



**BHARAT SANCHAR NIGAM LTD.**

Website [www.bsnl.co.in](http://www.bsnl.co.in)

**Bharat Sanchar Nigam Limited**

**( A Govt. of India Enterprise)**

**I.R. Hall Eastern Court Complex, Janpath Road, New Delhi-1**

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**INFORMATION MANUAL**

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

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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.</p>
<b>Date of incorporation:</b>	<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 an MoU signed between the BSNL and the Govt. of India.</p>
<b>Type of Company</b>	<p>Government Company under Section 617 of the Companies Act, 1956.</p>
<b>Administrative Ministry</b>	<p>Govt. of India, Ministry of Communication and Information Technology, Department of Telecommunications.</p>
<b>Details of Disinvestments</b>	<p>The entire share capital of the Company is held by the Govt. of India.</p>
<b>Shareholding pattern</b>	<p>Government of India is holding 100% of the share capital of the Company.</p>
<b>Listing with Stock Exchanges</b>	<p>Not applicable, as the BSNL is an unlisted company.</p>
<b>Share Capital</b>	<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>

**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.

## **ASPIRATION6**

**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 **31.03.2012** more than **22.46** million Direct Exchange Lines & more than **4.003** 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 30,836 cities/towns with a subscriber base of over 9.450 crores as on 31<sup>st</sup> March 2012 out of which 9.108 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 31.07.2010, total Internet customer base was 37,58,791 and 3289 blocks were covered with Internet Dhabas.

#### **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. This offers High Speed Internet Access with speed ranging from 256 Kbps to 24 Mbps. Ever since its inception BSNL is continuously expanding its broadband network in response to ever growing demand of broadband service throughout India.

Present customer base is 76,86,033 with equipped capacity of 85,26,074.

The services provided are

- High Speed Internet Connectivity.
- Band width on Demand (planned).
- Virtual Private Network (VPN) service over broadband.
- Dial VPN services to MPLS VPN customers.
- IPTV services.
- Games on Demand Service.
- VVoBB
- Entertainment portal.

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

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

As on **31.3.2012**, in BSNL's network, a total of **74,92,420** Rural Telephone Connections were working.

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

BSNL, in its unstinted efforts to make the slogan 'Connecting India', a reality, had provided VPTs in **5,77,131 villages up to 31.3.2012** as per Census 2001.

The company entered into an agreement with USO Fund for expansion of rural telecom network for providing VPTs in 66,822 undisputed, undisturbed, accessible and inhabited villages having population more than 100 as per census 1991 in the country. The 4520 numbers of villages have already been dropped by USOF, DOT due to various reasons such as zero population, Naxalite / Insurgent areas, Villages transferred to urban area, submerged etc. BSNL has provided VPTs in 62088 villages out of 62302 up to 31.3.2012.

BSNL has entered into an 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 49408 VPTs till 31.3.2012. The 3425 numbers of villages are covered by PBSO (Private Basic Service Operator)

There are plans to replace all MARR VPTs in the country. As of now, 1,84,785 MARR VPTs have been replaced in the country up to 31.3.2012.

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 more than 10,80,316 PCOs working in the BSNL Network out of which around 6,32,052 (including Highway) PCOs are having STD/ISD as on 31-03-2012. BSNL has 2905 Internet Dhabas as on 31-03-2012.

## **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.

To improve the operational efficiency of CCS 7 signaling, stand-alone signaling transfer point (SSTP) equipment is being procured. This will also enable the Company to measure signaling traffic of other operators, who are using its signaling network for exchanging messages, especially with regard to cellular services. BSNL has more than **6.99** Lakhs Route Kilometers of optical fiber network in the country & has installed capacity more than **10.7** million lines for the TAX meant for the STD/ISD network.

#### **D. Setting up KU Band VSAT network**

BSNL has started KU Band VSAT services in 2006 with Hub at Bangalore. The KU Band VSAT of BSNL is meant to provide Data Service, Voice Video Conferencing, Telemedicine Service etc. in remote areas and in locations where landline service is non-feasible/fault prone. The VAST communication is predominantly data communication via satellite and smaller antennae 1.04/1.2m are deployed in the customer premises and they will be communicating to the customer centers through VSAT Hubs.

At present, three KU Band VSAT Hubs are functioning, Sikandrabad (Delhi) Hub, Mumbai Hub and Bangalore hub from where BSNL, provides its service to remote VAST sites. As on date about 11,400 VSATs including commercial customers of Banking sector, Public Sector undertakings, Govt. organizations are working from Sikandrabad Hub, Mumbai Hub and Bangalore Hub. Sikandrabad Hubs are functioning through UPSTAR Thaicom – 4 Satellite and entire country excluding Andaman Nicobar & Lakshadweep Islands are covered with 16 Spot Beams. Bangalore Hub is functioning through GSAT-8 Indian Satellite which also has whole India coverage including Andaman Nicobar & Lakshadweep Islands. Due to its fast deploy ability, the KU Band and VSAT service is also of rescue to BSNL in restoring emergency communication service.

Southern Telecom Projects, Bangalore is the nodal agency for provision of this KU Band VSAT service.

#### **E. Policy on transmission network maintenance**

BSNL have large transmission networks of Optical Fibers, Satellite, Digital M/W. To improve the maintenance of transmission network, guidelines for route parties and vehicles have been formalized. A computerized network

for booking of transmission systems faults namely, SBNM (System Booking Network Management) system has already working with data server at Kolkata for booking the system faults by the Maintenance Regions and it is monitored by the Sr. GM (CNO) cell at BSNL Corporate Office, New Delhi.

One more computerized system for fault booking up to the minimum level of 64 KB / 2MB & above has been introduced, namely FMS (Fault Management System) of Regional Network Monitoring Centre (RNMC), developed & maintained by Southern Telecom Region. STR has already started the fault booking on this system. Other maintenance regions are also being implemented the model of RNMC of STR.

#### **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	
		2010-11	2011-12
		Achievement	Achievement
1	Fault rate/100 telephones/month (%)	4.73	4.69
2	<b>CCR</b>		
	i) Local	67.22	67.4
	ii) Junction	56.84	62..84
	iii) STD	53.24	53.4
3	<b>Fault clearance</b>		
	i) Same day	80.65	75.39
	ii) Next day	89.36	87
	iii) Within 7 days	96.4	93.38
4	<b>MTTR</b>	7.86	7.05

#### **H. COMPUTERISATION**

Operation & Business Support System and billing of Wire line & Broadband customers are being managed through 4 Zonal Data Centers. Call center facility is being extended to all Wire line & BB customers by dialing 1500 & 1504 respectively.



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

BSNL also offering Co-location & Hosted Services through 9 Internet data Centers (IDCs) spread across the country.

## **I. BUSINESS DEVELOPMENT**

Apart from BSNL Managed Enterprise Solutions, EB-I unit takes care of Total Solutions for Large Enterprise Customers. BSNL Managed Enterprise Solutions are in following areas:-

### **Existing Services:**

1. Managed Network Service (MNS)
2. Global Managed Network Service (GMNS)
3. Managed Software as a solution (SaaS)
4. Managed Global conferencing.
5. Managed Telepresence (Under Finalization)
6. Managed Digital Signage (Under Finalization)
7. Managed Unified Communication Services (Under Finalization)

### **Future Services:**

1. Managed security solution
2. Managed web-based solution.

## **Enterprise Business-II**

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

EB-II cell is mainly entrusted with serving Gold and Silver category customers of BSNL. Gold Offices across the country, to serve Gold customers, have been rolled out and channel partners to serve silver customers of BSNL have been empanelled by circles as per the policy formulated by EB-II cell.

EB-II cell is implementing "Last Mile Services" scheme 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/SWAN projects of various State Governments.

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

1. Signing is International Telecom Service Agreement with foreign carriers.
2. Revision of BSNL's India termination rates for traffic terminating in India.
3. Empanelment of bidders for provisioning, commissioning and maintenance of International bandwidth for voice, data and internet.
4. Participation in Cable Consortiums (Europe India gateway Cable System).
5. Signing and implementation of agreement related to services like MPLS-VPN etc.
6. Connectivity initiatives with different countries (e.g. Nepal, Bangladesh, Myanmar etc).

## **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 company. These are presently engaged in production of SIM Cards, OFC Accessories, FDMS, GSM Mobile Towers, MW Towers, Jointing Kit, Transient Safety Device, LJU-cum-Splitter, Integrated Protection Module, 12V SPV Power Supply Unit for IFWT, MDF Splitter, GPON Splitter, PLB HDPE Telecom Duct, LIU, CT Box, CT Block, DP Box, SS Drop wire, BHT, Jumper wire, DDF etc. All seven Telecom Factories are now ISO-9001.2008 Certified. TF Mumbai & TF Alipore, Kolkata are also having IS-14001 & IS 18001 Certifications.

In the changed telecom scenario, it is the Endeavour of the Telecom Factories to venture into new technology areas and support BSNL as

manufacturing-cum-service support organization. TF Mumbai is manufacturing various types of SIM Cards viz. 32K, 64K, 128K, USIM, Micro SIM etc for use of BSNL countrywide network. It has supplied 230 Lakhs SIM Cards to various circles during 2011-12.”

## **M. OBLIGATIONS**

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

To provide prompt, courteous and efficient service and quality of products / services at fair and reasonable services.

### **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 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**

Commitment towards the principles of corporate social responsibilities is inbuilt within the corporate philosophy of BSNL. A very wide range of welfare programmes, 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**

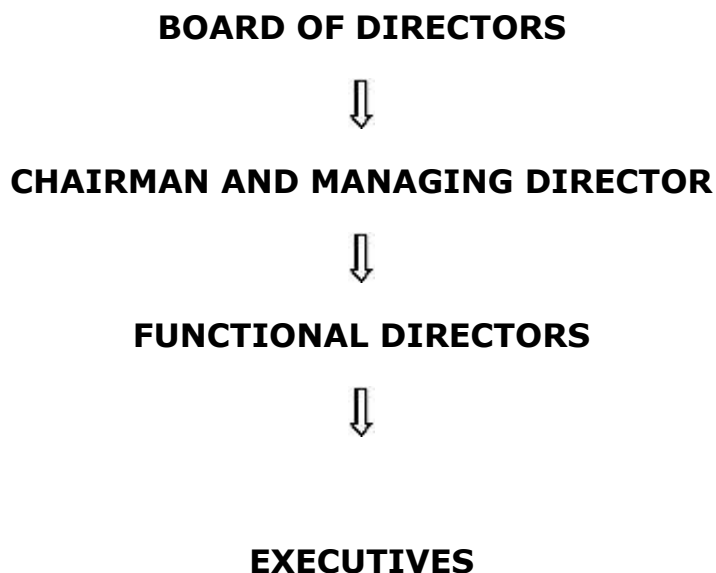
The powers & duties of the officers and workmen of the Company are derived mainly from job descriptions, manuals, terms and conditions of appointment and Delegation of Authorities enunciated by the Company. The workmen of the Company are appointed for carrying out the business operations of the Company, which are in line with the objectives specified in the Memorandum of Association of the Company.

While discharging duties and responsibilities, officers & workmen 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) and ED (NB) shall report to CMD and be reviewed 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.

Level	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
NCES	Director (CFA)	CMD

Note:-

1) SSA Heads of TDM and TDE level will report to GM (NOW-CFA) in the Circle and be reviewed by CGM.

2) Wherever Circle IFA is of same or lower functional level than the SSA Head, reviewing authority for the IFA of the SSA will be CGM.

## **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

Code of Conduct for the members of the Board and Senior Management Personnel, Decision of the Board of Directors/ Management committee of the Board and Committees of the Board and Shareholders in the meetings as contained in the minute's book. Presidential directives issued from time to time, if any.

## **CHAPTER-VI**

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

Various category 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 inter-alia Minutes Book under the Companies Act 1956.

Annual Report

Annual returns

Returns and forms filed with the Registrar of Companies etc.

**Documents pertaining to General Meetings.**

**Notice and Minutes book of General Meetings of the Shareholders 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. 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.

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 Employee strength as on **01.07.2011 is 277474**". Groups B, C and D level employees of the erstwhile Departments of Telecommunications have already been permanently absorbed in the services of the Company. Officers of various Organised Group A services, the most of them are on deemed deputation to the Company.

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 remuneration of the Absorbed Officers of the Company is governed by the guidelines of the Government of India. The pay scales of officers are of Industrial DA pattern.

Pay of the government employees who are working in BSNL on deputation / deemed deputation are governed as per Central Government Rules.

The remunerations of BSNL absorbed/ recruited workmen are fixed between the management and Workmen's Representative Union subject to the overall guidelines of Department of Public Enterprises, Government of India. The total number of employees' pay scale wise as per HRMS information is given below (as on 01-July-2011).

#### **Pay scale wise Staff strength as on 1-Jul-2011**

##### **Staff Strength having IDA revised pay scales:**

<b>S.No.</b>	<b>Pay Scale</b>	<b>No. Of Employees</b>
1	07760-13320	11558
2	07840-14700	15611
3	07900-14880	3548
4	08150-15340	3364
5	08700-16840	4582
6	09020-17430	24966
7	10900-20400	65366
8	12520-23440	23249
9	13600-25420	21580
10	14900-27850	35981
11	16370-30630	9557
12	16400-40500	14478
13	20600-46500	18401
14	24900-50500	9626
15	29100-54500	8941
16	32900-58000	1241
17	36600-62000	219
18	43200-66000	58
19	62000-80000-E9	131
20	62000-80000-E9A	47
21	75000-100000	2
22	80000-125000	1

**Staff Strength having IDA Pre-revised pay scales:**

Sl. No	Pay scale	No. of employees
1	04000-120-05800	219
2	04060-125-05935	17
3	04100-125-05975	426
4	04250-130-06200	21
5	04550-140-06650	852
6	04720-150-06970	220
7	05700-160-08100	494
8	06550-185-09325	30
9	07100-200-10100	251
10	07800-225-11175	50
11	08570-245-12245	8
12	09850-250-14600	398
13	11875-300-17275	25
14	13000-350-18250	5
15	14500-350-18700	4
16	16000-400-20800	1
17	20500-500-26500	2
18	25750-650-30950	1
<b>Total</b>		<b>3024</b>

**Staff Strength having CDA revised pay scales:**

Sl. No.	Pay Scale	No. of Employees
1	(-1S) 4440-7440 (GP-1650)	8
2	(-1S) 4440-7440 (GP-1300)	26
3	(HAG) 67000-79000 (GP-0) S-30	59
4	(PB-1) 5200-20200 (GP-1800)	28
5	(PB-1) 5200-20200 (GP-1900)	6
6	(PB-1) 5200-20200 (GP-2000)	55
7	(PB-1) 5200-20200 (GP-2400)	14
8	(PB-1) 5200-20200 (GP-2800)	9
9	(PB-2) 9300-34800 (GP-4200)-S10	27
10	(PB-2) 9300-34800 (GP-4200)-S12	32
11	(PB-2) 9300-34800 (GP-4200)-S9	30
12	(PB-2) 9300-34800 (GP-4600)	7
13	(PB-2) 9300-34800 (GP-4800)	51
14	(PB-2) 9300-34800 (GP-5400)	6
15	(PB-3) 15600-39100 (GP-6600)	37
16	(PB-3) 15600-39100 (GP-7600)	177
17	(PB-3) 15600-39100 (GP-5400) Group A Entry	4
18	(PB-4) 37400-67000 (GP-10000)	544
19	(PB-4) 37400-67000 (GP- 8700)	621
	<b>Total</b>	<b>1741</b>

**Staff Strength having CDA pre-revised pay scales :**

Sl. No.	Pay Scale	No. of Employees
1	02550-55-2660-60-3200	44
2	02650-65-3300-70-4000	1
3	02750-70-3800-75-4400	7
4	03050-75-3950-80-4590	11
5	03200-85-04900	28
6	04000-100-06000	7
7	04500-125-07000	6
8	05000-150-08000	10
9	05500-175-09000	3
10	06500-200-10500	21
11	07500-250-12000	7
12	08000-275-13500	1
13	10000-325-15200	6
14	12000-375-16500	3
15	14300-400-18300	4
16	18400-500-22400	3
	Total	162

Number of employees in IDA pre revised Pay scale = 3024

Number of employees in IDA revised Pay scale = 272507

Number of employees in CDA pre revised Pay scale = 162

Number of employees in IDA revised Pay scale = 1741

Pay Scale not fill up in HRMS = 40

**Total Number of employees as on 01.07.2011 = 277474**

**Note:**

The directly recruited employees of Company are being extended the Contributory Provident Fund (CPF) benefits through the Regional Employees Provident Fund Organization (REPFO). The employees of erstwhile DTS/DTO, who were earlier on, deemed deputation and now absorbed in the Company, are continuing as Member of the GPF scheme of the Central Government. Their superannuation benefits are governed by the Rule 37-A of the CCS Pension Rules.

BSNL has entered into an agreement with Life Insurance Corporation of India, whereby, all its absorbed/directly recruited employees have been covered under a Group Saving Linked Life Insurance Scheme. 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 has become operational with effect from 1<sup>st</sup> August 2005.

## **CHAPTER- XI**

### **BUDGET ALLOCATION AND EXPENDITURE**

Revenue Expenditure and Capital Investment of the Company for the Financial year 2004-05 to 2010-11 is as follows:

**(Rs. in Crores)**

<b>Year</b>	<b>Revenue Expenditure</b>	<b>Gross Addition in Fixed Assets</b>
2004-05	29402	8814
2005-06	31907	7590
2006-07	31466	6957
2007-08	33636	5929
2008-09	34354	7665
2009-10	34078	28227
2010-11	36002	6574

## **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)

### **BUDGET ALLOCATION AND EXPENDITURE**

Revenue expenditure and Gross addition in Fixed Assets of the company for the financial year for the year 2008-09, 2009-10, 2010-11 is as follows:

**( Amount in Crores)**

<b>Year</b>	<b>Revenue Expenditure</b>	<b>Gross Addition in Fixed Assets</b>
2008-09	34354	7665
2009-10	34078	28227
2010-11	36002	6574

**CHAPTER- XIII****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:

<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 following categories-  i) Param Vir Chakra ii) Ashok Chakra iii) Kirti Chakra iv) Vir Chakra v) Shaurya Chakra	i) Registration of one telephone under Non-OYT Special category  ii) No registration charges. iii) No installation charges. iv) No rental charges
War widows/Disabled soldiers	i) Registration of one telephone under Non-OYT Special category.

	<p>ii) No registration charges.</p> <p>iii) 50% rebate in normal rental charges</p> <p>iv) No installation charges.</p>
<p>Awardees of President's Police medal for gallantry and widows of awardees conferred such award posthumously.</p>	<p>i) Registration under Non-OYT Special category</p> <p>ii) No registration charges.</p> <p>iii) No installation charges.</p> <p>iv) No rental charges</p>
<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. The list of Information Officers i.e. under the Right to Information Act can also be had from section **BSNL Units** website from [www.bsnl.co.in](http://www.bsnl.co.in) website. ( 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 (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). The concerned designated APIOs, PIOs can be approached for getting the information as pursuant to the RTI Act, 2005 at various places.