSNL office order no. 1-50/2008-PAT (BSNL) dated 05.03.2009 and 10.06.2013.

Pay scale of Non-executive employees have been revised w.e.f 01.01.2007 in terms of BSNL office order No. 1-16/2010-PAT(BSNL) dated 07.05.2010 and 10.06.2013 as per agreement made between the management and Non-executive Representative Union on 07.05.2010.

Note:

1. The absorbed employees in the Company are covered under GPF scheme of the Central Government. Their pensioner benefits are governed by the Rule 37-A of the CSS Pension, Rules.
2. The directly recruited employees of Company are covered under Employee Provident Fund (EPFO act.).
3. BSNL has an agreement with Life Insurance Corporation of India, whereby, all BSNL employees are covered under a Group Saving Linked Life Insurance Scheme (GSLIS). The Group Insurance Policy includes a life insurance component, which provides cover against natural death and a double accident benefit in case of accidental death where the claimant will get twice the sum insured. The scheme is operational since 1<sup>st</sup> August 2005.

### **CHAPTER- XI**

#### **BUDGET ALLOCATION AND EXPENDITURE**

Revenue Expenditure and Gross addition in Fixed Assets of the company for the Financial year 2014-15 is as follows:

(Rs. in Crores)

Year	Revenue Expenditure	Gross Addition in Fixed Assets
2014-15	37292	1449

### **CHAPTER- XII**

**MANNER OF EXECUTION OF SUBSIDY PROGRAMMES INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES:**

Bharat Sanchar Nigam Limited does not have any direct subsidy schemes/programs for public. However, BSNL is offering concessional tariff for rural subscribers with lower rental and higher free calls as compared to urban areas. The details of comparative tariff of services are available in our website [www.bsnl.co.in](http://www.bsnl.co.in)

**CHAPTER- XIII**

<b>PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY THE COMPANY</b>	
<p>Bharat Sanchar Nigam Limited does not grant any concession, permits or authorization, except for appointing franchises and agents for sale of its services like PCO holders, franchises for BSNL services etc.</p> <p>BSNL is extending rebate in rentals, registration, installation of phones etc to certain category of subscribers as detailed here under:</p>	
<b>Category of person</b>	<b>Rebate/Concession</b>
Senior citizens of the age of 65 years and above	i) Registration of one telephone under Non-OYT Special  Category which is priority category. ii) No registration charges.
Visually blind persons	i) Registration of one telephone under Non- OYT Special category. ii) 50% rebate in normal rental charges iii) 50% rebate in Annual advance rentals
Freedom fighters/ widows of freedom fighters getting pension under freedom fighter pension scheme	i) Registration of one telephone under Non-OYT-SWS category ii) No registration charges. iii) No installation charges. iv) 50% rebate in normal rental charges
Gallantry Award winners (Defence services) under	i) Registration of one telephone under Non-OYT Special category

<p>following categories-</p> <ul style="list-style-type: none"> <li>i) Param Vir Chakra</li> <li>ii) Ashok Chakra</li> <li>iii) Kirti Chakra</li> <li>iv) Vir Chakra</li> <li>v) Shaurya Chakra</li> </ul>	<ul style="list-style-type: none"> <li>ii) No registration charges.</li> <li>iii) No installation charges.</li> <li>iv) No rental charges</li> </ul>
<p>War widows/Disabled soldiers</p>	<ul style="list-style-type: none"> <li>i) Registration of one telephone under Non-OYT Special category.</li> <li>ii) No registration charges.</li> <li>iii) 50% rebate in normal rental charges</li> <li>iv) No installation charges.</li> </ul>
<p>Awardees of President's Police medal for gallantry and widows of awardees conferred such award posthumously.</p>	<ul style="list-style-type: none"> <li>i) Registration under Non-OYT Special category</li> <li>ii) No registration charges.</li> <li>iii) No installation charges.</li> <li>iv) No rental charges</li> </ul>
<p>Schools, Universities and Colleges affiliated thereto, Polytechnics, Non-commercial research organisations and other like institutions or organisations recognised by Government.</p>	<p>25% rebate in rentals for one non-residential telephone connection.</p>
<p>Homes for the aged, infirm, spastics, handicapped, deaf-dumb-mute persons, orphanages and voluntary organisations working for tribal welfare and other like institutions or organisations recognised by Government.</p>	<p>25% rebate in rentals for not exceeding two telephone connections.</p>

## **CHAPTER-XIV**

### **DETAILS OF INFORMATION AVAILABLE OR HELD IN ELECTRONIC FORM**

The information relating to Company Profile / Business, Products, Services, Financial Performance, Shareholding Pattern etc. is available in electronic form, which can be obtained from the website of the Company from chapters I in this manual and also from its public portal [www.bsnl.co.in](http://www.bsnl.co.in) .

## **CHAPTER-XV**

### **PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION**

BSNL is maintaining a corporate website with name [www.bsnl.co.in](http://www.bsnl.co.in) Citizens desirous of obtaining information may visit the website. Most of the information of the public consumption is hosted particularly various services tariff plans & links to its subordinate units websites (BSNL units Websites are linked to main corporate office web site).

## **CHAPTER-XVI**

### **NAMES, DESIGNATION AND OTHER PARTICULARS OF CENTRAL PUBLIC INFORMATION OFFICERS**

In terms of Section 5 (1) of the Right to Information Act, 2005, the Company has designated various officials as Information Officers (CPIO, APIOs & PIOs) and Appellate authorities. The list of such officers is available at the Company's Website [www.bsnl.co.in](http://www.bsnl.co.in). Under heading 'RTI'. The concerned designated APIOs, PIOs can be approached for getting the information as pursuant to the RTI Act, 2005 at various places.