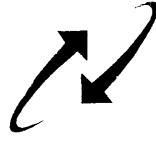


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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

ए. के. गर्ग

निदेशक (एच.आर.)
बी.एस.एन.एल. बोर्ड

A. K. Garg

Director (H.R.)
B.S.N.L. Board

Dear Shri

D.O.No. 4-1/2010-Restg.
Dated : August 3, 2011

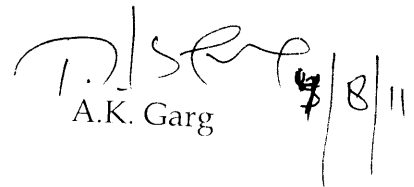
4th

I am writing to you in context of Staffing Norms for executives and non-executives for different roles across the Organisation. In this context, a set of norms were sent to you vide letter No. 4-1/2010-Restg. dated 23.4.2010 from Restructuring Branch. Only a few units have given their comments on these norms. After incorporating certain changes, a new set of draft norms have been prepared which are forwarded with this letter. We need to finalize these quickly to facilitate smooth redeployment of staff to new roles required in the changed business environment such as sales, marketing, quality of service and customer relation management. Changes in the existing norms are also necessitated because of advancement in technologies, changes in business processes, falling fixed line subscriber base and out sourcing of some of the activities.

In view of the urgency in this matter, I request your personal attention in this matter to forward observations/ comments if any, with regard to the proposed staffing norms. Further, to assess the impact of these norms on overall justified strength of different cadres, information with regard to fixed line & mobile network and subscriber base is required. Softcopy of the format may please be downloaded from the intranet. Complete information should be forwarded/ emailed to gm_restg@bsnl.co.in latest by 16th August along with suggestions if any, for modifications in the norms.

With regards,

To,
CGMS(All territorial circles/Metro Districts)


A.K. Garg