



BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

[TE Section]

(Corporate Office)

5th floor, Bharat Sanchar Bhawan, Janpath, New Delhi -1

No. 19-1/2009-TE-II

Dated

19.02. 2010

To

Heads of Telecom Circles/ Chennai Telephones/
Calcutta Telephones/ All Heads of Administrative Units,

SUB: Evolution of Norms for Operative Staff of Telegraph Offices.

Approval of the Management Committee of the Board is hereby conveyed for implementation of new norms for operative staff of Telegraph Services, as under:

Sl.No.	Item	Telegraph work unit norms
1.	<u>Activities at Public counter:-</u> Booking of Telegrams, keying on WTMS and issuance of receipt.	01 Telegram =01 TWU
i	Registration of Abbreviated address and mtce. Of records.	01 Telegram =1.5 TWUs
2.	<u>Activities at Phonogram</u> Receiving of phonogram (Telegrams) and its transmission on WTMS	01 Phonogram =1.5 TWUs
3.	<u>Activities for Reception of Telegrams</u> Downloading and printing of messages	01 Telegram =01 TWU

4.	<u>Activities at Delevery point</u>		
	i	Seperation of greeting telegrams, Abbreviated Telegrams and other telegrams and their delivery to messengers.	01 Telegram = 1.5 TWUs
	ii	Delivery of Telegrams to customers	01 Telegram = 3.5 TWUs
	iii	Receiving the undelivered telegrams after first and 2 nd trial and recording it.	01 Telegram = 01 TWU
5	<u>Post Telegram Activities</u>		
	i	Intimation to sender and office of origin for non-delivery of telegrams and maintaining records.	01 Case = 02 TWUs
	ii	Supply of certified copies on request	01 Case = 01 TWU
	iii	Settling and redressal of public complaints.	01 Complaint = 05 TWUs
	iv	Billing of phonograms and Credit Accounts/Debit Accounts Telegrams.	01 phonogram/Credit Account case/Debit Account case = 01 TWU
	v	Record keeping	01 Telegram = 0.25 TWU

- 2) 50 Telegraph Work Units would be equivalent to one Telegraph head unit i.e. one officer/official. The fraction shall be rounded off to the next integer.
- 3) Considering the continuous decline in Telegraph Traffic, staff justification for the Operation of Telegraph Services shall be carried out twice in a year i.e. as on 1st April and 1st October every year.
- 4) Staff requirement for other services being provided at Telegraph Offices, such as STD/ISD, FAX, Internet, Sale of re-charge coupons etc. shall continue to be done as per existing norms.
- 5) Only those Telegraph offices shall continue to function which have booked plus received telegrams greater than or equal to 40 Telegrams per day on an average for previous three months i.e. 'A' telegrams plus 'C' telegrams greater than or equal to 40 telegrams per day on an average for previous 3 months.

- 6) A Telegraph Office, if continued, will have a total of two Telegraph officials plus Telegraph officials as per TWU justification.
- 7) CGMs of the Circles shall have full powers to transfer the excess Telegraph staff in the interest of BSNL.
- 8) Customer service centres formed on the conversion of Telegraph Offices and all other places offering Telegraph Services can continue to offer Telegraph Services even if TWU count does not justify even a single Telegraph official by diverting Telegraph Services work to other counter officials and in case the Telegraph work is too less (say booked telegrams less than 10 telegrams per day an average of previous three months) then field units may resort to closing down Telegraph Services from such centres/offices.
- 9) Since, there is continuous decline in Telegraph Traffic, the Telegraph Services be defined as Diminishing Services.
- 10) However, 30% cut factor on the afore-mentioned norms may be applied. Fractions, if any, for total head count in any office may be rounded off to next integer.
- 11) These norms are issued on provisional basis and will be reviewed after one year.

S.L. Manak
19.02.2010

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Copy to:

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