



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001

Circle President
George Varghese
DGM, Ernakulam
Mob: 9447162900

Circle Secretary
Jithesh.K.P
SDE, Kannur
Mob: 9447707475

Circle Treasurer
Suneer.S
AO, Circle Office
Mob: 9447341693

No.SNEA/Kerala/2020-21/II/106

dated at TVM

the 25th May 2020

To

Sh. C V Vinod,
Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram-33

Respected Sir,

Sub: Suggestions on the proposed HR restructuring in BSNL reg:

It is understood that the BSNL Corporate Office has initiated HR restructuring process in the post VRS scenario. We are glad to know that the Head of BSNL Kerala Circle, one of the most productive and potential circles in the country has decided to bring certain facts about the implementation of HR restructuring in the Circle to the notice of BSNL Corporate Office taking the views of Associations also in the circle .

It may be noted that it was in 2013-14, Deloitte had given recommendations on restructuring of BSNL. But majority of the recommendations are yet to be implemented by BSNL except those suiting the BSNL management.

BSNL being a commercial business entity and the fortunes of employees including salary are based on profit and loss statements of the Company, we are of the considered opinion that BSNL' prime resources, MEN AND MATERIAL are to be judiciously deployed taking in to consideration the very important aspects such as market potential, efficiency and ROI. If HR restructuring is done based on the above aspects, we are sure that BSNL Kerala which is outperforming all other circles deserves additional man power and resources with which the Circle would be able to earn more and more revenue for betterment of whole BSNL as a company in years to come.

We may have a look at the financial performance of Kerala Circle with respect to other Circles in BSNL last year.

ALL CIRCLES' REVENUE PERFORMANCE IN 2019-20						
SI No.	Name of Circle	Rev (Cr.)		SI No.	Name of Circle	Rev (Cr.)
1	KERALA	1904.21		16	BIHAR	389.3
2	MAHARASHTRA	1595.41		17	ANDMAN & NIKOBAR	378.5
3	KARNATAKA	1489.52		18	KOLKATA TD	367.47
4	TAMILNADU	1455.11		19	NFS	313
5	TELENGANA	962.67		20	WEST BENGAL	309.09
6	GUJARAT	930.26		21	ASSAM	291.55
7	RAJASTHAN	801.12		22	CHHATTISGARH	288.46
8	UTTAR PRADESH (E)	800.63		23	JAMMU & KASHMIR	239.12
9	ANDHRA PRADESH	769.52		24	HIMACHAL PRADESH	229.27
10	ORISSA	623.96		25	UTTARAKHAND	195.34
11	MADHYA PRADESH	599.93		26	JHARKHAND	188.02
12	PUNJAB	594.91		27	NORTH EAST-I	143.38
13	UTTAR PRADESH (W)	536.74		28	STP	97.65
14	HARAYNA	522.34		29	NORTH EAST-II	77.97
15	CHENNAI PHONES	505.99		30	NTR	61.64
TOTAL REVENUE EARNED BY BSNL IN 2019-20 -					17662.08 CRORES	

- As always, BSNL Kerala Circle contributed more than 10% of the company' total revenue last financial year. The Circle is at the topmost position earning 1904 crores in 2019-20 while the BSNL' gross revenue stands at 17662 crores. Kerala Circle earned 300 crores more than Maharashtra Circle, who is at the second position, as far as gross revenue is concerned.
- In the case of CM sector, Kerala Circle is way ahead of all other circles generating more than 1000 crores last year.
- In the list of top revenue earning circles, Kerala Circle stands second just behind Maharashtra Circle in CFA sector.

LANDLINE & MOBILE CUSTOMER BASE IN 2019-20

Sl No.	Name of Circle	No. Landline connections	Annual CFA revenue (Crores)	Monthly Per line revenue L/L (Rs.)	No. GSM connections	Annual CM revenue (Crores)	Monthly Per line GSM revenue (Rs.)
1	KERALA	1,677,609	680.68	338.12	10,928,286	1024.15	78.10
2	TAMILNADU	813,821	436.95	447.43	9,998,653	788.31	65.70
3	KARNATAKA	933,093	626.73	559.72	7,320,502	547.79	62.36
4	MAHARASHTRA	935,736	752.89	670.50	7,128,441	466.45	54.53
5	UTTARPRADESH EAST	302,460	146.31	403.11	11,601,074	447.15	32.12
6	ORISSA	195,006	118.00	504.26	5,905,152	375.31	52.96
7	ANDHRA PRADESH	809,997	249.32	256.50	9,927,070	373.06	31.32
8	RAJASTHAN	385,204	246.38	533.01	6,115,055	331.82	45.22
9	UTTARPRADESH WEST	227,643	110.90	405.97	5,917,215	327.16	46.07
10	GUJARAT	836,759	361.92	360.44	6,076,716	301.63	41.36
11	HARYANA	187,134	155.53	692.60	4,985,316	269.78	45.10
12	PUNJAB	337,178	202.20	499.74	5,679,305	268.08	39.34
13	MADHYA PRADESH	572,546	178.62	259.98	6,302,009	237.88	31.46
14	BIHAR	155,193	61.27	329.00	5,140,243	185.65	30.10
15	ASSAM	98,837	50.31	424.18	2,730,679	161.21	49.20
16	CHENNAI	467,281	280.61	500.43	2,345,089	141.37	50.24
17	WEST BENGAL	170,869	62.81	306.33	2,021,069	137.69	56.77
18	HIMACHAL PRADESH	99,302	61.76	518.28	2,940,044	131.94	37.40
19	JAMMU & KASHMIR	122,540	65.62	446.25	1,269,058	131.14	86.11
20	KOLKATTA	415,297	194.82	390.93	1,790,275	93.00	43.29
21	NORTH EAST - 1	94064	34.09	302.01	1,465,344	71.85	40.86

- BSNL Kerala holds more than 17% of BSNL' total wire line connections by maintaining 16 lakhs landline connections in the Circle. Maharashtra Circle, which is at the second position, has only 9 lakhs connections. Among the land line connections in Kerala more than 70 % are in rural area making it difficult for managing maintenance activities.
- Kerala Circle contributes almost 10% of the total GSM connections given by BSNL in the country. Kerala Circle is just behind UP East Circle in GSM connections provided but the GSM ARPU is highest and even more than double that of UP East even though they are at top in number of GSM connections.
- Kerala circle has 28% market share among various Telecom Service Providers occupying the top position compared to the figures of all other circles of BSNL.

BROADBAND & FTTH REVENUE PERFORMANCE IN 2019-20

ALL CIRCLES' BROADBAND & FTTH REVENUE PERFORMANCE IN 2019-20			
Sl No.	Name of Circle	BB (Cr.)	FTTH (Cr.)
1	KERALA	319.94	70.06
2	MAHARASHTRA	293.65	62.11
3	TAMILNADU	256.43	29.14
4	KARNATAKA	235.16	102.17
5	GUJARAT	133.68	19.35
6	CHENNAI PHONES	128.02	12.83
7	ANDHRA PRADESH	127.41	18.52
8	RAJASTHAN	122.53	26.77
9	PUNJAB	103.34	14.04
10	MADHYA PRADESH	79.95	16.28
11	TELENGANA	66.87	27.30
12	UTTAR PRADESH (E)	65.41	8.87
13	KOLKATA TD	62.34	13.88
14	ORISSA	56.92	18.13
15	HARAYNA	49.03	9.23
16	UTTAR PRADESH (W)	43.68	11.81
17	JAMMU & KASHMIR	41.34	2.17
18	HIMACHAL PRADESH	39.30	3.35
19	UTTARAKHAND	34.76	2.40
20	WEST BENGAL	31.49	2.18
21	ANDMAN & NICOBAR	28.97	1.84
22	CHHATTISGARH	26.91	4.15
23	ASSAM	26.72	3.23
24	BIHAR	25.43	4.62
25	JHARKHAND	23.22	5.45
26	NORTH EAST-I	19.64	5.98
27	NORTH EAST-II	10.25	0.96
	TOTAL	2452.39	496.81

- In Broadband revenue, Kerala Circle is at the top generating 320 Crores last year. Kerala Circle' revenue is 13% of the total BB revenue for BSNL last year.
- In FTTH segment, Kerala Circle is at second position next to Karnataka. Kerala Circle generated 70 Crores which is 14% of the total FTTH revenue for BSNL last year.

REDUCTION OF OPEX & AMC COSTS

It may be noted that Kerala circle has already initiated various opex saving measures including reduction of AMC costs in CM vertical, contract labour costs, vehicle usage, energy savings in exchanges/BTS sites and so on throughout all BAs. In CM sector, the per line AMC cost for Kerala Circle stands at Rs. 30/- where as the per line cost in many other circles stands in between Rs.100/- to Rs.200/- . The Circle had taken special efforts to reduce Pre Phase 5 project AMC costs in CM sector gradually from Rs. 14 Crores in 2015 to Rs.1.75 Crores in 2020 by the active involvement of its Executives. These aspects are also to be considered while allocating resources including HR to Kerala Circle.

REVENUE & POST VRS STAFF STRENGTH IN VARIOUS CIRCLES

In the of case Kerala circle, it is to be noted that out of the sanctioned strength of 4305 executives only 2230 executives (JTO+SDE+DE) are available in the circle in post VRS scenario. In Kerala Circle the numbers of executives are just 7% of the total executives in BSNL while it contributes more than 10% revenue.

Circle name	GROUP A	GROUP B	TOTAL	STAFF %	REVENUE %
KERALA	188	2042	2230	6.96%	10.78%
MAHARASHTRA	232	2058	2290	7.15%	9.03%
KARNATAKA	174	1337	1511	4.72%	8.43%
TAMILNADU	159	1601	1760	5.49%	8.24%
TELANGANA	125	1290	1415	4.42%	5.45%
GUJARAT	86	1473	1559	4.86%	5.27%
RAJASTHAN	112	1431	1543	4.81%	4.54%
UP (E)	106	1419	1525	4.76%	4.53%
AP TELECOM	104	1565	1669	5.21%	4.36%
ODISHA	87	641	728	2.27%	3.53%
MP TELECOM	100	1023	1123	3.50%	3.40%
PUNJAB	123	1442	1565	4.88%	3.37%
UP(W)	62	867	929	2.90%	3.04%
HARYANA	57	744	801	2.50%	2.96%
CHENNAI	65	620	685	2.14%	2.86%
BIHAR	69	680	749	2.34%	2.20%
A&N	16	79	95	0.30%	2.14%
KOLKATA TD	59	799	858	2.68%	2.08%
NFS	4	7	11	0.03%	1.77%
WEST BENGAL	46	715	761	2.37%	1.75%
ASSAM	57	469	526	1.64%	1.65%
JAMMU & KASHMIR	49	407	456	1.42%	1.35%
HIMACHAL	56	474	530	1.65%	1.30%

Circle name	GROUP A	GROUP B	TOTAL	STAFF %	REVENUE %
JHARKHAND	33	422	455	1.42%	1.06%
NE-1	34	281	315	0.98%	0.81%
STP	50	239	289	0.90%	0.55%
NE-11	25	178	203	0.63%	0.44%
NTR	87	658	745	2.32%	0.35%
ETR	56	335	391	1.22%	
STR	82	558	640	2.00%	
NTP	52	145	197	0.61%	
NATFM	1	7	8	0.02%	
NCNGN	21	130	151	0.47%	
NETF	6	63	69	0.22%	
UTTARANCHAL	32	235	267	0.83%	
INSPECTIONS	43	255	298	0.93%	
ITPC PUNE	57	424	481	1.50%	
BRBRAITT	9	47	56	0.17%	
BB N/W	18	208	226	0.71%	
CORP.OFFICE	181	481	662	2.07%	
ALTTC	13	54	67	0.21%	
WTP	26	138	164	0.51%	
WTR	63	382	445	1.39%	
TF JABALPUR	3	23	26	0.08%	
TF KOLKATA	7	27	34	0.11%	
TF MUMBAI	2	23	25	0.08%	

Kerala Circle has generated more than 1900 Crores revenue during the last financial year and is expected to achieve over ₹ 2000 Crores this FY. It would also be worth pointing out that many milestones had been being achieved by the staff community in a small geographical State with 360 lakhs population when there are 12 other circles/state having population more than that of Kerala.

Sir, there were many discussions in various BSNL HOCC meetings about implementation of Performance Related Pay in BSNL to improve its financial performance and to stay competitive in Telecom market. In this regard, it may be noted that Kerala circle has been performing consistently over these years and attaining top position among all Circles as far as revenue generation and service efficiency is concerned. Definitely, the Executives and staff of Kerala circle deserve motivations if not in pay and perks at least in HR

policies like immunity from transfer and with better fund allotments for developments and operations. Instead of accepting and encouraging the achievements of this small circle, by implementing employee motivational programmes, our executives are always at receiving end as far as transfer and posting is concerned due to the location of our small state in the southernmost tip of peninsular India. We strongly believe that our executives deserve much more consideration than this for their sincere, dedicated, result oriented and meritorious performance for enhancing the revenue prospects consistently from this small telecom circle.

Hence, while negotiating innovations like PRP with the staff community of BSNL, the success story of Kerala telecom circle obviously requires special mention and consideration. It is accepted by everyone in BSNL that Kerala circle is the best performing circle in the country as far as revenue and other operational parameters in various business verticals are concerned. It is the highest revenue earning circle in the country. This unique circle is capable of paying not only the salaries of its staff but also manages to pay the salaries of many other circles as well from its revenue. Hence, the staff in this prestigious circle of BSNL definitely deserve special appreciation and due motivation from the top management. BSNL Corporate Office has always acknowledged the achievements of our circle through numerous DO letters to the Circle head conveying appreciation to employees. But, considering the performance of our circle, we do deserve and expect much more care and attention including incentives. But, we are aware of the limitations of the management in dealing with such ambitious, but definitely justified and deserving, demand from the staff community. Hence, at least the Circle can demand for timely payment of salary and immunity from transfers to its staff in the name of long stay and restructuring.

It is noticed that BSNL management seems to have different yardstick in selecting and exempting executives in different circles while implementing inter-circle and long stay transfers without considering the real facts. Hence, in light of the above facts, it is our humble request to bring to the notice of BSNL Corporate Office about the diligent role played by BSNL executives in managing the telecom infrastructure to its optimum performance even during the most difficult times of financial crisis and generating the highest revenue for BSBL in the country. We deserve due recognition from the top management for the remarkable performance of our circle and expect other initiatives also to boost the morale of its executives so as to improve their performance further and to achieve new heights of glory. We earnestly believe that BSNL Management would render at least natural justice to Kerala circle when the HR restructuring process is finalized and extend favourable working environment to its employees in general and executives in particular by empathetically considering their place/choice for posting during promotions and inter-circle transfers, if warranted due to exigencies.

Sir, we hold more than 17% of total landline assets & 14 % GSM assets of BSNL in the country. We contribute more than 10% of BSNL' annual revenue. Our revenue contribution in CFA sector is 12%, CM sector is 13%, Broadband revenue is 13% and FTTH revenue is 14%. We are at the top position, as far as

revenue from CM sector and Broadband are concerned. We are at second position in CFA & FTTH sector revenue. But, when executive staff strength is compared, only 7% of executives are available in the Kerala in post VRS scenario. We deserve much more than this allocation. Our request to the Circle Head is that, the above facts and figures are to be brought to the notice of HR Managers in BSNL Corporate Office and adequate number of executives are to be allotted to this most productive and potential Circle of BSNL proportional to the assets we hold and revenue share we contribute to BSNL' kitty every year. In no means, we find any reason for getting allotted less than 10% of BSNL' executives to Kerala Circle, who are manning hard tenure stations like Lakshadweep and high altitude and difficult high range stations like Idukki and Wayanad , which is our legitimate demand and need to be considered by all.

A detailed proposal of activities which are to be implemented at corporate level in the post VRS scenario has been enclosed as an Annexure.

We are sure that the Circle Head of BSNL Kerala Circle, the most prestigious Circle of BSNL, would bring results of all such innovative and unique time tested mechanisms deployed for smooth O&M of telecom networks in the Circle to the Corporate HR Managers so that they could consider allocating the most legitimate and deserving dues to Kerala in the form of men, money and material to further upgrade its operational synergy to attain better and better heights as far as revenue generation is concerned which is very much significant in the post VRS scenario as well.

Thanking You,

Sincerely Yours



**Jithesh K P
Circle Secretary
SNEA Kerala Circle**

Copy to Shri Sathesh.R, GM(HR&Admin), Kerala Circle

Annexure: Post VRS suggestions at Corporate Level.

(SNEA shall submit separate detailed proposal for deployment of available Executives and Non Executives in the Circle)

In the post VRS scenario after staff reduction, Office establishments are to be reduced for effective monitoring and supervision of the work at field units.

1. BSNL is having a pool of talented, well experienced and well qualified Officers at AGM/CAO equivalent grades. They can be effectively utilized as DGM/GM as per the requirement. As recommended by the Consultant M/s Deloitte JTO, SDE, Sr SDE and AGM equivalent Grades are to be clubbed together for the purposes of staffing norms. Further as recommended by the Consultant, TO, SDE, Sr SDE equivalent Grades are to be utilized interchangeable, directly reporting to AGM/CAO. This proposal is already approved by the BSNL Board. So, common norms are to be framed for the cluster consisting of JTO, SDE, Sr SDE and AGM equivalent Grades for each wing as decided by the Board. Many positions in middle level management have become vacant. Those are to be filled immediately on regular basis through promotion. Look after arrangement should be discontinued at the earliest. A mechanism is already approved by the BSNL Board as recommended by the Consultant M/s Deloitte, just implementation is required.
2. Training Centre activities may be reduced and kept bare minimum for most essential induction and up gradation trainings only. Training Centre infrastructure can be leased out to educational/technical institutions and staff can be redeployed to field units.
3. The Administrative Offices should be manned with minimum Executives at the level of SDE/AO equivalent grades and above having sufficient field exposure.
4. Paperless office to be introduced without further delay utilising IT tools, CDR, ERP etc. Duplication of reports should be avoided. Respective offices should be directed to take the report directly from the system. Reports from field units/BAs may be asked for the compliance rather than asking for the statistics-
5. Taxation related works now being handled by outsourced agency are to be entrusted with internal workforce, where we have a good pool of professionally qualified finance officers in all Circles.

6. CSC activities can be easily supervised by Executives from Finance/Civil/Elect/Arch etc also so that telecom side Executives can be redeployed to field units. Executives from Civil/Elect/Arch etc can be utilised directly under the control of SSA Head, without dual reporting to CE/SE/EE etc. Executives of Accounts/ Civil/ Electrical/ TF/ Arch can be posted to any post presently manned by telecom wing Executives like CSC, marketing etc, except core technical areas like NIB, MSC, Transmission system etc.
7. Shifting of BSNL offices located at main centres to BSNL Quarters can be considered so that non-technical buildings can be rented out. No offices should function in rented buildings.
8. Outsourcing of certain activities like external plant/infra maintenance has not reduced any workload of the Executives rather it has enhanced their supervisory role as the subordinate staffs who was supervising the work have almost left BSNL on VRS. JTO/SDE has to supervise and certify 100% works executed by the contractor and further that will increase the workload after VRS.
9. The new staffing norms for land line sector may be based on i) number of connections, ii) Network/Geographical area and iii) Revenue. Separate norms (or suitable weightage) required for multi Exchange areas in Dist HQs (upto 2,000 DELs per Exchange), ii) Medium exchanges in Taluk HQs (from 5,00 to 2,000 DELs per exchange) and iii) scattered assets in Rural areas, difficult stations like Wayanad, Idukki, Kasargod and Lakshadweep islands etc. The proposed norm of 2705 DELs can be considered for multi Exchange areas. For other areas, norms are to be further liberalised for effective supervision. Separate norms are required for maintenance of Wi-Fi Hotspots, FTTH, Leased Circuits, MPLS Circuits, PRI/SIP trunk etc. It has to be ensured that all Xges with minimum 500 lines are manned by a BSNL employee who can be designated as officer in charge with responsibility of operations and marketing including BBC.
10. Outsourcing should not drain out the BSNL kitty and Outsourcing should not become a new source of corruption. Further it has its own complexity like minimum wages, labour laws, company law, present liquidity etc. This concept must be incorporated very judiciously on merit considering availability of staff, significance of work, working connections, geographical areas etc. Guidelines, procedures and framework must be finalised by Corporate Office but implementation should be done by Circle and SSAs. Outsourcing should be done with the strict supervision of BSNL employees.
11. All OFC maintenance activities should be under the direct control of BSNL employees. Where ever sufficient employees are available, outsourcing can be limited to work contract. In other cases composite tenders with SLA conditions, patrolling, seeking permissions with Local

authorities, paying charges if any, attending joints for cut and shifting, protection accessories and arranging vehicle etc are to be called District wise. The charges to public authorities are to be reimbursed to contractors. In any case at least for the long distance routes, OFC maintenance team should be available with all resources in case of any emergency like failure of the vendor in repair work etc. 100% Vendor dependency is not advisable in main routes.

12. Duplication of Sales and Marketing activities in the name of CFA, CM and EB products to be avoided. The schemes/tariff of different verticals should not compete each other. Under any circumstances, Marketing and EB should not be handed over to any third party because, Database of our Customers should be that much confidential and any leakage of that information may allow Competitors to approach them with better offers. Better to have Tie-up with all equipment manufacturer related to customer premises equipments of ADSL, FTTH, ISDN PRI etc, so that we can provide the service at the earliest with the help of these OEM or its dealers by offering EMI scheme also for equipment to feel a Lesser initial charges for customers. A Special Team (Own or on contract) may be associated with EB team for provisioning and maintaining (24 x 7) the EB Customers.
13. CSC, Billing counters and related activity may be offered to channel partners/ Franchisee/ Retailers on commission basis for each transaction through Expression of Interest with practical terms and conditions. Counters can be outsourced with the supervision of BSNL employees which is a must for customer satisfaction. The present system of outsourcing is merely a bill collection system which will result large scale surrender of land line/ BB as the customer has no access to responsible BSNL representative at least to raise his grievances regarding billing and quality of service wherein CSC was functioning as primary contact for the customers. With available staff, if whole CSC activities cannot be carried out at least one BSNL employee may be posted to handle Customer demand and grievances. When CSCs are outsourced, vendors having the business of BSNL competitors should not be allowed .BSNL should follow outsourcing taking into account the local conditions at Circle/ BA/ area market conditions and should not be made pan India model. Retired BSNL employees can be given preferences with strict bench marks.
14. Most complicated and challenging job is the maintenance of landline connections, which is one of the major revenue earning business for BSNL without much competition. Timely up gradation of external plant, replacing of UG Cable with OF cable to the maximum possible extent for reducing the UG cable network to 2 to 3 KM should be on priority. Landline with BB is still having good business potential in the present scenario. The present outsourcing model on pan BSNL basis may be reviewed in case of any new agreement is being evolved in the event of termination of the agreement already made if any to ensure better efficiency. Methodology for maintenance of landline sector may vary from Circle to Circle, SSA to SSA and

even exchange to exchange. A combination of per line expenditure and revenue sharing model, depending upon the field requirements can be an effective alternative to the present system.

15. The present type of Operation and Maintenance of BTS sites in Kerala circle using BSS/NQM teams has to be continued with prevailing justifications. 4G launching is a must to retain the market share in mobile sector of Kerala. Our porting out rate is alarming and unless it is arrested it will be suicidal. BSS activities should not be clubbed with CFA or Transmission maintenance as it would seriously affect network performance when priorities have to be assigned during multitasking scenario which would be detrimental to both BSNL and its customers as far as ensuring service quality is concerned.
16. EMF Related activities or all such TERM Cell Activities may be outsourced with sufficient penal clauses imposed on breach of contract.
17. Enough Employees may be entrusted with marketing activities and to attend Channel Partners. Since 85% of the Revenue is coming from Retail Network in CM signet and now in CFA sector FTTH is the thrust, more emphasis may be given to retail marketing with retailers and channel partners like LCOs. Attractive offers may be given to Retailers rather than franchisees to enhance the business. PRBT bundling has to be stopped forth with and instead of that PRBT can be provided as per customer requirements.
18. S&D Policy may be emphasised on revenue from the Franchisees. Exclusive Franchise concept for underperforming Franchisee is to be withdrawn by allowing nearby Franchisee to operate in the area of under performers. The commission on sales is to be made more dynamic – more commission for more sale and less commission for less sale instead of present fixed commission.
19. AMC may be suitably scripted to get maximum output from Vendors. There should not be any tender with AMC conditions based on entire PO cost. AMC should be limited only to Active Infra or only necessary items which need regular maintenance support of vendor.

Regarding the post VRS deployment plan proposed by BSNL Corporate Office in December 2019

20. In The norms suggested for Deployment of staff on post VRS as per - instructions issued on 27.12.2019 with provisional norms seems to be missing in many functions of BSS, NIB, TAX, FTTH, Transmission Marketing, Admin, planning, IT, positional norms etc . It is presumed that the existing norms hold good as there is no out sourcing in these areas. More executives for EB/marketing is the actual requirement.

Staffing as per guidelines are as below

- SDE (Rural) --- 2,500 DEL + 25 BTSs.
- SDE (Urban) --- 7,500 DEL.
- 1 SDE for 125 BTSs in urban area.
- DE (Rural) ---- 11,000 DEL + Trans mtce + EB work OR
- (1 DE per Revenue Dist if DELs are less than 11,000).
- DE (Urban) --- 21,000 DEL.
- 1 DE for 450 BTSs in urban area.
- DE (Trans) --- 1 DE in each BA for Urban area. OFC shall not be less than 1400 RKM.
- In Urban area, at least 1 SDE exclusively for EB work and 1 SDE for sales & Marketing.

Note: JTO/SDE can be used interchangeably in field units.