Website www.bsnl.co.in
Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)

CONTENTS
INFORMATION MANUAL

(PURSUANT TO SECTION 4 (1) (b) OF THE RIGHT TO INFORMATION ACT, 2005)

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PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES

Particulars of Organisation


Date of incorporation: 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.

Type of Company Government Company under Section 2(45) of the Companies Act, 2013.

Administrative Ministry Govt. of India, Ministry of Communication, Department of Telecommunications.

Details of Disinvestments The entire share capital of the Company is held by the Govt. of India.

Shareholding pattern Government of India is holding 100% of the share capital of the Company.

Listing with Stock Exchanges Not applicable, as the BSNL is an unlisted company.

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.

Paid Up Share Capital - Rs.5,000/- crores of Equity Shares and Rs.7,500/- crores of Preference Share Capital

Objectives of the Company As set out in the objects clause of the Company’s Memorandum of Association.
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 conductive 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 31.03.2019 there are 11,676,791 million Direct Exchange Lines. 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 11,564,246 crores as on 31st March 2019 out of which 11,294,813 crores cellular telephones are in pre-paid segment.

3. BROADBAND SERVICES

BSNL launched the Wire line Broadband services using ADSL/VDSL Technology, under the brand name “BSNL BROADBAND” on 14-01-05. BSNL is offering High Speed Internet access with speed ranging from 2 Mbps to 24 Mbps with copper as access media using ADSL/VDSL Technology.

BSNL has also deployed Next Generation play Access Network (FTTH) based on Gigabit Passive Optical Network (GPON) and Gigabit Ethernet Passive Optical Network (GEPON) technology for provisioning of high speed Broadband service to Home, Business and Enterprise customers on optical fiber access. The services offered to the end customers are voice, high speed data services with speed up to 100 Mbps. FTTH services have been rolled out on Pan India basis except Delhi & Mumbai.
Ever since its inception BSNL is continuously expanding its wireline broadband network in response to growing demand of broadband/data service throughout India. As on 31.03.2019, BSNL has provided 88, 51,756 wire line broadband connections (ADSL/VDSL) and 3, 35,791 FTTH connections across the country. The ADSL/VDSL port capacity is 1, 00, 18,202 and FTTH capacity is 654720 ports. Following services are provided using Wire line Broadband service:

- 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 has also started high speed broadband services through Wi-Fi technology with empanelled partners on revenue basis.

BSNL is providing Wi-Fi services through selected partners on revenue sharing basis at selected locations in various cities on PAN India Basis (except Delhi & Mumbai). BSNL on CAPEX model has deployed nearly 10300 Wi-Fi Hot Spots at schools, Colleges,Universities, Public places and 2G BTS sites to provide high speed internet connectivity through Wi-Fi. All these Wi-Fi hotspots supports Mobile Data Offload feature whereby mobile users are capable to browse high speed data through offload of mobile data on Wi-Fi.

In order to provide high speed Wi-Fi internet connectivity in far flung rural areas of the country, DoT has entrusted BSNL for deployment of 25000 Wi-Fi Hotspots at rural Telephone Exchanges of BSNL. Under the project, BSNL has commissioned nearly 22900 rural Wi-Fi hotspots which are carrying monthly data traffic to the tune of 560 TB.

BSNL offers various limited and unlimited Broadband plans on different access technologies i.e. ADSL, VDSL or FTTH for home as well as business customers with or without combo options (with free calls in some plans) across India at cheapest fixed monthly rates which are attractive and affordable.
B. DEVELOPMENT OF RURAL TELECOM NETWORK

1. Rural DELs:

As on 31.3.2019, in BSNL’s network, a total of 3,94,80,989 (Wire line: 29,28,367, & Cellular: 3,65,52,622) Rural Telephone Connections were working.

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

- USOF, DoT had assigned total 5,93,601 villages as per census 2001 to provide VPT facility under various agreements. Total 5,82,482 villages (including 4,086 provided by PBSO) were provided by Villages Public Telephones (VPTs) facility. As the USO subsidy support against maximum numbers of VPTs have already expired and could not be extended by USOF, DoT, therefore, BSNL disconnected 448020 no. of VPTs as on 31.03.2019 after examining the techno commercial viability against these VPTs for which subsidy support by USOF expired and where availability of coverage through other technologies has been made available.

- An agreement was signed with USOF in February 2009 to provide subsidy support for provision of VPTs in 624430 inhabited uncovered villages as per Census 2001 in the country. 51,365 no. of VPTs were provided by BSNL (including 432 MHA VPTs). This agreement expired on 31.03.2015.

- 1409 no. of DSPTs provided to MHA Agencies are under ambit of subsidy up to 18.10.2020. The DSPT services are disconnected w.e.f. 13.05.2019 as NSS-6 sattelite (used for DSPT) was closed due to its life expiry. BSNL is making efforts to migrate DSPT services from NSS-6 to GSAT-18 sattelite as GSAT-18 has been offered to BSNL.

2 (b). Public Telephones:-

There are 1,85,635 PCOs working in the BSNL Network out of which around 90,487 (excluding Highway) PCOs are having STD as on 31-03-2019 & Highway PCOs are 4372 as on 31-03-2019. BSNL has 1831 Internet Dhabas as on 31-03-2019.

C. 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:
<table>
<thead>
<tr>
<th>Sl.</th>
<th>Hub Location</th>
<th>Satellite being used</th>
<th>Frequency band used</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sikandrabad, Distt. Bulandshahre (Uttar Pradesh), with DR site at ALTTC, Ghaziabad</td>
<td>Thaicom-4 (IPSTAR)</td>
<td>Hub to Satellite:Ka-band, Remote to Satellite: Ku-band.</td>
</tr>
<tr>
<td>2</td>
<td>Yeur, Distt. Thane(Maharashtra), with DR site at Boshari, Near Pune</td>
<td>Thaicom-4 (IPSTAR)</td>
<td>Hub to Satellite:Ka-band, Remote to Satellite: Ku-band</td>
</tr>
<tr>
<td>3</td>
<td>WMS Compound, Jaya Nagar, Bangalore.</td>
<td>GSAT-8</td>
<td>Hub to Satellite: Ku-band, Remote to Satellite: Ku-band</td>
</tr>
</tbody>
</table>

As on date (31.03.2019) about **15810** VSAT 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. BSNL has deployed additional advanced baseband equipment having DVB-S2x modulation. With this baseband, the spectral efficiency is about 1.8 bits/Hz and with this new DVB-S2x technology, the VSAT is capable to support downlink speed of 100 Mbps and uplink speed of 10 mbps (with 1.2 m antenna & 2 W BUC)

Due to its fast deployable ability and Pan India coverage, VSAT services are very much useful for meeting all types of communications need. PGM (SAT), Southern Telecom Projects, Bangalore (Ph-080-26639900) is the nodal agency for BSNL’s VSAT service.

**D. 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 of approximately **7.6 lakhs RKM** (Route Kilometer), guidelines for OFC route maintenance parties along with maintenance vehicles have been formalized. **Online system** for post occurrence 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 online** system facilitates the Senior Management in monitoring OF cable and transmission system faults. It is monitored by the PGM (CNO) cell at BSNL Corporate Office, New Delhi.
E. Fault Repair Services – Achievements at a glance (Basic Service)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Parameters</th>
<th>2017-18</th>
<th>2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year</td>
<td>Achievement</td>
<td>Achievement</td>
</tr>
<tr>
<td>1</td>
<td>Fault rate/100 telephones/month (%)</td>
<td>4.12</td>
<td>4.30</td>
</tr>
<tr>
<td>2</td>
<td>CCR</td>
<td>69.66</td>
<td>70.59</td>
</tr>
<tr>
<td>3</td>
<td>Fault clearance</td>
<td>93</td>
<td>91.31</td>
</tr>
<tr>
<td></td>
<td>By next day in rural area</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Within 7 days in rural area</td>
<td>95</td>
<td>93.73</td>
</tr>
<tr>
<td></td>
<td>By next day in urban area</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Within 5 days in urban area</td>
<td>6.08</td>
<td>6.14</td>
</tr>
</tbody>
</table>

F. 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. 1st 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.

G. 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 Services  
8. Bulk Push SMS Services  
9. Mobile CUG  
10. Leasing of Dark Fibre  
11. ISDN-PRI Services  
13. FTTH Connections.

**Enterprise Business-II**

EB-II cell is mainly entrusted with selling of BSNL services to Gold and Silver category of customers of BSNL through respective Enterprise Business units located in different territorial telecom Circles on PAN India basis. Platinum customers, which are not located in the proximity of the platinum offices, are also being focused by these Gold/Silver business units.

All the Telecom services are offered for sale to the Enterprise Customers.

An “Open Policy on Free PABX” to provide Voice and Data PABX service to Corporate customers through empanelled National and Circle Level PABX Franchisees on OPEX model has also been in operation and offered to the Enterprise Customers through Circle units.

**H. 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.

**I. 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.

**J. TELECOM FACTORIES**

**Telecom Factories**

BSNL Telecom Factories are In-house manufacturing units of the BSNL and located at Kolkata, Gopalpur, Kharagpur, Jabalpur, Bhilai, Richhai and Mumbai. Among these TF Mumbai is 18001:2007 OHSAS certified. Presently, these factories are engaged in production of SIM Card, PLB HDPE Telecom Duct, OFC Accessories, SS Drop wire, Jointing Kits, LJU cum Splitter, Towers & other conventional items.

During the year 2018-19 (April 2018 to March. 2019), all the Telecom Factories together have supplied around **58605 Kms.** of PLB HDPE Ducts and a major portion of this supply has been supplied for Bharat Net Project of Govt. of India.

The Telecom Factories have **achieved Rs.408.82 Cr. For** the year 2018-19 (April 2018-March 2019).

**Staff Strength:**

Staff strength of Telecom Factories (Industrial, Regular & Executives) as on 31.03.2019

<table>
<thead>
<tr>
<th>TF Circles</th>
<th>Units</th>
<th>Non-executives</th>
<th>Executives</th>
<th>Total Staff Strength</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Industri al</td>
<td>Regular</td>
<td></td>
</tr>
<tr>
<td>Kolkata</td>
<td>Alipore including Circle Office</td>
<td>78</td>
<td>75</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gopalpur</td>
<td>89</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Kharagpur</td>
<td>127</td>
<td>17</td>
<td>14</td>
</tr>
<tr>
<td>Jabalpur</td>
<td>Wright Town</td>
<td>82</td>
<td>77</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>Bhilai</td>
<td>23</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Richhai</td>
<td>77</td>
<td>39</td>
<td>15</td>
</tr>
<tr>
<td>Mumbai</td>
<td>Deonar</td>
<td>241</td>
<td>92</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>717</td>
<td>329</td>
<td>155</td>
</tr>
</tbody>
</table>
K. 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.

   ✓ Expeditious 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 carry out 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 in 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.

L. 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.
M. **No. of employees against whom Disciplinary action has been proposed/taken:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of official against whom Major / Minor penalty proceedings has been finalized</td>
<td>224</td>
</tr>
<tr>
<td>No. of official whom Major / Minor penalty proceedings has been recommended</td>
<td>38</td>
</tr>
</tbody>
</table>

**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

BOARD OF DIRECTORS

↓

CHAIRMAN AND MANAGING DIRECTOR

↓

FUNCTIONAL DIRECTORS

↓

EXECUTIVES

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, 2013 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 has 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 has 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 units (Corporate Office, Circle Office and SSA Office). In order to make the 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 PGMs/GMs in CFA, CM, EB, and Corporate Affairs will report to their concerned Director and be reviewed by the CMD.

2.2 PGMs/GMs in NB unit will report to DIR (CFA) and be reviewed by CMD.

2.3 PGM/GM (Finance) of each business unit (BU) shall report to the concerned BU Director and be reviewed by CMD.

2.4 DGMs shall report to their GMs and be reviewed by the concerned Director.

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.

<table>
<thead>
<tr>
<th>Reporting Authority</th>
<th>Reviewing Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>CGMs of North Zone</td>
<td>Director (CM)</td>
</tr>
<tr>
<td>CGMs of East Zone</td>
<td>Director (Ent)</td>
</tr>
<tr>
<td>CGMs of West Zone</td>
<td>Director (HR)</td>
</tr>
<tr>
<td>CGMs of South Zone</td>
<td>Director (CFA)</td>
</tr>
</tbody>
</table>

3.2 The officers forming first line of reporting to the CGM * shall report in to the Circle Head and reviewed by the Director 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

<table>
<thead>
<tr>
<th>Level</th>
<th>Reporting authority</th>
<th>Reviewing Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSA heads of North Zone</td>
<td>Concerned CGM</td>
<td>Director (CM)</td>
</tr>
<tr>
<td>SSA heads of east Zone</td>
<td>Concerned CGM</td>
<td>Director (Enterprise)</td>
</tr>
<tr>
<td>SSA heads of west Zone</td>
<td>Concerned CGM</td>
<td>Director (HR)</td>
</tr>
<tr>
<td>SSA heads of South Zone</td>
<td>Concerned CGM</td>
<td>Director (CFA)</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>CGM</th>
<th>Reporting Authority</th>
<th>Reviewing Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTP</td>
<td>Director (ENT)</td>
<td>CMD</td>
</tr>
<tr>
<td>ETP</td>
<td>Director (ENT)</td>
<td>CMD</td>
</tr>
</tbody>
</table>
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 19th July 2013.

<table>
<thead>
<tr>
<th>Level of Office</th>
<th>1st Reporting Officer</th>
<th>2nd Reporting Officer</th>
<th>Reviewing Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GM(F) in CFA / CM / ENT / NB</td>
<td>BU Head</td>
<td>Director(F)</td>
<td>CMD</td>
</tr>
<tr>
<td>PGM/ GM in NB Unit Circle</td>
<td>DIR(CFA)</td>
<td></td>
<td>CMD</td>
</tr>
<tr>
<td>PCE / CE(Civil) / CE(Elect) / Chief Architect</td>
<td>CGM</td>
<td>PGM(BW) / PGM(Elect) / PGM(Arch) Corporate Office</td>
<td>DIR (HR)</td>
</tr>
<tr>
<td>SSA</td>
<td></td>
<td></td>
<td>CMD</td>
</tr>
<tr>
<td>IFA (in case Circle IFA is equal or lower in rank to SSA Head)</td>
<td>SSA Head</td>
<td>Circle IFA</td>
<td>CGM</td>
</tr>
</tbody>
</table>
CHAPTER-IV

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.

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.
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 2013 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
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.

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.
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 166974 as on 31.03.2019, There are 47116 Executives and 119858 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

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 employee of the Company draw salary on Industrial pattern in IDA scales. Pay scales of Executives 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-executives 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-executives Representative Union on 07.05.2010.

Note:

1. The absorbed employees in the Company are covered under GPF scheme of the Central Government. Their pensionary 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 1st August 2005.
4. (a) As a measure of extension to social security to the BSNL recruited employees (as defined in BSNL Employees Superannuation Pension Trust Rules), BSNL has approved the implementation of Superannuation Pension Scheme w.e.f. 05.05.2016. Accordingly, BSNL has framed BSNL Employees Superannuation Pension Fund Trust Rules. As per the Trust Rules, BSNL will contribute at the rate of 3% of the Basic Pay plus IDA per month for all BSNL recruited employees, as defined in the Trust Rules. The employees may also contribute to the scheme on a voluntary basis. The quantum of employees’ contribution to the scheme is governed by the Trust Rules.

(b) Increase the existing rate of employer’s contribution towards Superannuation Pension Scheme in respect of directly recruited employees of BSNL from 3% to 5% of Basic Pay plus DA per month w.e.f.01.04.2017.

CHAPTER- XI
BUDGET ALLOCATION AND EXPENDITURE

Revenue Expenditure and Gross addition in Fixed Assets of the company for the Financial year 2018-19 is as follows:

(Rs. in Crores)

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue/ Expenditure</th>
<th>Gross Addition in Fixed Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td>19320.67/34224.91</td>
<td>7085.90</td>
</tr>
</tbody>
</table>

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.
PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY THE COMPANY

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.

BSNL is extending rebate in rentals, registration, installation of phones etc to certain category of subscribers as detailed here under:

<table>
<thead>
<tr>
<th>Category of person</th>
<th>Rebate/Concession</th>
</tr>
</thead>
</table>
| 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 following categories-             | i) Registration of one telephone under Non-OYT Special category  
                                                                                    ii) No registration charges.  
                                                                                    iii) No installation charges.  
                                                                                    iv) No rental charges                                                                 |
| i) Param Vir Chakra                                                              |                                                                                                                                                  |
| ii) Ashok Chakra                                                                 |                                                                                                                                                  |
| iii) Kirti Chakra                                                                |                                                                                                                                                  |
| iv) Vir Chakra                                                                   |                                                                                                                                                  |
| v) Shaurya Chakra                                                                |                                                                                                                                                  |
| War widows/Disabled soldiers | i) Registration of one telephone under Non-OYT Special category.  
ii) No registration charges.  
iii) 50% rebate in normal rental charges  
iv) No installation charges. |
|-----------------------------|--------------------------------------------------------------------------------|
| Awardees of President’s Police medal for gallantry and widows of awardees conferred such award posthumously. | i) Registration under Non-OYT Special category  
ii) No registration charges.  
iii) No installation charges.  
iv) No rental charges |
| 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. | 25% rebate in rentals for not exceeding two telephone connections. |

**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. Under heading ‘RTI’. The concerned designated CPIOs, PIOs can be approached for getting the information, pursuant to the RTI Act, 2005 at various places.