



File No. 4-2/2021- Restg.

Dated:-29.11.2021

To

All CGMs  
BSNL

**Subject: Organizational restructuring (Categorization and structure of Territorial Circles, Corporate office and Mobile Nodal centers- Issue of structure and guidelines-reg**

Consequent to the large reduction in workforce under VRS, organizational restructuring was under process of finalization. Earlier under Organizational restructuring, merger of Non Territorial circles and consolidation of Business areas were approved by BSNL Board. Accordingly Management committee of BSNL Board has approved a detailed structure and guidelines on restructuring of Non Territorial Circles, consolidation of Business areas, issued vide letter dated 14.01.2020 and 27.08.2020 respectively along with the subsequent modifications issued from time to time.

Now BSNL Management has approved the structures of Territorial circles, Corporate office and Nodal centers (Mobile) based on the business requirement, initiatives taken by business verticals, and to optimize the available manpower post VRS. In the structure, following provisions have been considered-

**1. Reporting Structure** -All functional units under different business verticals at Corporate office, Circle office, H.Q. of all territorial circles and Business areas shall maintain three layer Structure for executives except core finance. The three layer of structure defined are as under-

a) If the unit is Headed by PGM or GM level Executive/ officer-

- i. First level- PGM/ Sr. GM/ GM or eq
- ii. Second Level- Addl. GM/ Jt. GM/ DGM eq or AGM eq (either or combination of the two working independently) i.e. DGM and AGM shall work independently and both shall report to First level.
- iii. Third level- SDE eq or JTO eq (either or combination of the two working independently) i.e. JTO or eq and SDE or eq shall work independently and both shall report to second level.

(In the core finance second level shall be headed by DGM level with CAO reporting to DGM as per existing hierarchy where as AO and JAO both working independently and shall be reporting to CAO).

b) If the unit is Headed by DGM or eq level Executive/ officer

- i. First level- Addl. GM/ Jt. GM/ DGM or eq
- ii. Second Level- AGM/ CAO eq

Contd.



iii. Third level- SDE or eq or JTO/JAO or eq (either or combination of the two working independently)

2. No. of SDE or eq, AO or eq shown in the structure will include the combined strength of SDE and JTO eq or AO and JAO eq. However JTO and JAO should preferably be used in the field/area office for operational works.

3. **Territorial Circle Structure-**

**Territorial Circles have been restructured under 5 categories, as under:**

**Large Circle** – Revenue more than 800 Cr- 5 Nos.

**Medium circle-** Revenue more than 300 Cr but less than 800 Cr (12 Nos)

**Small circle-** Revenue less than 300 Cr (7 Nos.)

**Metro circle-** Chennai TD and Kolkatta TD

**Special circle-** A&N and Sikkim

4. There is no Business Area in the Metro Circle and special circle, and these circles will act as Business Areas also. The area office shown in the structure of these two categories of circles are area heads and will be looking after the operation and maintenance of network and will also act as customer interface within their area of jurisdiction. Further in Chennai TD circle, four (4 Nos.) GM-area post has been considered, where as in Kolkatta TD circle, three (3 Nos.) GM-area post has been considered. In A&N and Sikkim circle, only one GM(Area) post has been considered. DGM eq. and below level officer in the structure of the Circles under Sr. GM/GM Area are only indicative of structure. However the actual manpower shall be as per operational norms.

5. For R.F. optimization, drive test and QoS, a team comprising of one SDE/JTO from Circle & one SDE/JTO from Business Area along with other supporting team if required to be included from concern area office.

6. Govt. Project mentioned in the structure will be applicable in case the Projects are being executed by the concerned circle.

7. The number of SDE or eq. shown under each unit in Territorial Circles structure represents the combined numbers of SDE and JTO or eq. i.e. No JTO/JAO or eq. shall report to SDE/AO eq. The number of SDE (SDE+JTO) eq shown in each unit may be modified by CGMT based on the work load/ requirement in that unit. However total number of SDEs and JTOs or eq. shall not exceed the total number of SDEs and JTOs or eq. of the circle arrived by aggregating the numbers shown under each functional unit.



Similarly, Business Area head may reallocate the SDE/JTO or change the numbers in a unit based on the work load/ requirement in that unit. However total number of SDE & JTO shall not exceed the total number of SDE & JTO of the Business Area office arrived by aggregating the numbers shown under each unit. Further he may reallocate SDE/JTO eq between area office & Business Area office within the norms & sanctioned strength.

8. There will be 2 GMs in EB in Maharashtra circle, One-GM(EB-Gold) and One- GM(EB-platinum and silver) i.e. one additional GM in MH circle for EB function.

9. In large, medium and metro circles, MM and store work will be under CFA vertical. However in small circles, MM work will be done by respective business vertical, whereas store work will be under CFA vertical.

10. In medium category circles, EB &Txn has been combined, however CGM may decide merging EB with any other business vertical under intimation to Corporate Office. Circle having more than 20000 RKM OFC shall have a separate GM(Tx).

11. Abbreviation used in the structure like PM- partner management, DM- Digital marketing, CRM- Customer Relation manager. The KPI and job description of PM and DM have already been issued vide this office letter No. BSNLCO-RSTG/22(11)/1/2021-RSTG dated 08.06.2021. The KPI and Job description of CRM shall be finalized by S&M unit of BSNL CO, however till its finalization circle shall define the roles and responsibilities of CRM team considering the effectiveness and improvement in customer interface and settlement of customer grievance.

12. Circle shall further prepare the manpower strength of Business area based on structure of Business area and operational norms (area office norms). Circle shall forward the Business area wise detail list of Executives and Non-Executives (grade wise) to Restructuring Unit for records.

13. In HP Circle, CE(C) has been considered instead of SE(C)/DGM(C) considering the workload of civil External works in the state, whereas one CE(C) and One CE(Electrical) has been considered in CN-Tx(North) circle for executing the civil and Electrical works at Delhi. Further under category-2 circles, there shall be SE- Electrical / DGM- Electrical in the circle structure for AP and HR circle instead of CE- Electrical.

The structures of all the Territorial Circles up-to JTO eq. level is enclosed as **Annexure-I**.



#### 14. Corporate office structure-

In the corporate office, following modifications in the functioning of unit under each Business vertical have been approved-

- i. The designation of GM(Regulation) has been changed to Chief Regulation officer.
- ii. The post of CDN is abolished. On abolition, the work of MIS shall stand transferred to CP&M unit along with the staff whereas the work of Public grievance (CPGRAM, PGRMS, RTI etc. stands transferred to GM(Admin) along with the staff.
- iii. The post of CIT is abolished. On abolition, the work related to security of IT system, infrastructure and network in BSNL shall stand transferred to GM(Regulation) (now Chief Regulation Officer i.e. CRO) along with the staff. The unit head shall interact with DoT and other Govt. security agency like NCIIPC on IT security related matter. GM- Regulation (now CRO) shall also hold the charge of chief information security officer for BSNL. The hardware part of IT related infrastructure shall stand transferred to GM(Admin) along with the staff. Mail creation for employees through NIC and resolving of issues related to functioning of mail shall be transferred along with staff to GM(Recruitment) presently handling the e-office related matter.
- iv. All other existing posts which are not defined in the corporate structure shall be abolished and the functions of those units shall be merged with the unit shown in the structure considering their functional synergy, by respective vertical Directors.
- v. GM(Fin-CFA & EB) & GM(Fin-CM) shall administratively report to DIR(Fin) and shall also act as IFA to respective vertical directors.

The structure of Corporate Office is enclosed as Annexure-II. The numbers of executives in different grade in BSNL CO is enclosed as Annexure-III.

#### 15. Mobile Nodal center-

All four mobile nodal centers shall act as Business Area and shall report to the respective Territorial circles where it is located except East zone nodal center. In respect of East zone nodal center, it shall report to Kolkata TD Circle.

Restructuring Cell, Corporate Office,  
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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

The structure of all the Mobile Nodal Centers with number of Executives & Non-Executives in different grade in the four Nodal centers is enclosed as **Annexure-IV**.

The concerned ERP and FICCO team at corporate office shall make necessary modifications in SAP/ ERP in accordance with the structure and a compliance of its implementation shall be sent to Restructuring Unit for record please.

All Circle heads are requested to provide Feedback in respect of structure within 15 days from the date of issue of this letter, so that necessary action on modifications if necessary is taken before actual implementation.

The structure to be implemented w.e.f. 01.01.2022. This is issued with the approval of competent authority.

**Encl-**

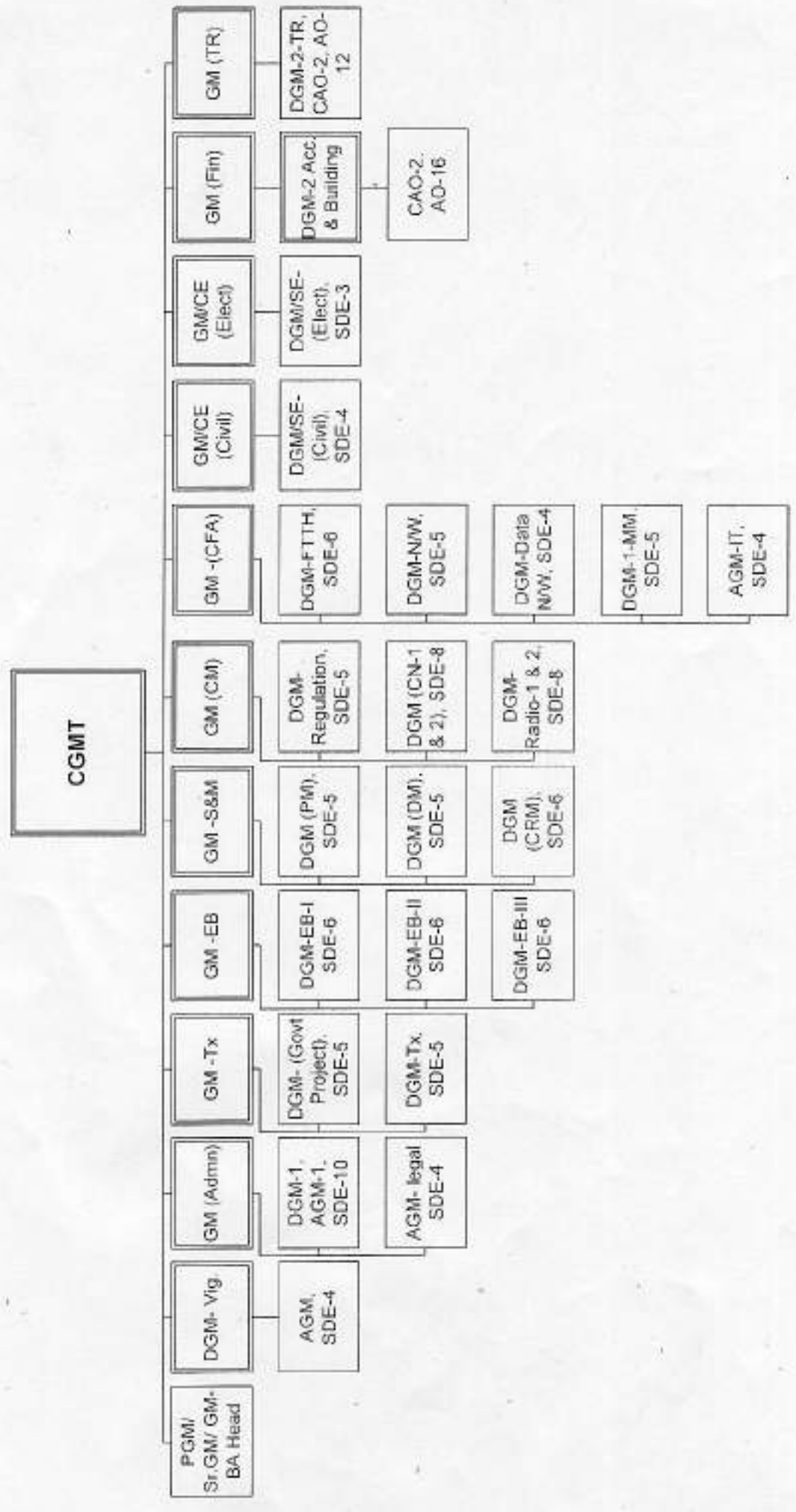
1. **Structure of All Territorial circles, Corporate office along with Telecom man power and Mobile nodal centers**

  
Manish Kumar  
GM (Restructuring)

**Copy to:**

1. **CMD BSNL for information please**
2. **Dir(CFA)/Dir(HR)/Dir(CM)/Dir(EB)/Dir(Fin) for information please**
3. **CVO BSNL CO for information please.**
4. **CGM (BW)/ CGM(EW)/CGM(Arch)/PGM(Pers)/Sr. GM Estt/Sr. GM(CA)/Sr. GM (CBB)/ Sr. GM (SR)/ Sr. GM (CIT)/CLO (SCT) for information and taking immediate necessary action please**
5. **GM(S&M), BSNL CO for finalizing the job description for CRM functions.**
6. **All PGM/Sr. GM/GM BSNL CO**
7. **Spare in the file**

ORGANISATION CHART-(Circles having large Geographical area and Revenue >800 Cr.)-(GJ, KTK, KL, MH, TN Circles -Total 5 Nos.)

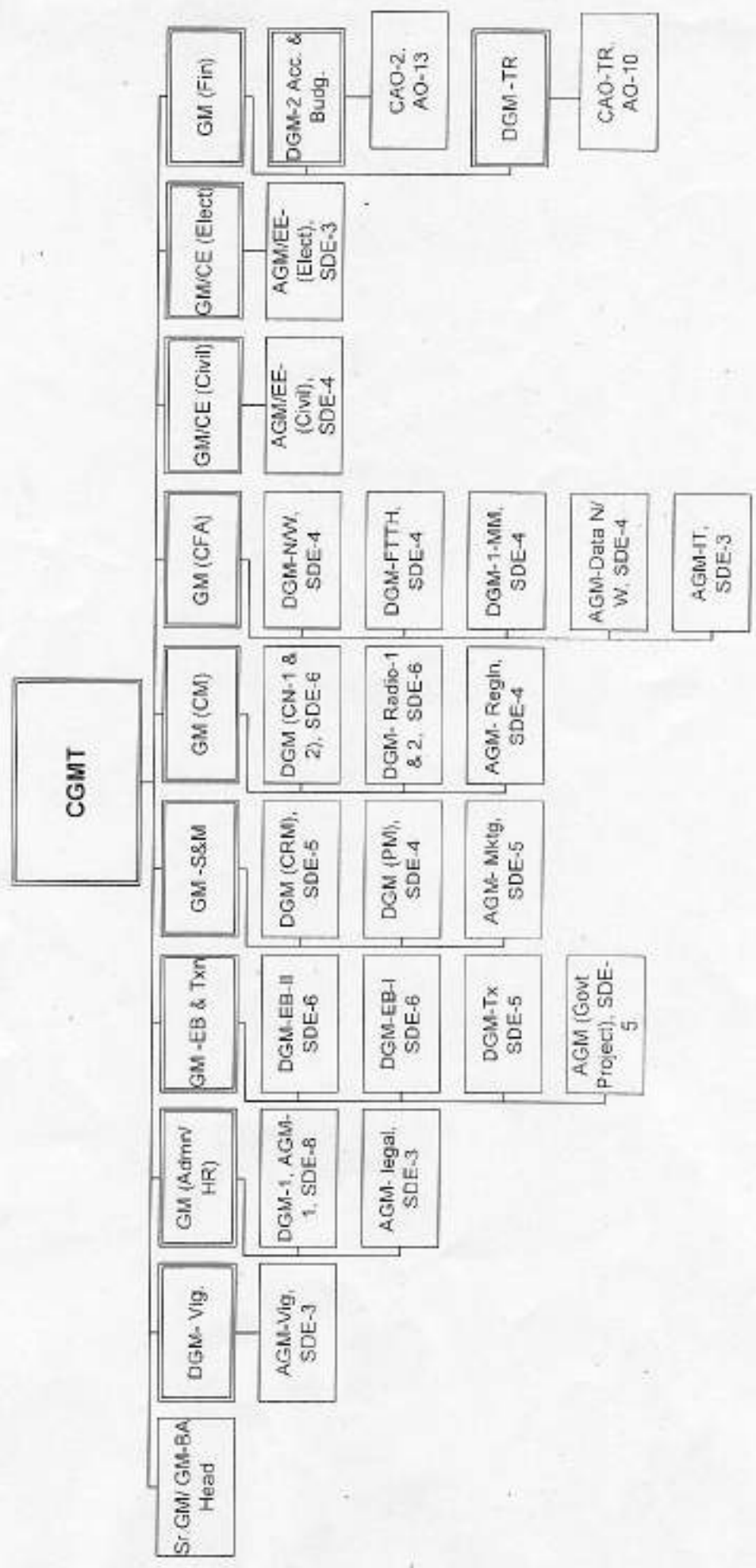


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Category-2 (Medium Circle)

ORGANISATION CHART – Circles (Revenue 300-800 Cr.)- AP, AS, BR, HR, MP, OR, PB, RJ, TEL, UP(E), UP(W), WB – Total 12 No.

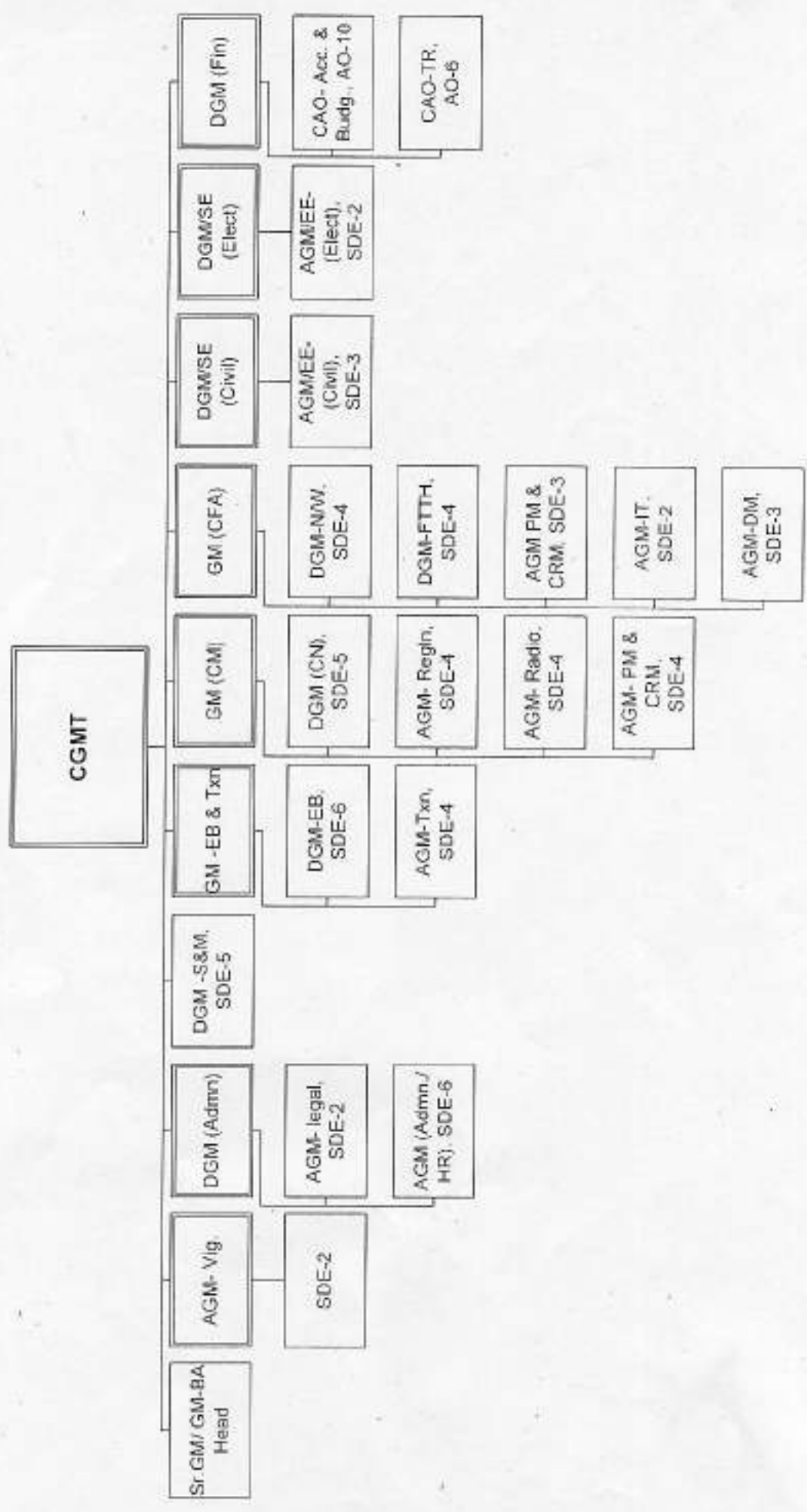


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ANN-1 (3/15)

Category-3 (Small Circle)

ORGANISATION CHART- Circle medium and Revenue <300 Cr. (CG, HP, J&K, JHK, NE-I, NE-II, UK) Total- 7 Nos.



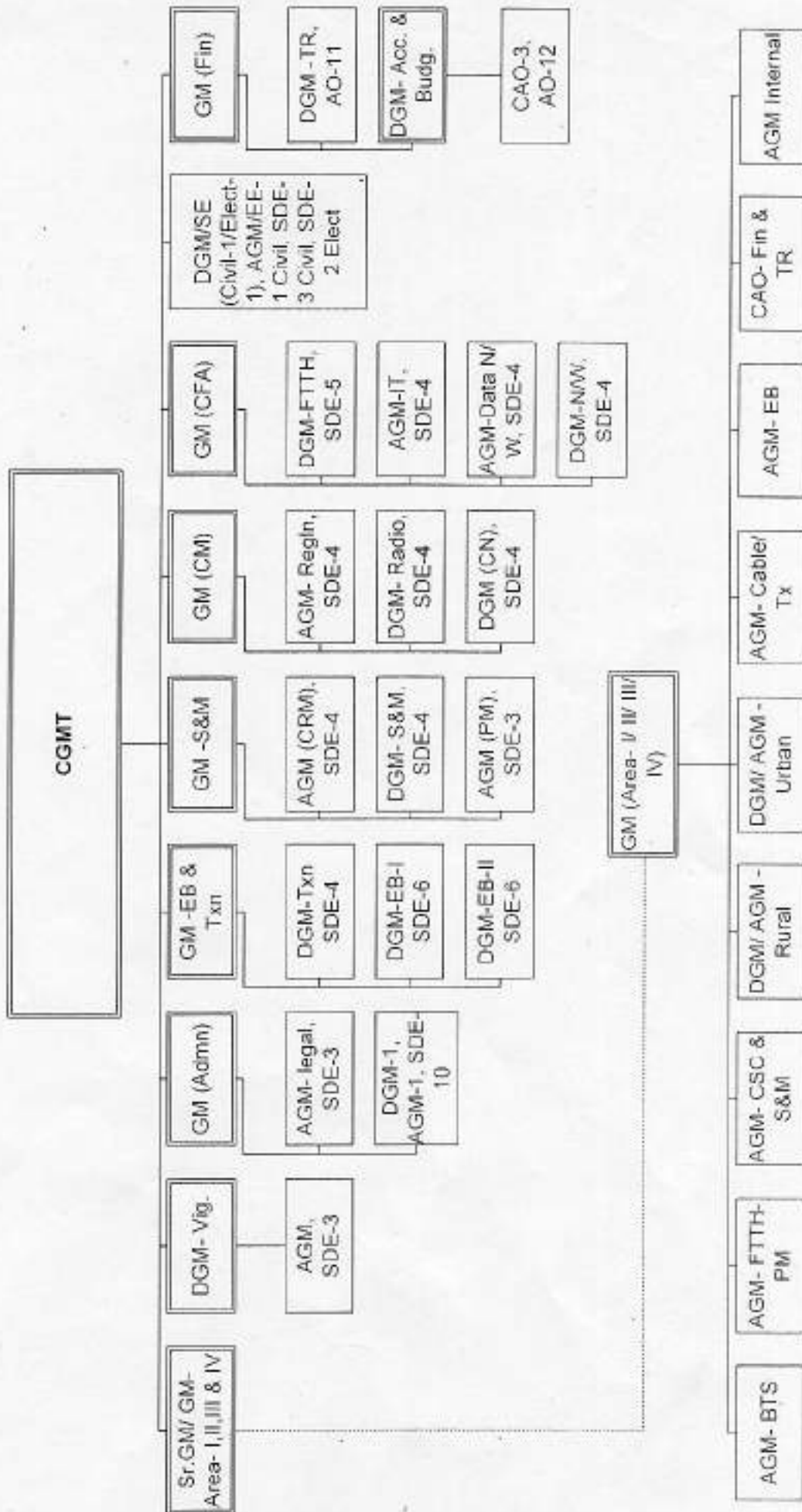
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Category-4 (Metro Circle)

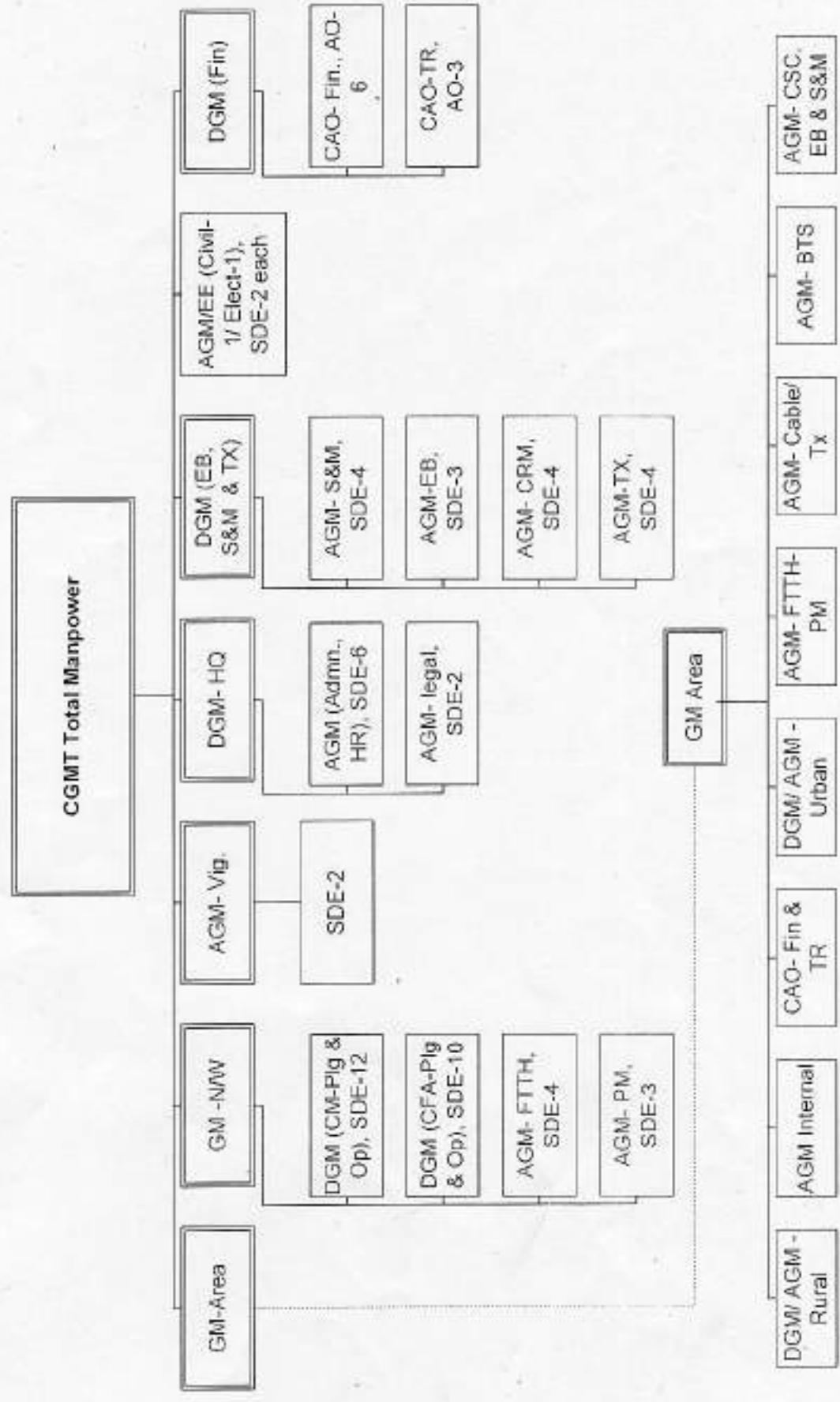
Structure Chennai TD and Kolkata TD



ANN-1

ANN-I (SIS)

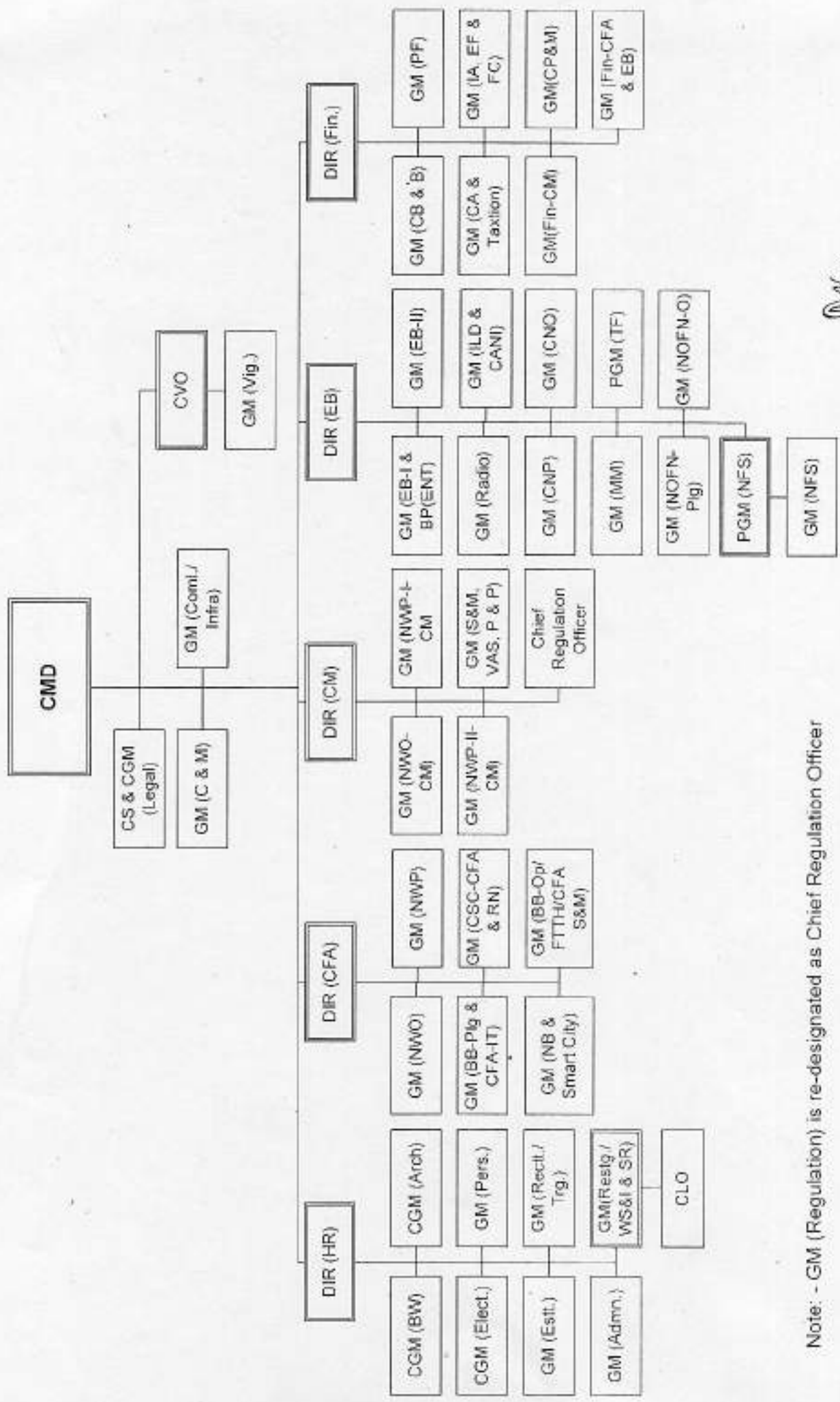
Structure AN & Sikkim Circles – Based on BA concept (Category-5 Specialised Circles)



DW-21/11

A number 1000 - 11

Corporate Office- Organizational Chart



Note: - GM (Regulation) is re-designated as Chief Regulation Officer

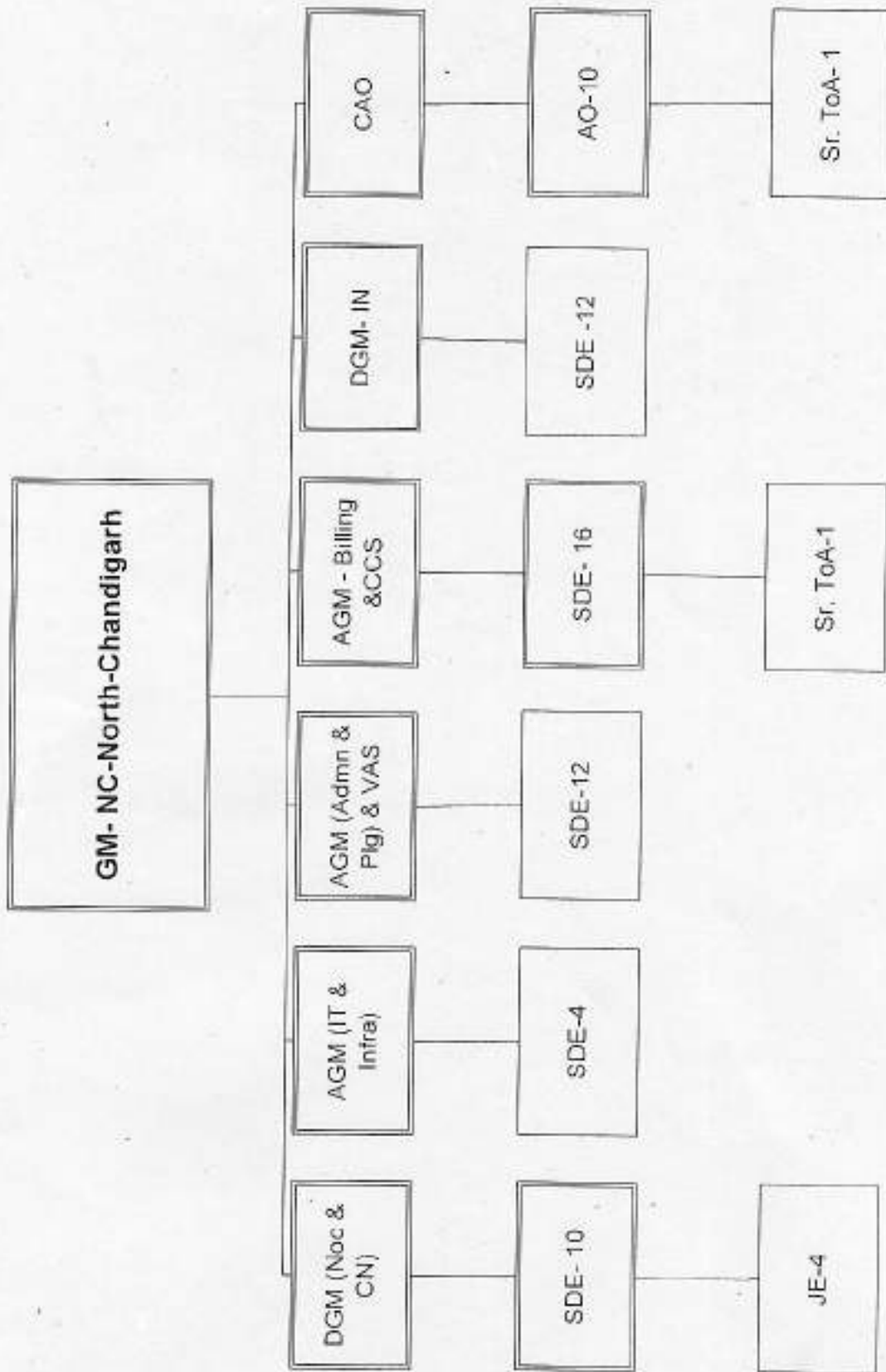
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**Annexure-III**

| <b>Sanctioned Manpower of Corporate Office- Telecom stream<br/>(DGM &amp; Below officers)</b> |            |            |                |              |
|---|------------|------------|----------------|--------------|
| <b>Territorial Circle</b>   | <b>DGM</b> | <b>AGM</b> | <b>SDE/JTO</b> | <b>Total</b> |
| <b>Corporate office &amp; ERP<br/>(FICO+ Tech)</b>  | <b>40</b>  | <b>80</b>  | <b>341</b>     | <b>461</b>   |

*AS*

ORGANISATIONAL STRUCTURE OF NODAL CENTRE - NORTH  
(NC - NORTH)

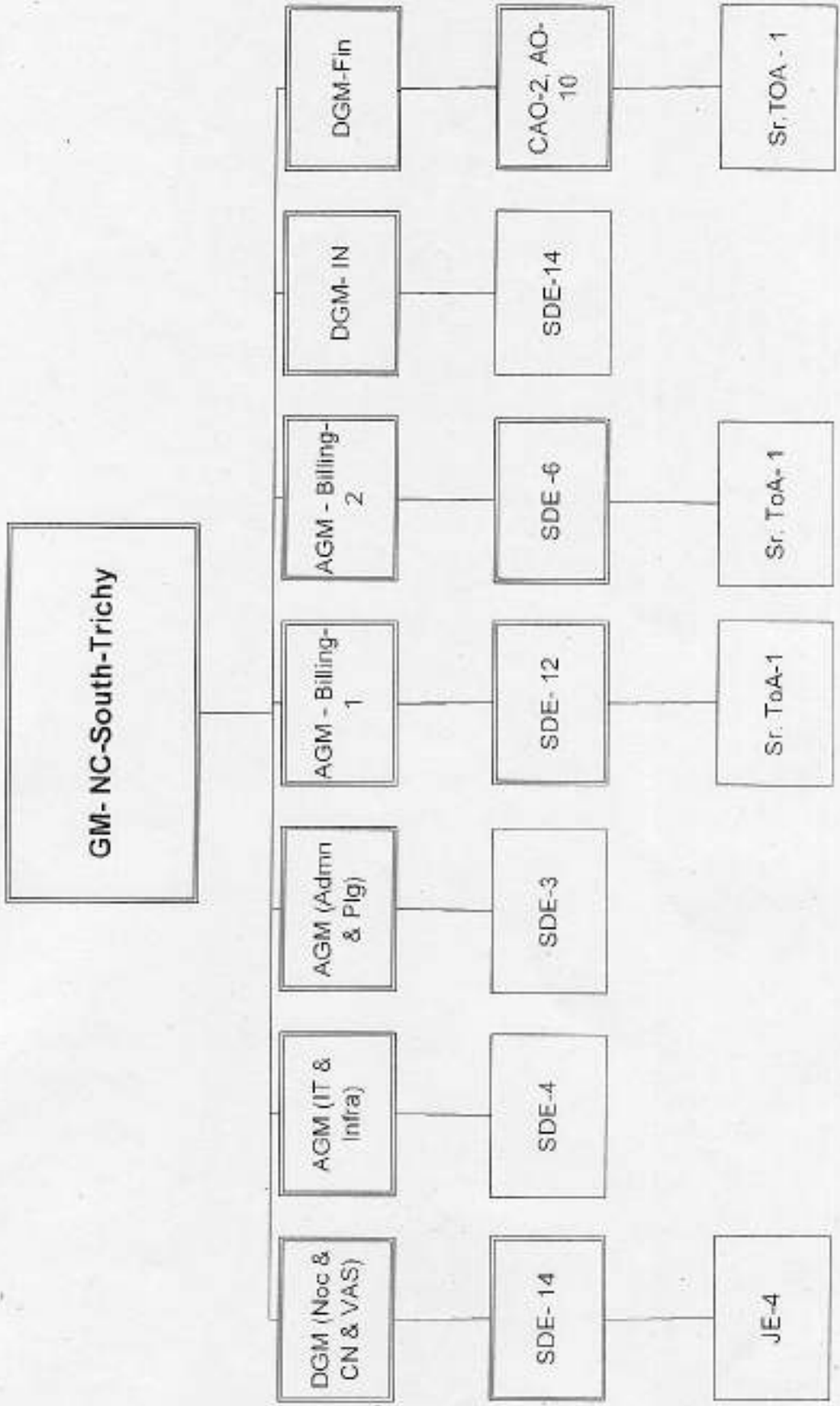


ANNEXURE - (C)  
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DN  
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ANN-12  
(2/12)

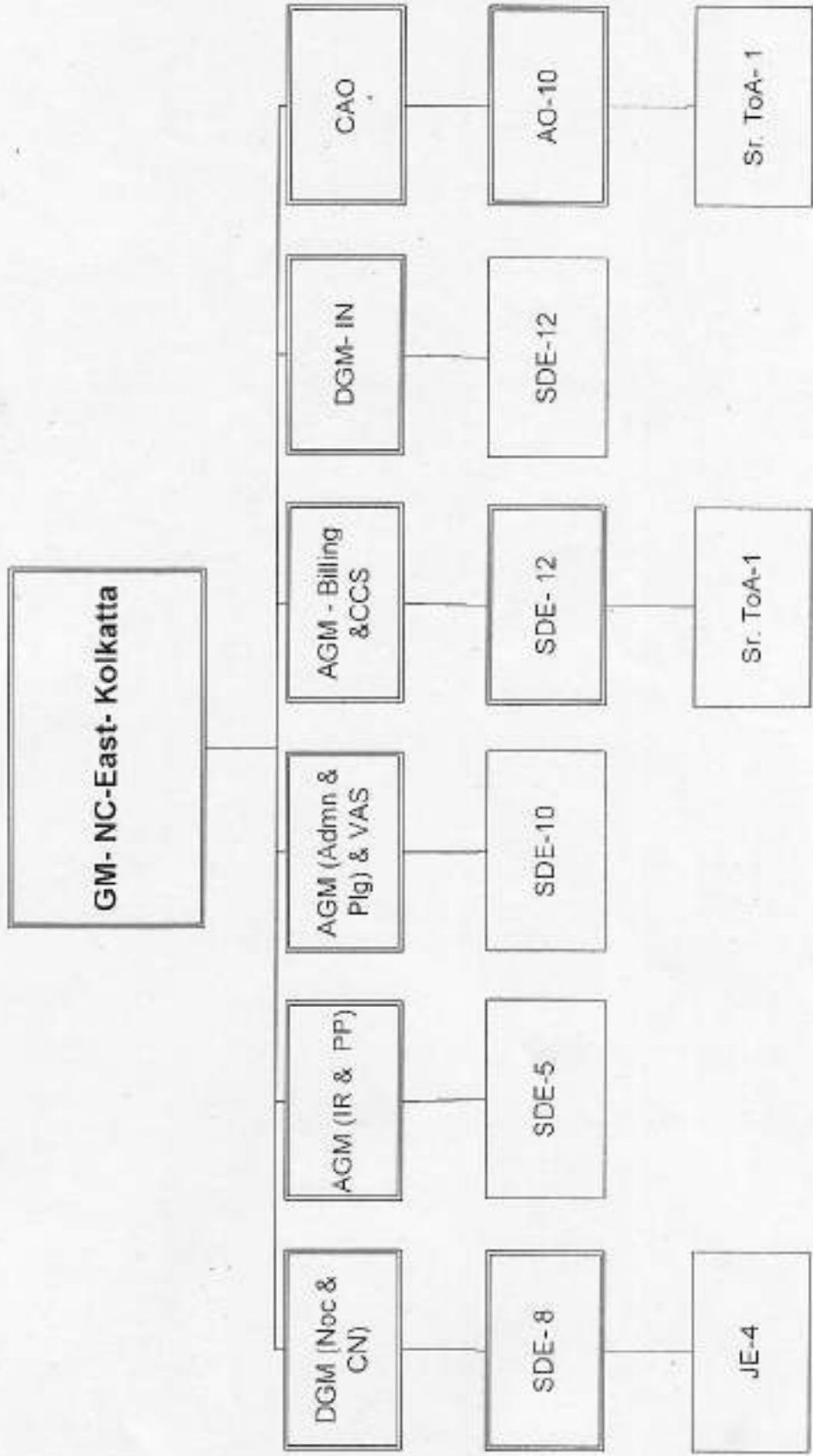
ORGANISATIONAL STRUCTURE OF NODAL CENTRE - SOUTH  
(NC - SOUTH)



*Dr. S. M.*

A-NN-14 (3/5)

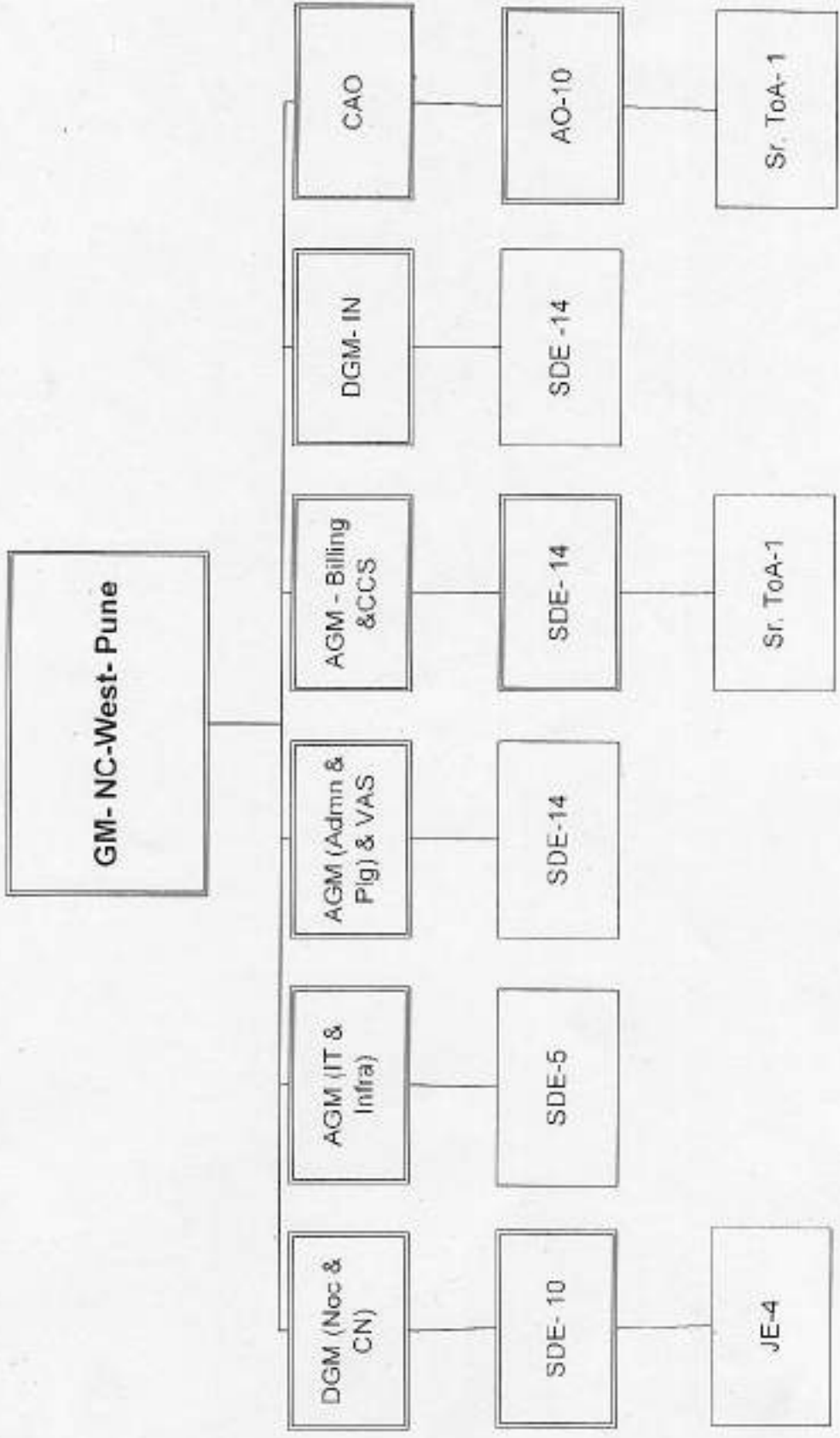
ORGANISATIONAL STRUCTURE OF NODAL CENTRE - EAST  
(NC - EAST)



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Asst-SD (4/a)

**ORGANISATIONAL STRUCTURE OF NODAL CENTRE - WEST  
(NC - WEST)**



11/1/16