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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 4-01/2010 – Restg.

Date 23.04.2010

To

Chief General Managers of
All Territorial and Non-Territorial Telecom Circles,
Bharat Sanchar Nigam Limited.

Subject : - Staffing Norms

Sir,

Please find enclosed a copy of the proposed Staffing Norms for Executives and Non-executives for different units of BSNL viz. Corporate Office, Territorial Circles, Non-Territorial Circles & SSAs.

2. It is requested that your comments on the proposed norms and requirement of executives and non-executives in your Circle at different levels based on the proposed Staffing Norms may please be worked out immediately and furnished to this office by 7th May, 2010.

3. This issues with the approval of the competent authority.

(Deepak Agrawal)

Deputy General Manager (Restructuring)

Enclosure available on BSNL Intranet

Copy to : -

1. CMD, BSNL for kind information please.
2. Director (HR)/Director (Enterprise)/Director (CM)/Director (CFA)
3. ED (Finance)/ED (CN)/ED (NB)/ED (CA)

Subject: Staffing norms for executives and non executives in BSNL - Introduction

This document lays out the proposed staffing norms for Executives and Non Executives in BSNL in different Units. Positional and Workload norms are defined separately. Positional norms for Corporate Office, Circle Offices and SSA Offices have been recast as per the new organisation structure. Workload based norms for executives and non executives in Sales & Marketing in Consumer Fixed Access (CFA), Consumer Mobility (CM) and Enterprise business units, Customer Service Centres (CSC) installation, operations and maintenance of fixed line, mobile and transmission equipment etc. are given. Norms for Non-Territorial Circles are also proposed.

Norms for Non executives

Non executives have been grouped into a few principal cadres e.g. TTA, TOA, TM etc. based on the fact that they constitute the largest chunk and each principal cadre is assigned to one key job family (e.g. sales & marketing, operations & maintenance, administrative support, etc.). The grouping of various non executive cadres into job families is given in Annexure 10.

The Staffing Norms laid out in the enclosed annexures are as follows :-

Executives

- Annexure 1: Positional Norms for Corporate Office
- Annexure 2: Positional Norms for Circle Office
- Annexure 3: Workload based norms for CMTS Operations and Maintenance
- Annexure 4: Workload based norms for CFA, CM, Enterprise Sales at Circle
- Annexure 5: Positional Norms for SSA Office
- Annexure 6: Workload based norms for CFA, CM, Enterprise Sales at SSA
- Annexure 7: Workload based norms for installation, operations & maintenance activities of Fixed Access and Transmission
- Annexure 8: Workload based norms for Customer Service Centres (CSC)
- Annexure 9: Norms for each Non Revenue Circle

Non Executives

- Annexure 10: Grouping of non-executive cadres into job families
- Annexure 11: Positional Norms for Circle Office
- Annexure 12: Positional Norms for SSA Office
- Annexure 13: Workload based norms for TMs
- Annexure 14: Workload based norms for TTAs
- Annexure 15: Workload based norms for TOAs
- Annexure 16: Workload based norms for RMs
- Annexure 17: Staffing norms for Sales & Marketing