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

No:-BSNLCO-RSTG/15(14)/1/2020-RSTG

Dated:- 28.06.2021

To

Sh. Chandeshwar Singh  
General Secretary  
NFTE, BSNL

Subject:-Comments on Manpower norms for finalization of Sanction strength in BSNL Post VRS

Consequent to VRS, due to large employees opting for VRS, several initiatives were taken by management to manage the telecom services like outsourcing of outdoor plant maintenance, increase in SLA based activities in maintain the core network, IT enabled solutions in different business verticals, partnership business model in FTTH services etc. Accordingly it was desired by BSNL management to carry out organizational restructuring and revise man power norms to align and optimise man power requirement with business requirement.

Accordingly Post VRS, the restructuring exercise has been carried out in phased manner, so that there is no abrupt interference in the working conditions. The structure of Non Territorial circles and Business areas have been revised and issued in January 2020 and August 2020 respectively and thereafter from time to time your feedback were also received on the proposed changes and were considered to the extant feasible by the management.

Now, finally the structure of the Territorial circles and operational norms have also been finalized and based on the structure and norms, total man power requirement has been finalized. Various meeting & presentations with Management have been conducted and now Management has desired to take feedback from recognized association and union on the proposal. Accordingly, as desired by the management, I am enclosing the proposed man power norms and the total man power requirement for non Executives in BSNL post VRS.

1. Operational norms
2. Proposed man power

S. No	Cadre	Working Man Power	Proposed manpower	Remarks
1	JE	7148	7923	
2	TT	10611	11332	
3	ATT	9295	9295	Supernumerary or till the post is vacated
4	Sr. ToA	4973	4973	Supernumerary or till the post is vacated
Total		32027	33523	

Further in respect of Non Executives, following actions are proposed:-


1. In Non Executive, the Manpower is being considered in JE, TT/ATT, Sr TOA cadres only. The number of post in JE and TT cadre has been proposed approximately 10% higher than the present available man power so that there is enough opportunity for promotion for non executives on these two posts.

2. Other Non-Executive cadres are proposed to be Supernumerary till their retirement or till the post is vacated and are declared dying cadre.
3. The post JHT and SHT are required to be continued being the statutory requirement. However their norms may be revisited in view of restructuring of Circle and BA

You are requested to submit your comments on the proposed norms by 06.07.2021, so that final Manpower can be submitted to the Management for approval.

This is issued with the approval of competent authority.

Encl:-As above

  
(Manish Kumar)  
GM(Restructuring)

**Copy to:-**

1. **DIR(HR) BSNL for kind information please.**
2. **Sr. GM (SR) for information please.**

## OPERATIONAL NORMS

1. Telecom Stream Operational Norms:-

a. CFA Outdoor (OSP):-

- (i) Outdoor operational works-Cluster based
- (ii) Outdoor operational works- where cluster is not formed

Cluster type		TT/ATT-1	JE-1	SDE/JTO-1	AGM-1
Cluster with Last Pillar to Customer Outsourced, DELs-LL+1.5 BB	LP to Customer	U-3K, R-2K	U-6K, R-3K	6 K	U-15 K, R-10 K along with collocated BTS,
	MDF to LP (BSNL emp)			U-12 K, R-6 K	
Non-Clustered (1DEL= only LL+ LL with BB*1.5+LC*3)		U-2.5 K, R-1.5 K	U-3.5 K, R-2.5 K	U-6K, R-3K	U-21 K, R-7.5 K

Minimum one SDO/JTO for a district HQ or equivalent city area irrespective of cluster size. For Rural area, the outdoor work and mini exchange+ BTS (2k and below), monitoring shall be looked after by same team.

b. Indoor (Exch., BSC/MSC) work – Exch. capacity wise:-

Capacity	SDE/JTO(U)	SDE/JTO(R)	JE(U)	JE(R)	TT/ATT(U)	TT/ATT(R)
Norms per						
>10 K	3	5	2	4	5	7
5k-10k	2	4	2	3	4	6
2k-5k	2	3	1	2	2	5
1k-2k	0	0	0	0	0	0
<1k	0	0	0	0	0	0

Note:- 5 % Manpower extra where MSC/BSC is separate from Exch. premises. Mini Exch.(< 2k) will be managed by OSP staff.

c. CM OSP- Based on number of BTS sites:-

Grade	TT/ATT-1	JTO/SDE-1	AGM-1
Norms	U-Per 35 BTS sites, R-Per 20 BTS site	U-Per 70 BTS sites, R- Per 40 BTS sites	Per 500 BTS sites

In Rural areas, the norms are for standalone BTS site

d. Txn Circle – RKM based:-OFC route Circle/BA

Grade	1 team consisting of 1 SDE or JTO and 1 TT or ATT	AGM-1
1. Non SLA Based-Norms- Normal Hilly/difficult area- J & K, NE-I, NE-II, AS, naxalite belt of Odisha/WB/Bihar/Jharkhand/ Chhattisgarh etc.)	Normal Terrain- Per 300 RKM and Hilly/ Difficult terrain- per 250RKM	1 AGM per 6 SDE

2. SLA Based-	Normal Terrain- Per 1200 RKM and Hilly/ Difficult terrain- per 1000RKM	1 AGM per 6 SDE
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e. Sales & Marketing (franchisee manager) & CSC work:-

	Category	Per Franchisee manager	Grade
Fr. Mgr. & Csc In-charge	1. Category A 2. Category B 3. category C	1. One Territory 2. Two Territory 3. Three Territory	JTO/SDE
Retail Manager		One per 250 Active PoS	Sr. ToA (If Sr. TOA is not available on the location then TT can be used)

f. Core Network (Txn)- based on RKM for OSP and number at different stations for ISP:-

Work	OFC route	Norms (1 AGM per 6 SDE)	
OFC Route	In house by BSNL	300 RKM for Normal & 250 RKM for Hilly	SDE/JTO ,TT/ATT-1, 1 AGM per 6 SDE
	SLA based	1200 RKM per team	1SDE/ JTO will monitor distance covered by 4 route parties, 1 AGM per 6 SDE
Indoor plant	Type of station	Norms (1 AGM for 8 SDE/JTO (50 % of stations taken Collocated))	
	A1 (24 Hrs)	6 SDE/ JTO, 3 JE & 3 TT per station	
	A (24 Hrs)	4 SDE/ JTO per station plus 2 JE and 3 TT or ATT - standalone stations or 1 JE and 2 TT or ATT- stations co-located with territorial exchanges	
	B (12 hrs working)	2 SDE/ JTO per station with, * 2 JE and 2 TT or ATT for manning stations and in-house route maintenance of 250 RKM- for standalone stations or 1 JE & 1TT/ATT for co-located stations	
	C (8 hrs working)	1 SDE/ JTO for maintenance of up to 4 stations with 1TT or ATT who will manage two stations each	

Note:- Additional manpower:- 10 % additional manpower for hilly area like J&K,NE-I,NE-II & AS

2. Finance Stream Norms:-

(a) Operational area (TRA Functions)

- (i) CAO- one CAO per area office having revenue between 10-30 Cr.
- (ii) AO/JAO-

Number of DELS (LL+1.5 BB+1.5FTTH+3LC)	No of AO/JAO
<10000	2
10000-40000	4
40000-80000	6
80000-120000	7
>1200000	8
For every 25 K	One Addl. AO

3. Civil:

Operational norms in BA:

	DGM (SE)	AGM(EE)	SDE/JTO
Norms	BA Category I & II (19 Locations- List)	BA- Category- I, II & III- (77 locations –list)	1. Category I- 6 Nos. 2. Category I- 5 Nos. 3. Category I- 3 Nos. 4. Category I- 1 Nos. 5. Area office- 1 (> 10 Cr, 222 locations)

The locations of SE, AGM and SDE/JTO based on locations to be decided by CGM (BW) based on workload

4. Electrical:

Operational norms in BA:

	DGM (SE)	AGM(EE)	SDE/JTO
Norms	BA Category I & II (17 Locations- List)	BA- Category- I, II & III- 56 locations -list	6. Category I- 6 Nos. 7. Category I- 4 Nos. 8. Category I- 2 Nos. 9. Category I- 1 Nos. 10. Area office- 1 (> 20 Cr, 188 locations)

The locations of SE, AGM and SDE/JTO based on locations to be decided by CGM (Electrical) based on workload