INFORMATION MANUAL

PURSUANT TO SECTION 4(1)(b) of RTI Act 2005

(CORRECTED UPTO 31.03.2020)

BHARAT SANCHAR NIGAM LTD.

Website www.bsnl.co.in

Bharat Sanchar Nigam Limited

(A Govt. of India Enterprise)

INDEX

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

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CHAPTER-1—ORGANISATION AND FUNCTIONS

1.1 PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES

Particulars of Organisation

Date of incorporation:	Bharat Sanchar Nigam Limited, Bharat Sanchar Bhawan, H.C. Mathur Lane, Janpath New Delhi-110001, incorporated on 15.9.2000, vide Registration No. 55-107739, dated the 15th September, 2000 and became entitled to commence business with effect from 19th September, 2000. Corporate Identity Number (CIN) is: U74899DL2000GOI107739. Corporate Website is: www.bsnl.co.in. 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.
Head of the organization	**Sh. Pravin Kumar Purwar** is the Chairman and Managing Director of Bharat Sanchar Nigam Ltd.
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	Unlisted- for equity and preference shares. Listed with BSE- for unsecured Govt guaranteed bonds W.E.F. 28.09.2020
Share Capital	Authorised Capital – Rs.32,500 crores, divided into 2500,00,00,000 [Two Thousand five hundred Crore] 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

VISION AND MISSION

VISION:

•• Be the leading telecom service provider in India
•• Be a customer focused organization with excellence in customer care and marketing
•• Leverage technology to provide affordable and innovative telecom Services/products across customer segments

MISSION:

Be the leading telecom service provider.
•• Becoming the most trusted, preferred and admired telecom brand
•• Providing reliable telecom services that are value for money
•• Generating value for all stakeholders – employees, shareholders, vendors & business associates
•• Excellence in customer service – friendly, reliable, time bound, convenient and courteous service
•• Offering differentiated products/services tailored to different service segments
•• Developing a marketing culture that is responsive to customer needs
•• Maximizing return on existing assets with sustained focus on profitability

OBJECTIVES:

•• Increase sales revenue with focus on subscriber retention & acquisition by way of strengthening marketing, quality of service and customer delivery
•• Accelerate the pace of expansion of mobile & data services with up-gradation of technology
•• Adopt policies and processes to enable transparent, quick and efficient decision making
•• Developing marketing team with attitude towards customer care
•• Improve customer care by reducing fault rate, upgrading Customer service and convergent billing
•• Providing a conducive work environment with strong focus on performance to enhance customer delight towards BSNL services
•• Leverage data services to increase BSNL's customer's base & revenues by providing higher bandwidths capabilities for wire line and wireless broadband customers
•• Strengthen company's finances by gainful utilization of its assets through sharing / monetization of existing infrastructure like land, building and sharing of passive infrastructure like towers etc.
•• Creating Wi-Fi Hot Spots and replacing Legacy wire line exchanges by Next Generation Network
•• Expanding the reach of fiber network near to the customer premises particularly in apartment complexes through FTTH in order to meet the bandwidth requirement for both data & video applications
•• Leverage the existing infrastructure of BSNL thereby contributing towards nation building by facilitating the execution of government programs and initiatives viz.

National Optical Fiber Network (NOFN), Network for Spectrum (NFS) and Smart City concept
•• Improve productivity by training and skill development and rationalization of manpower
•• Developing knowledge pool exposed to latest technological advancements
•• To explore opportunities in international telecom in developing markets
•• To become preferred service provider to the Government for reliable and secure service Network and to serve National security interests.

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 **31.03.2020** there are **8.727103** 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 **11.9790874** crores as on 31st March 2020 out of which **11.6714967** 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 31.03.2020, BSNL has provided 75,51,713 wire line broadband connections (ADSL/VDSL) and 5, 03,522 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, BSNLhas commissioned nearly 23983 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 **31.3.2020**, in BSNL's network, a total of 4,00,39,956 **(Wire line: 21,58,197 & Cellular: 3,78,81,759)** 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 509790 no. of VPTs as on 31.08.2020 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 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 was 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. However as an interim alternate arrangement I-Sat (satellite based GSPS) phone are provided for select locations as the permanent connectivity through satellite VSAT is now provided by BBNL as approved by USOF, DoT,

2 (b). Public Telephones:-

There are 1,04,920 PCOs working in the BSNL Network out of which around 55,476 (excluding Highway) PCOs are having STD as on 31-03-2020& Highway PCOs are 2,966 as on 31-03-2020. BSNL has 1,112 Internet Dhabas as on 31-03-2020.

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:

Sl.	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 date (31.03.2020) about **11468** 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)

Sl. No.	Parameters	Year	
		2018-19	2019-20
		Achievement	Achievement
1	Fault rate/100 telephones/month (%)	4.30	4.23
2	**CCR**		
	Local	70.59	67.60
3	**Fault clearance**		
	By next day in rural area	91.31	88.79
	Within 7 days in rural area	100	100
	By next day in urban area	93.73	92.88
	Within 5 days in urban area	100	100
4	**MTTR**	6.14	6.72

F. 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 11 Platinum offices located at-Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, NCR-1 & NCR-II at Delhi , Pune, VSAT and STR.
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
12. Bulk Land Line/ Broadband connections.
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.

G. 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.

5. Provisioning, Commissioning and maintenance of CANI Submarine cable system.

H. 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.

I. 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 PLB HDPE Telecom Duct, Splice closures, SIM Card OFC Accessories, SS Drop wire, Jointing Kits, LJU cum Splicer, CT Box, Towers & other conventional items.

Performance

During the year 2019-20, Telecom Factories supplied around **5305 Kms.** of PLB HDPE Ducts, 25595 nos of Splice Closures and 9562 Kms. of SS Drop wire and other line store items. In financial terms, Telecom Factories have **achieved Rs.45.53 Cr. During the year 2019-20.**

Man power details.

Staff strength of Telecom Factories (Industrial, Regular & Executives) as on 31.03.2020 is as under.

TF Circles	Units	Non-executives		Executives	Total Staff Strength
		Industrial	*Regular*		
Kolkata	**Alipore /Circle Office**	42	39	10	**91**
	Gopalpur	52	11	5	**68**
	Kharagpur	43	8	5	**56**
Jabalpur	**Wright Town**	23	32	14	**69**
	Bhilai	16	11	4	**31**
	Richhai	23	22	6	**51**
Mumbai	**Mumbai**	56	20	21	**97**
	Total =	255	**143**	**65**	**463**

Restructuring of Telecom factories

During the year, telecom factories have undergone major restructuring exercise. The Telecom Factory Circles (Kolkata, Jabalpur and Mumbai) have been converted into Business Area and have been merged with the respective territorial circles with effect from 1st Feb 2020.

J. OBLIGATIONS

1. Towards customers

Efficient complaint redressal sysem for resolving complaints in a manner that is satisfactory to the customer.

Constant efforts are carried out to ensure standard quality of service to customers.

To offer innovative and affordable plans suiting customers of all segments and usage profiles, subject to regulatory principles.

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

Thrust areas of BSNL New CSR Policy 2018 which fall within the broad parameters as specified under Schedule VII of the Companies Act 2013 including any amendment(s), re-enactment(s) thereto and the Rules made there under which remain in force for the time being is placed below-

Broad Parameter as laid down by the Schedule VII of the Act	Identified thrust areas of Company's CSR Policy, which are falling within the broad parameter of the Schedule VII of the Act
1. Education:- Promoting Education, including special Education and Employment enhancing vocation skills especially among Children, Women, Elderly, and the differently abled and livelihood enhancement projects	1.1. Imparting skill development and vocational courses.
2. Eradicating Hunger, Poverty and Malnutrition, reducing child mortality and improving maternal health, Promoting Preventive Health Care and Sanitation and making available Safe Drinking Water	2.1 Organizing awareness on sanitation. 2.2 Providing safe drinking water.
3.SOCIO-ECONOMIC DEVELOPMENT: Promoting Gender Equality, Empowering Women, setting up Homes and Hostels for Women and Orphans; Setting up old age homes, Day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups	3.1 "Preparedness and capacity building" in Disaster Management.
4. ENVIRONMENT:- EnsuringEnvironmental Sustainability, Ecological balance, Protection of Flora and Fauna, Animal welfare, Agroforestry, Conservation of natural resources and maintaining quality of soil, air and water;	4.1 Conservation of natural resources. 4.2 Water management including ground water recharge.

5.CULTURE:- Protection of National Heritage, Art and Culture	5.1 Protection of historical monuments, heritage sites etc.
6.Schemes for Armed Forces Veterans etc.	6.1 Measures for the benefit of armed forces veterans, war widows and their dependents.
7.Promotion of Rural Sports/Paraolympic sports	7.1 Training to promote rural sports.
8.Contribution to the PM's National Relief Fund etc.	8.1 Contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women;
9.Development of Technology Incubators	9.1 Contributions or funds or kind to technology incubators promoted by institution of education, training and research.
10. Rural Development	10.1 Rural development projects.

K. 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.

1.2 POWER AND DUTIES OF ITS OFFICERS AND EMPLOYEES

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.

1.3 PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OFSUPERVISION 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 BA 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 for CFA business to the CFA set-up at Corporate office.
The Reporting & Reviewing authorities at Corporate Office, Circles and BA s 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.

	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 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
BA heads of North Zone	Concerned CGM	Director (CM)
BA heads of east Zone	Concerned CGM	Director(Enterprise)
BA heads of west Zone	Concerned CGM	Director(HR)
BA heads of South Zone	Concerned CGM	Director (CFA)

4.2 At the BA office, the first line of reporting **, except in the case of IFA, shall report to the BA Head and reviewed by the Circle CGM.

4.3 IFAs in BAs will report to the concerned BA Head and be reviewed by Circle IFA. In cases where BA 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 BA 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 &BAs hold more than one role

In such cases, the concerned officer/executive holding the original post 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
Core network Tx North	Director (ENT)	CMD
Core network Tx-East	Director (ENT)	CMD
Core network Tx -West	Director (ENT)	CMD
Core network Tx -South	Director (ENT)	CMD
Core network Tx-NE Region	Director (ENT)	CMD
ALTTC	Director (HRD)	CMD
Inspection & QA	Director (HRD)	CMD
BBNW (NCNGN-Merged) Circle	Director (CFA)	CMD
ITPC	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.315-06/2019-Pers.1(Pt.) Dated 04th Sep, 2019.

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

1.4 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.

1.5 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 Mini-Ratna 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.

1.6 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.

1.7 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.
4. Finance Committee.
5. Committee on Appellate and review matters under BSNL CDA rules.
6. Corporate Social Responsibility Committee of the Board.
7. Enterprise Risk Management Committee.

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.

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**

1.8 DIRECTORY OF OFFICERS & WORKMEN

"Bharat Sanchar Nigam Limited has staff strength 69824 **as on 31.03.2020**, There are 30887 Executives and **38937** 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.

1.9 STATEMENT ON MONTHLY REMUNERATION OF OFFICERS ANDWORKMEN INCLUDINGSYSTEM 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.

1.10 NAMES, DESIGNATION AND OTHER PARTICULARS OF 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.

1.11 NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEEN PROPOSED/TAKEN:

No. of employees against whom the disciplinary action has been pending for Major / Minor penalty proceedings:	270
No. of employees against whom the disciplinary action has been finalised for Major / Minor penalty proceedings:	341

1.12 PROGRAMME TO ADVANCE UNDERSTANDING OF RTI

1.Educational Programmes :

ALTTC Circle is consistently contributing in educational programmes by training our Officers through its inservice programmes specially designed to get basic understanding
and practical approach of RTI Act- 2005. Moreover through online vocational training programmes, law students were also educated about RTI Act- 2005. All out efforts are made by ALTTC to reach out to Public Authorities.

2. Training of CPIO /APIO :

For FY 2019-20, a total number of three courses were conducted by ALTTC on RTI matters with 15 participants which included CPIOS/APIOS as well.

1.13 TRANSFER POLICY: Available at www.bsnl.co.in under heading "RTI"

CHAPTER 2 - BUDGET AND PROGRAMMES

2.1 BUDGET ALLOCATION AND EXPENDITURE

Revenue Expenditure and Gross addition in Fixed Assets of the company for the Financial year 2019-20 is as follows:

(Rs. in Crores)

Year	Revenue/ Expenditure	Gross Addition in Fixed Assets
2019-20	18906.56/34406.08	7198.88

2.2 FOREIGN TOURS.

DETAILS OF OFFICERS of the Rank DGM and above DEPUTED ABROAD DURING 2019-20								
S. no	**RANK**	**PURPOSE FOR WHICH DEPUTED**	**No. of Officers**	**FROM**	**TO**	**Expenses(Only DA+per Diem as per SM) (In INR)***	**Expenditure Borne by**	**Place of Visit**
1	PGM	**WAS(Wholesale Agreement & Solution Group in Kuala Lumpur,Malaysia**	1	08.04.2019	11.04.2019	131250	BSNL	Kuala Lumpur, Malaysia
2	PGM	**World Class leadership Development excellence 2019 in Bangkok,Thailand**	1	17.04.2019	19.04.2019	105000	BSNL	Bangkok ,Thailand
3	DGM	**World Class leadership Development excellence 2019 in Bangkok,Thailand**	1	17.04.2019	19.04.2019	97500	BSNL	Bangkok ,Thailand

4	GM	**Deputation of BSNL officer as expert to deliver international training on "Regulatory Approaches on New Emerging Services such as OTT, IoT etc" organized by Commonwealth Telecommunication Organization (CTO) in Tanzania**	1	13.05.2019	17.05.2019	115878	Borne by CTO	Tanzania
5	DIR(EB),BSNL BOARD	**Factory Acceptance Test (FAT) at OEM location (Saint Etienne, France) for GOFNMS Track-2 equipments under NFS project**	1	22.05.2019	25.05.2019	168750	Borne by BSNL, would be part of NFS project	Saint Etienne, France
6	DGM(NFS),	**Factory Acceptance Test (FAT) at OEM location (Saint Etienne, France) for GOFNMS Track-2 equipments under NFS project**	1	22.05.2019	27.05.2019	183750		Saint Etienne, France
7	Sr. GM(Fin-CM),BSNL CO	**WAS (Wholesale Agreement & Solution Group) meeting of GSMA to be held in Valencia, Spain from 28.10.2019 to 31.10.2019 (4 days).**	1	28.10.2019	31.10.2019	131250	BSNL	Valencia, Spain
8	CVO, BSNL	**Vigilance related training programme at IACA from 04th Nov-2019 to 15th Nov-2019 at the International Anti Corruption Academy at Laxenberg,**	1	04.11.2019	15.11.2019	97500	Except per Diem, all other expenses borne by CVC	Laxenberg, Austria

		Austria						
9	PGM(Radio),BSNL CO	**Tour of BSNL officer for training and Factory Acceptance Test (FAT) for CANI Project**	1	30.10.2019	01.11.2019	112500	CANI project, will be borne by USOF	Japan
10	Sr GM Fin-CFA&GP	**Tour of BSNL officer for conducting Factory Acceptance Test (FAT) at OEM location RFS Microwave Antenna in France and Radio at Japan, Fukushima-ken under NFS Microwave project(T-508). reg.**	1	23.11.19 to	29.11.19	210000	Borne by BSNL, would be part of NFS project	Japan, Fukushima-ke
11	Sr.GM(F-CM),BSNL CO	**fat for NFS in France/Trignac**	1	14.12.2019	18.12.2019	168750		France/Trignac
12	Director (CM),BSNL Board	**Tour of BSNL officers for FAT at OEM location for RFS Microwave Antenna in Trignac,France under NFS microwave project (T-508) from 14.12.2019 to 18.12.2019(5 days).**	1	14.12.2019	18.12.2019	168750		France/Trignac
					Total	**1690878**		

2.3 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.

2.5 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:

Category of person	**Rebate/Concession**
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	i) Registration of one telephone under Non-OYT Special category ii) No registration charges. iii) No installation charges. iv) No rental charges

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 3—PUBLICITY AND PUBLIC INTERFACE

(DETAILS OF INFORMATION AVAILABLE OR HELD IN ELECTRONIC FORM)

3.1 TO 3.5 PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

BSNL is maintaining a corporate website with name www.bsnl.co.in Citizens desirous of obtaining information may visit the website, free of cost. 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).

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 .

CHAPTER 4 - E-GOVERNANCE

Information manual /handbook available in English language at BSNL public portal www.bsnl.co.in. Information manual data updated on 31.12. 2020.

Grievance Redressal Mechanism & Information **on Citizen Charter** can be accessed at https://www.bsnl.co.in/opencms/bsnl/BSNL/about_us/cit_char.html .

RIGHT TO INFORMATION

In line with the directions contained in the Right to Information Act 2005, BSNL has nominated CPIOs/FAAs for respective branch at the Corporate Office as well as the field units of the Company for providing information to citizens. The details of the CPIOs/FAAs are posted in the website of the company at www.bsnl.co.in under heading "RTI".

Details of RTI Applications / Appeals disposed off in the year 2019-20 are as follows:

RTI Requests disposed off : 3498 Numbers

RTI Appeals disposed off : 304 Numbers

Frequently asked questions (FAQs) / information related to schemes/projects/programmes/ can be accessed at www.bsnl.co.in and annual reports at http://tender.bsnl.co.in/bsnltenders/pdf/BSNL%20_Annual%20Report%202019-20.pdf

CHAPTER 5 – INFORMATION AS MAY BE PRESCRIBED

Details of Nodal CPIO and FAAs is as below

FAA/CPIO	Name	Desgn	Email id
Current Nodal FAA	Sh Sudhir Gupta	PGM (CDN)	bsnlco.rti@gmail.com
Earlier Nodal FAA	Mrs Bindu Roy	GM(CDN)	
Current Nodal CPIO	Ms Sushmita S Datta	DGM(CDN)	
Earlier Nodal CPIO	Mrs Bindu Roy	GM(CDN)	

CHAPTER 6 – INFORMATION DISCLOSED ON OWN INITIATIVE

Information manual in pursuant to sec 4(1) (b) of RTI Act is available at company website link https://www.bsnl.co.in/opencms/export/finresult/inf_manual_rti_19_20.pdf.

For more details visit company website at www.bsnl.co.in .