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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

No. 4-1/2010-Restg

Date: 27th April, 2011.

To

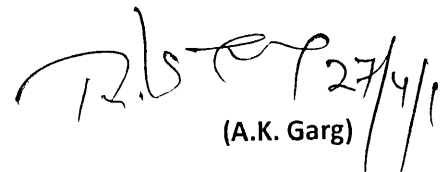
1. CGMs
Karnataka, MP, Orissa, UP (W) and Uttarakhand Circles.
2. PGM, Bengaluru Telephones.
3. GMTD Kota, Rajasthan Circle.
4. TDMs Barabanki and TDM Ballia, U.P.(E) Circle.

Subject: Staffing Norms – views of field units.

Management Committee in its meeting on 15th April 2010 considered a proposal for new staffing norms and manpower plan for BSNL. As desired by MC, the proposal was referred to the field units with the request to make available their feedback on the proposed norms. Most of the Circles have, however, not provided their feedback.

2. You are well aware that fixed line subscriber base has come down significantly and consequently, the workload of most of the employees engaged in O&M roles of fixed line services would have reduced. The organization cannot afford to under-utilize the potential of its large workforce. The financial health of BSNL makes it imperative that we undertake a holistic review of the staffing norms and bring them in sync with the market realities. New staffing norms have to be devised with a view to rationalize staff across the organization and re-deploy the surplus staff in new areas where there is acute need, e.g. mobile services, transmission (planning /construction maintenance), new businesses, enterprise business, customer relations management, sales & marketing etc. The staffing norms therefore need to be examined in the light of this emerging business scenario.

3. I would request you to study the draft staffing norms – which have been uploaded on the intranet – carefully and provide us your valuable feedback. The norms have been defined separately on positional basis and on workload basis. Your inputs may be provided on both. I also believe that justification of staff should be based on active connections rather than equipped capacity and you may send your suggestions accordingly. I shall appreciate receiving your considered views by the 7th of May 2011 which will help us in finalizing the staffing norms for gainful and appropriate utilization of our manpower.


(A.K. Garg)