



BHARAT SANCHAR NIGAM LTD.

Website www.bsnl.co.in

Bharat Sanchar Nigam Limited

(A Govt. of India Enterprise)

Statesman House, Barakhamba Road, New Delhi-1

CONTENTS

INFORMATION MANUAL

**(PURSUANT TO SECTION 4 (1) (b) OF THE RIGHT TO
INFORMATION ACT, 2005)**

CHAPTER	PARTICULARS	PAGE No.
CHAPTER I	PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES	3-12
CHAPTER II	POWERS AND DUTIES OF OFFICERS AND WORKERS	12
CHAPTER III	PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY.	12-13
CHAPTER IV	THE NORMS SET FOR DISCHARG OF FUNCTIONS	14
CHAPTER V	THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE COMPANY OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGE OF FUNCTIONS	14
CHAPTER VI	STATEMENT OF CATEGORIES OF DOCUMENTS THAT ARE HELD BY THE	14

	COMPANY OR UNDER ITS CONTROL	
CHAPTER VII	PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF.	15
CHAPTER VIII	STATEMENT OF THE BOARD AND SUB-COMMITTEES OF THE BOARD AND OTHER COMMITTEES	15
CHAPTER IX	DIRECTORY OF OFFICERS AND WORKMEN	16
CHAPTER X	STATEMENT OF MONTHLY REMUNERATION OF OFFICERS AND WORKMEN INCLUDING THE SYSTEM OF COMPENSATION	16-19
CHAPTER XI	BUDGET ALLOCATION AND EXPENDITURE	20
CHAPTER XII	MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES	20-21
CHAPTER XIII	PARTICULARS OF RECEIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY THE COMPANY	22-23
CHAPTER XIV	DETAILS OF INFORMATION AVAILABLE OR HELD IN ELECTRONIC FORM	23
CHAPTER XV	PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION	24
CHAPTER XVI	NAMES, DESIGNATION AND OTHER PARTICULARS OF CENTRAL PUBLIC INFORMATION OFFICERS	24

PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES

Particulars of organisation

Date of incorporation:	<p>Incorporated on 15.9.2000, vide Registration No. 55-107739, dated the 15th September, 2000 and became entitled to commence business with effect from 19th September, 2000.</p> <p>The Company (BSNL) took over the .business of providing telecom services and network management throughout the country except the metro cities of Delhi and Mumbai of the erstwhile service providing departments of the Govt. of India, i.e., the Departments of Telecom Services and Telecom Operations w.e.f. 1.10.2000 pursuant to a MoU signed between the BSNL and the Govt. of India.</p>
Type of Company	<p>Government Company under Section 617 of the Companies Act, 1956.</p>
Administrative Ministry	<p>Govt. of India, Ministry of Communication and Information Technology, Department of Telecommunications.</p>
Details of Disinvestments	<p>The entire share capital of the Company is held by the Govt. of India.</p>
Shareholding pattern	<p>Government of India is holding 100% of the share capital of the Company.</p>
Listing with Stock Exchanges	<p>Not applicable, as the BSNL is an unlisted company.</p>
Share Capital	<p>Authorised Capital – Rs.17, 500 crores, divided into 1, 000, 00, 00,000[One Thousand Crores] Equity Shares of Rs.10/- each; and 750, 00, 00,000 [Seven Hundred and Fifty Crores] Preference Shares of Rs.10/- each.</p> <p>Paid Up Share Capital - Rs.5,000/- crores of Equity Shares and Rs.7,500/- crores of Preference Share Capital</p>
Objectives of the Company	<p>As set out in the objects clause of the Company's Memorandum of Association.</p>

ASPIRATION

- Be the leading Telecom Service Provider in India with global presence.
- Create a customer focused organisation with excellence in sales, marketing and customer care.
- Leverage technology to provide affordable and innovative products/services across customer segments.
- Provide a conducive work environment with strong focus on performance.
- Establish efficient business processes enabled by IT.

PROFILE OF THE COMPANY'S BUSINESS

A. GLIMPSES OF MAIN SERVICES OFFERED

1. BASIC AND LIMITED MOBILE TELEPHONE SERVICES

BSNL is the leading service provider in the country in the Basic Telephone Services. As on 31.03.2010 more than 27.83 million Direct Exchange Lines & more than 6.14 Million telephones in the Limited Mobile telephone Services are existing. BSNL provides a number of attractive tariff packages & Plans which shall further strengthen its subscriber base.

2. CELLULAR MOBILE TELEPHONE SERVICES

BSNL's GSM Technology based Cellular Network reached a long way, covering 24149 cities/towns with a subscriber base of over 6.33 Crores as on 31st March 2010 out of which 5.98 crores cellular telephone are in pre-paid segment

3. INTERNET SERVICES

BSNL offers Dialup Internet services to the customers by Post-paid service with the brand name 'Netone', and pre-paid service with the brand name 'Sancharnet'. The post-paid service is a CLI based access

service. Sancharnet is available on local call basis throughout India to ISDN and PSTN subscribers. The Internet Dhaba scheme of the Company aims to further promote Internet usage in rural and semi urban areas.

To keep pace with the latest and varied value added services to its customers, BSNL uses IP/MPLS based core to offer world class IP VPN services. MPLS based VPNs is a very useful service for Corporates, as it reduces the cost involved as well as the complexity in setting up VPNs for customers networking. As on 31.07.2010, total Internet customer base was 37,58,791 and 3289 blocks were covered with Internet Dhabas.

4. Intelligent Network

Intelligent Network Services is a service that incorporates several value added facilities, thoroughly designed to save time and money, and enhance productivity. At present, the company offers Free Phone (FPH), Premium Rate Service (PRM), India Telephone Card (ITC), Account Card Calling (ACC), Virtual Private Network (VPN), Universal Access Number (UAN) and Tele voting IN services. With the commissioning of five numbers of new technology IN Platforms (Four General purpose and One Mass Calling) at Kolkata, Bangalore, Ahmedabad and Hyderabad, the India Telephone Card facility and new value added services are being provided throughout the country.

5. BROADBAND SERVICES

BSNL has launched its broadband services under brand name "**BSNL BROADBAND**" on 14-01-05. This offers High Speed Internet Access with speed ranging from 256 Kbps to 8 Mbps. Ever since its inception BSNL is continuously expanding its broadband network in response to ever growing demand of broadband service throughout India

Present customer base is 59,99,311, with equipped capacity of 83,18,842.

The services provided are

- High Speed Internet Connectivity
- Band width on Demand(planned)
- Virtual Private Network(VPN) service over broadband
- Dial VPN services to MPLS VPN customers
- IPTV services
- Games on Demand Service
- Video tutoring service
- VOIP
- Video Surveillance service
- Entertainment portal.

B.DEVELOPMENT OF RURAL TELECOM NETWORK

1. Rural DELs :

As on 31.3.2010, in BSNL's network, a total of 3,50,22,825 Rural Telephone Connections were working.

2. (a) Village Public Telephones (VPTs) & RCPs:-

BSNL, in its unstinted efforts to make the slogan 'Connecting India', a reality, had provided VPTs in 5,65,960 villages up to 31.3.2010 as per Census 2001. The company entered into an agreement with USO Fund for expansion of rural telecom network for providing VPTs in 62,302 (Revised) undisputed, undisturbed, accessible and inhabited villages having population more than 100 as per census 1991 in the country. As of now, against this agreement, 61,673 villages have been provided with VPTs up to 31.3.2010. BSNL has entered into an agreement with USOF, DOT in Feb. 2009 for provisioning of VPTs in 62,443 inhabited villages of Census 2001. Out of these, BSNL has provided 38,959 VPTs till 31.3.2010. There are plans to replace all MARR VPTs in the country. As of now, 1,84,521 MARR VPTs have been replaced in the country. BSNL is also committed to provide the Rural Community Phones (RCPs) as per the USOF agreement. All 21,958 RCPs allotted by USOF, DOT have been provided by BSNL in villages with population of more than 2,000.

2(b) Public Telephones:-

There are more than 16,62,594 PCOs working in the BSNL Network out of which around 9,05,590 (including Highway)PCOs are having STD/ISD as on 31.03.2010.

C. NETWORK MANAGEMENT

BSNL is committed to provide a robust state of the art infrastructure that will provide stable and superior services to its customers. Accordingly, the MLLN network covering more than 200 cities was made operational in May 2004. Since then, about 22000 circuits have been provided on this network. This has provided high level of stability to the leased circuits and capability to offer N X 64 Kbps circuits. Keeping in view the growing demand of leased circuits, the network is being expanded to cover about 50 more locations and additional capacity at many existing locations is also being provided.

To improve the operational efficiency of CCS 7 signaling, stand-alone signaling transfer point (SSTP) equipment is being procured. This will also enable the Company to measure signaling traffic of other operators, who are using its signaling network for exchanging messages, especially with regard to cellular services. BSNL has more than 6.5 Lakhs Route Kilometers of optical fibre network in the country & has installed capacity more than 9.6 million lines for the TAX meant for the STD/ISD network.

D. Setting up KU Band VSAT network

As regards the KU Band VSAT network equipment, the hub of this network is being set up at Bangalore, The equipment has been installed and expected to be commissioned shortly. This will help your Company, to become a service provider with all types of media equipment i.e. OFC, Microwave and satellite for provision of bandwidth, this will also enable the Company to offer composite solutions to its customers.

E. Policy on transmission network maintenance

BSNL have large transmission networks of Optical fibre, Satellite, Digital M/W. To improve the maintenance of transmission network, guidelines for route parties and vehicles have been formalized. A computerized network for booking of transmission systems faults namely, SBNM (System Booking Network Management) system has already working with data server at Kolkata for booking the system faults by the Maintenance Regions and it is monitored by the GM (CNO) cell at BSNL Corporate Office, New Delhi. The Telecom Territorial circles are also being connected soon in this system for booking of transmission systems faults, with a view to improve follow up and faster restoration of faults.

F. Annual Maintenance contracts for switching system & WLL

Comprehensive AMC, which includes hardware and software maintenance and upgrade, has been arranged with the respective equipment suppliers. BSNL is continuously trying to improve the performance of WLL network through AMC and preventive and corrective maintenance support. AMC arrangements have also been made with suppliers of FWTs and hand held terminals.

G. Fault Repair Services – Achievements at a glance (Basic Service)

Sl. No.	Parameters	Year	
		2008-09	2009-10
		Achievement	Achievement
1	Fault rate/ 100 telephones/ month (%)	5.6	5.21
2	Call Completion Rate (%)		
	i) Local	64.19	65.67
	ii) Junction	50.61	53.46
	iii) STD	47.65	51.17
3	Fault clearance (%)		
	i) Same day	76.82	78.39
	ii) By Next day	89.24	89.56
	iii) Within 3 days	95.36	95.99
4	MTTR	9.43	8.88

H. COMPUTERISATION

Implementation of CDR based Customer Care and Convergent Billing system has been done in 120 SSAs and shall be progressively implemented in remaining SSAs of BSNL also. This will help company in providing effective and efficient billing & customer Care solutions for its fixed line subscribers._

Call Centre facility has been introduced for 284 SSAs which is a single point approach for addressing all customer needs cum grievances.

I. BUSINESS DEVELOPMENT

The different existing and future works/services in respect of EB-1 cell are as under:-

Existing Services:-

1. Managed Network Service (MNS)
2. Global Managed Network Service (GMNS)
3. Managed Software as a solution (SaaS)
4. Managed Global conferencing.
5. Managed Telepresence (Under Finalization)
6. Managed Digital Signage (Under Finalization)
7. Managed Unified Communication Services (Under Finalization)

Future Services:-

1. Managed security solution
2. Managed web-based solution.

Enterprise Business-II

Enterprise Business-II branch is responsible for developing new business revenue streams, new products, tying up with other vendors for providing joint offering, etc. EB-II branch has tied up with partners for various services like HCC Services, Video Conferencing service, taxsmile etc. EB-II cell is mainly entrusted with serving Gold and Silver category customers of BSNL. Rolling of Gold Offices across the country to serve Gold customers and policy formulation of empanelment of channel partners to serve silver customers of BSNL is being done by EB-II. Cell. EB-II cell is implementing "Last Mile Services" scheme formerly known as "Free EPABX scheme of BSNL through empanelment of EPABX Franchisees to provide "Free of cost EPABX System" to corporate customers as a business development initiative to retain the big corporate subscribers. EB-II cell is also engaged in policy formulation for empanelment of System Integrators in circles for implementation of turnkey telecom solutions.

J.INTERNATIONAL LONG DISTANCE (ILD)

1. Every month rate quotes are obtained from foreign and Indian ILDOs for putting through the BSNL's international outgoing traffic which is decided by BSNL on the basis of Least Cost Routing Plan to various destinations.
2. Formulation of BSNL's termination rates for traffic terminating in India.
3. Empanelment of bidders as per EOI and procurement of International bandwidth for voice, data and internet.
4. Signing and implementation of MPLS-VPN agreement for providing international MPLS-VPN services.
5. Signing of agreement for provisioning of IPLC services.
6. Participation in Cable Consortiums (EIG, Millennium Cable System)
7. Connectivity initiatives with different countries (e.g. Sri Lanka, Myanmar etc)
8. Implementation of various international projects (e.g. VSAT telemedicine project in SAARC)
9. Commissioning of equipment and solutions (e.g. IPLC LIM, LCR etc.)

K. CUSTOMER CARE

BSNL, with its endeavour for high customer satisfaction, has been paying great attention in this area, by means of opening of more and more customer service centres. In its ongoing endeavour to expand modes of bill payment options for its customers, several new arrangements are in advanced stage of negotiation/finalisation/implementation. Some of these include: Recharge of Excel pre-paid cards through the ATMs of PNB and SBI; bill payment through M/s Easy Bill retail outlets presently available at Bangalore, Gurgaon and NOIDA likely to be expanded to other cities; payment through internet/ECS using the services of intermediaries M/s Bill Desk and M/s Bill Junction respectively, and, through credit/debit cards.

L. TELECOM FACTORIES

"BSNL Telecom Factories located at Kolkata, Gopalpur, Kharagpur, Jabalpur, Bhilai, Richhai and Mumbai are in-house manufacturing units of the company. These are presently engaged in production of Pay Phones, Mini Pillars, CT Box, DP Box, Line Jack Unit, OFC Accessories, FDMS,

Towers, SS Drop wire, Jointing Kits, SIM Card, DDF ,PLB HDPE Pipe, TSD (Transient Safety Device) etc. All seven Telecom Factories are now ISO 9001:2000 certified.

In the changed telecom scenario, it is the endeavour of the Telecom Factories to venture into new technology areas and support BSNL as manufacturing-cum-service support organization. The Factories have supplied 1.22 Lakh Kms of Drop wire and 5050 Nos. of towers during 2000-10. TF Mumbai has supplied 1.125 Crore SIM Cards to various Circles during 2009-10.”

M. OBLIGATIONS

1. Towards customers and dealers

To provide prompt, courteous and efficient service and quality of products/services at fair and reasonable services.

2. Towards employees

- ✓ Develop their capability and advancement through appropriate training and career planning
- ✓ Expeditious redressal of grievances
- ✓ Fair dealings with recognized representatives of employees in pursuance of healthy trade union practices and sound personnel policies

3. Towards the Society –Corporate Social Responsibilities

CORPORATE SOCIAL RESPONSIBILITIES

BSNL carryout the CSR work in accordance with a written policy namely, 'BSNL CSR Policy' as well as 'Government of India's Guidelines on CSR for CPSEs (March 2010)', issued by Department of Public Enterprises. CSR activities in BSNL shall be guided, controlled and maintained by a Board known as 'BSNL CSR Board', at BSNL Circle (State) level. Executive committees are also functioning under the aforesaid Boards, for executing the CSR work at their respective territories. Ordinarily, BSNL undertakes the CSR activities on the following areas:

1. Natural disasters and calamities.
2. Provision of ambulances.
3. Provision of Broadband connections.
4. Provision of GSM Mobile PCOs.
5. Provision of WLL data connection.

N. Employee's Welfare Activities

Commitment towards the principles of corporate social responsibilities is inbuilt within the corporate philosophy of BSNL. A very wide range of welfare programmes, with a focus on the employee's welfare is continuously implemented by the Staff Welfare Board of the Company.

CHAPTER-II

POWERS & DUTIES OF OFFICERS AND WORKMEN

The powers & duties of the officers and workmen of the Company are derived mainly from job descriptions, manuals, terms and conditions of appointment and Delegation of Authorities enunciated by the Company. The workmen of the Company are appointed for carrying out the business operations of the Company, which are in line with the objectives specified in the Memorandum of Association of the Company.

While discharging duties and responsibilities, officers & workmen of the Company are complying with the applicable provisions of statutes and rules and regulations framed there under.

CHAPTER-III

PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY

The decisions making process of the Company follows the following Channel

BOARD OF DIRECTORS



CHAIRMAN AND MANAGING DIRECTOR



FUNCTIONAL DIRECTORS



EXECUTIVES

Overall management of the Company is vested with the Board of Directors of the Company. The Board of Directors is the highest decision making body within the Company.

As per the provisions of the Companies Act, 1956 certain matters require the approval of the shareholders of the Company in General Meeting.

The Board of Directors is accountable to the shareholders of the Company, which is the ultimate authority of a Company. Bharat Sanchar Nigam Limited being a Public Sector Enterprise (PSE), the Board of Directors of the Company is also accountable to Government of India.

The day-to-day management of the Company is entrusted with the Chairman cum Managing Director and the Functional Directors and Executives of the Company. For this purpose, the Board of Directors have delegated powers to the Chairman and Managing Director, Functional Directors, and the Executives of the

Company through Delegation of Financial and Administrative Powers. The Board of Directors have also delegated few of its specific powers to a committee, known as Management Committee comprising of CMD and Functional Directors. Functional Directors and executives exercise their decision-making powers as per this delegation of powers.

The Chairman cum Managing Director, Functional Directors and other Executives are accountable to Board of Directors for proper discharge of their duties & responsibilities. The powers, which are not delegated, are exercised by the Board of Directors subject to the restrictions and provisions of the Companies Act, 1956 and the Articles of Association of

the Company.

CHAPTER-IV

THE NORMS SET FOR DISCHARGE OF FUNCTIONS

The Company has well defined procedures and guidelines in the form of delegation of powers, laid down policies and guidelines, manuals with a view to ensure compliance of provisions of various statutes, rules and regulations and the guidelines of Department of Public Enterprises, Central Vigilance Commission and other concerned organizations.

CHAPTER-V

THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE COMPANY OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGE OF FUNCTIONS

The overall objectives and framework of rules and regulations of the Company is laid down in the Memorandum and Articles of Association of the Company. Each Department of the Company, while discharging its functions, is guided by manuals, policy and guidelines, which are periodically reviewed and updated.

Most of Group A officers of various organized central services are on deemed deputation with the Company, who are governed by the rules and regulations of the Central Government. So far the absorbed employees are concerned, at present, except for the rules made by the BSNL, broadly, they are governed by the rules and regulations of the Central Government.

CHAPTER-VI

DOCUMENTS THAT ARE HELD BY THE COMPANY OR UNDER ITS CONTROL

The Company maintains various statutory documents, registers, books, licenses, manuals, agreements etc. for the business operation of the Company, as required under various statutes, rules and regulations as well as for the smooth functioning of the Company.

CHAPTER-VII

PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF

Bharat Sanchar Nigam Limited is a Commercial Organization and policies formulated by it relate to its internal management and therefore, there is no requirement for consultation with the members of the Public prior to formulation of its internal policies. However, internal policies of the Company are formulated in compliance with the applicable provisions of the statutes, rules and regulations etc.

The members of the public, who are dealing with the Company in its business transaction have any complaints/ grievances, they can approach through e-mail or through the concerned officers for redressal as hosted in the web-site www.bsnl.co.in

CHAPTER-VIII

STATEMENT ON THE BOARD & SUB COMMITTEES OF THE BOARD AND OTHER COMMITTEES

The Management of the Company is vested with the Board of Directors. In terms of the Articles of Association of the Company, the Board of Directors can have minimum three Directors and maximum Fifteen Directors.

The Board of Directors of the Company comprise of Six Whole-time Functional Directors including the Chairman and Managing Director, Two part-time Government Nominee Directors and Four Non-official Part-Time Directors.

The meetings of the Board of Directors and Committees of the Board are not accessible for public. Similarly, the Minutes Books of the Board of Directors and Committees of the Board are not open for inspection by public.

The profile of BSNL's Board of directors can be had from its corporate Website www.bsnl.co.in

CHAPTER-IX

DIRECTORY OF OFFICERS & WORKMEN

"*Bharat Sanchar Nigam Limited Employee strength as on **01.07.2010 is 288441***". Groups B, C and D level employees of the erstwhile Departments of Telecommunications have already been permanently absorbed in the services of the Company. Officers of various Organized Group A services, the most of them are on deemed deputation to the Company.

For details of the Names, Designations and Telephone Numbers of the Board of Directors and Senior Executives of the Company's corporate office, please refer to the Company's website www.bsnl.co.in

For details of various other units, such as Circles etc., Heads of the respective unit maintains the same for their officers and staff.

CHAPTER- X

STATEMENT ON MONTHLY REMUNERATION OF OFFICERS AND WORKMEN INCLUDING SYSTEM OF COMPENSATION

The remuneration of the Absorbed Officers of the Company is governed by the guidelines of the Department of Public Enterprises, Government of India. The pay scales of officers are of Industrial DA pattern.

Officers of various Organized Group Services, who are on deemed deputation are governed by the pay and allowances and the rules of Central Government.

The remunerations of workmen are fixed through negotiations with Workmen's Union subject to the overall guidelines of Department of Public Enterprises, Government of India.

The total number of employees grade wise in various discipline are

given below (as on 01-July-2010).

Service Type wise Staff Strength as on: 1 July-2010

Break up for: Bharat Sanchar Nigam Limited

Staff Strength having IDA pre revised pay scale

SL No	Pay Scales	Service Types									
		19472	4	108	74	3	4986	334	2080	29	
Total	27090	Telecom	TFS	Civil	Elect	Arch	Other	F&A	Industrial	CSS	Total
1.	04000-120-05800	14	4	0	0	0	2974	0	84	0	3076
2	04060-125-05935	3	0	0	0	0	163	0	0	0	166
3	04100-125-05975	2	0	0	0	0	815	0	427	0	1244
4	04250-130-06200	14	0	0	0	0	66	0	0	0	80
5	04550-140-06650	38	0	0	0	0	454	0	929	7	1428
6	04720-150-06970	5473	0	0	0	0	100	0	1	4	5578
7	05700-160-08100	1797	0	0	0	0	73	1	482	10	2363
8	06550-185-09325	1356	0	0	0	0	130	9	0	5	1500
9	07100-200-10100	4097	0	0	0	0	54	2	157	1	4311
10	07800-225-11175	4202	0	0	0	0	49	63	0	0	4314
11	08570-245-12245	258	0	0	0	0	8	0	0	0	266
12	09850-250-14600	1069	0	53	43	2	60	123	0	2	1352
13	11875-300-17275	602	0	30	18	0	36	56	0	0	742
14	13000-350-18250	385	0	0	1	0	4	56	0	0	446
15	14500-350-18700	143	0	20	10	0	0	21	0	0	194
16	16000-400-20800	16	0	1	1	0	0	3	0	0	21
17	17500-400-22300	0	0	4	0	1	0	0	0	0	5
18	18500-450-23900	1	0	0	0	0	0	0	0	0	1
19	20500-500-26500	0	0	0	1	0	0	0	0	0	1
20	23750-600-28550	1	0	0	0	0	0	0	0	0	1
21	25750-650-30950	1	0	0	0	0	0	0	0	0	1

Data of revised scales in respect of some of the staff is yet to be ported in the system

Staff Strength having IDA revised pay scale

SI No	Pay Scales	Service Types									
		202762	204	1833	1132	182	46040	6374	312	447	
Total	259316	Telecom	TFS	Civil	Elect	Arch	Other	F&A	Industrial	CSS	Total
1	07760-13320	102	15	0	0	0	22148	1	43	0	22309
2	07840-14700	18	0	0	0	0	2484	0	0	0	2502
3	07900-14880	20	0	0	0	0	4712	0	85	0	4817
4	08150-15340	145	0	0	0	0	3546	0	3	0	3694
5	08700-16840	545	0	0	0	0	3703	0	143	121	4516
6	09020-17430	69009	0	0	0	0	2501	1	0	9	71520
7	10900-20400	18782	1	0	0	0	1504	7	24	119	20437
8	12520-23440	13560	0	0	0	0	1158	132	0	18	14868
9	13600-25420	28549	0	0	0	0	1101	42	12	3	29707
10	14900-27850	30037	0	1	0	0	1103	551	0	2	31694
11	16370-30630	2590	0	0	0	0	243	45	0	1	2879
12	16400-40500	11510	2	147	31	15	389	1410	2	74	13580
13	20600-46500	13248	78	763	624	131	1062	1145	0	87	17138
14	24900-50500	6829	45	321	290	3	343	1190	0	13	9034
15	29100-54500	7063	38	232	67	12	19	1415	0	6	8852
16	32900-58000	555	10	279	87	4	16	360	0	10	1321
17	36600-62000	147	0	9	4	0	2	32	0	14	208
18	43200-66000	17	7	25	5	8	1	5	0	0	68
19	62000-80000-E9	21	6	44	21	7	1	25	0	0	125
20	62000-80000-E9A	12	2	12	3	2	0	13	0	0	44
21	75000-100000	2	0	0	0	0	0	0	0	0	2
22	80000-125000	1	0	0	0	0	0	0	0	0	1

Staff Strength having CDA pre revised pay scales

SL No	Pay Scales	Service Types									
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Total	345	246	0	7	4	0	81	3	2	2	
		Telecom	TFS	Civil	Elect	Arch	Other	F&A	Industrial	CSS	Total
1	02550-55-2660-60-3200	0	0	0	0	0	64	0	1	0	65
2	02610-60-3150-65-3540	0	0	0	0	0	1	0	0	0	1
3	02650-65-3300-70-4000	0	0	0	0	0	4	0	0	0	4
4	02750-70-3800-75-4400	9	0	0	0	0	2	0	0	0	11
5	03050-75-3950-80-4590	14	0	0	0	0	4	0	0	0	18
6	03200-85-04900	55	0	0	0	0	1	0	0	1	57
7	04000-100-06000	13	0	0	0	0	4	0	1	0	18
8	04500-125-07000	13	0	0	0	0	0	0	0	0	13
9	05000-150-08000	24	0	0	0	0	1	0	0	1	26
10	05500-175-09000	2	0	1	0	0	0	1	0	0	4
11	06500-200-10500	34	0	2	0	0	0	1	0	0	37
12	07500-250-12000	16	0	1	0	0	0	1	0	0	18
13	08000-275-13500	2	0	0	0	0	0	0	0	0	2
14	10000-325-15200	7	0	0	2	0	0	0	0	0	9
15	12000-375-16500	14	0	1	0	0	0	0	0	0	15
16	14300-400-18300	22	0	2	0	0	0	0	0	0	24
17	18400-500-22400	19	0	0	2	0	0	0	0	0	21
18	22400-525-24500	2	0	0	0	0	0	0	0	0	2

Staff Strength having CDA revised pay scales

SL No	Pay Scales	Service Types									
Total	1690	1580	0	10	39	0	47	14	0	0	
		Telecom	TFS	Civil	Elect	Arch	Other	F&A	Industrial	CSS	Total
1	(-1S) 4440-7440 (GP-1650)	0	0	0	0	0	2	0	0	0	2
2	(1S) 4440-7440 (GP-1300)	0	0	0	0	0	21	0	0	0	21
3	(HAG) 67000-79000 (GP-0) S-30	46	0	0	0	0	0	0	0	0	46
4	(PB-1) 5200-20200 (GP-1800)	4	0	0	0	0	4	0	0	0	8
5	(PB-1) 5200-20200 9GP-1900)	1	0	0	0	0	7	0	0	0	8
6	(PB-1) 5200-20200 (GP-2000)	53	0	0	0	0	0	0	0	0	53
7	(PB-1) 5200-20200 (GP-2400)	17	0	0	0	0	2	0	0	0	19
8	(PB-1) 5200-20200 (GP-2800)	11	0	0	0	0	1	0	0	0	11
9	(PB-2) 9300-34800 (GP-4200)-S10	10	0	0	0	0	1	0	0	0	11
10	(PB-2) 9300-34800 (GP-4200)-S12	25	0	2	0	0	1	1	0	0	29
11	(PB-2) 9300-34800 (GP-4200)-S9	39	0	2	0	0	3	1	0	0	45
12	(PB-2) 9300-34800 (GP-4600)	4	0	1	0	0	0	1	0	0	6
13	(PB-2) 9300-34800 (GP-4800)	62	0	0	0	0	0	3	0	0	65

14	(PB-2) 9300-34800 (GP-5400)	2	0	0	0	0	1	2	0	0	5
15	(PB-3) 15600-39100 (GP-6600)	61	0	3	14	0	1	1	0	0	80
16	(PB-3) 15600-39100 (GP-7600)	172	0	0	9	0	0	0	0	0	181
17	(PB-3) 15600-39100 (GP-5400) Group A Entry	3	0	1	0	0	0	0	0	0	4
18	(PB-4) 37400-67000 (GP-10000)	477	0	0	1	0	1	0	0	0	479
19	(PB-4) 37400-67000 (GP-8700)	593	0	1	15	0	2	5	0	0	616
Number of employees in IDA pre revised Pay Scale = 27090 Number of employees in IDA revised Pay Scale = 259316 Number of employees in CDA pre revised Pay Scale = 345 Number of employees in CDA revised Pay Scale = 1690 Total Number of employees as on 01.07.2010 = 288441											

Note : The directly recruited employees of Company are being extended the Contributory Provident Fund (CPF) benefits through the Regional Employees Provident Fund Organization (REPFO). The employees of erstwhile DTS/DTO, who were earlier on deemed deputation and now absorbed in the Company are continuing as Member of the GPF scheme of the Central Government. Their superannuation benefits are Governed by the Rule 37A of the CCS Pension Rules.

BSNL has entered into an agreement with Life Insurance Corporation of India, whereby, all its absorbed/directly recruited employees have been covered under a Group Saving Linked Life Insurance Scheme. The Group Insurance Policy includes a life insurance component, which provides cover against natural death and a double accident benefit in case of accidental death where the claimant will get twice the sum insured. The scheme has become operational with effect from 1st August 2005.

In addition, the officers and workmen continue to get the perks as per the agreement reached between the management and the recognized association.

CHAPTER- XI

BUDGET ALLOCATION AND EXPENDITURE

Revenue Expenditure and Capital Investment of the Company for the Financial year 2008-09 is as follows:

(Rs. in Crore)

F.Y.	Revenue Expenditure	Gross Addition in Fixed Assets
2008-09	34354	8613

CHAPTER- XII

MANNER OF EXECUTION OF SUBSIDY PROGRAMMES INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES:

Bharat Sanchar Nigam Limited does not have any direct subsidy schemes/programmes for public. However, BSNL is offering concessional tariff for rural subscribers with lower rental and higher free calls as compared to urban areas. The details of comparative tariff of services are available in our website www.bsnl.co.in

BUDGET ALLOCATION AND EXPENDITURE

Revenue expenditure and Gross addition in Fixed Assets of the company for the financial year for the year 2004-05 to 2008-09 is as follows:

Year	Revenue	Gross Addition in Fixed Assets
2004-05	29402	10476
2005-06	31907	8892
2006-07	31466	8142
2007-08	33630	7168
2008-09	34354	8613

CHAPTER- XIII

PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY THE COMPANY

Bharat Sanchar Nigam Limited does not grant any concession, permits or authorization, except for appointing franchises and agents for sale of its services like PCO holders, franchises for BSNL services etc.

BSNL is extending rebate in rentals, registration, installation of phones etc to certain category of subscribers as detailed here under:

Category of person	Rebate/Concession
Senior citizens of the age of 65 years and above	i) Registration of one telephone under Non-OYT Special Category which is priority category. ii) No registration charges.
Visually blind persons	i) Registration of one telephone under Non-OYT Special category. ii) 50% rebate in normal rental charges iii) 50% rebate in Annual advance rentals
Freedom fighters/ widows of freedom fighters getting pension under freedom fighter pension scheme	i) Registration of one telephone under Non-OYT-SWS category ii) No registration charges. iii) No installation charges. iv) 50% rebate in normal rental charges
Gallantry Award winners (Defence services) under following categories- i) Param Vir Chakra ii) Ashok Chakra iii) Kirti Chakra iv) Vir chakra v) Shaurya Chakra	i) Registration of one telephone under Non-OYT Special category ii) No registration charges. iii) No installation charges. iv) No rental charges
War widows/Disabled soldiers	i) Registration of one telephone under Non-OYT Special category. ii) No registration charges.

	iii) 50% rebate in normal rental charges iv) No installation charges
Awardees of President's Police medal for gallantry and widows of awardees conferred such award posthumously.	i) Registration under Non-OYT Special category ii) No registration charges. iii) No installation charges. iv) No rental charges
Schools, Universities and Colleges affiliated thereto, Polytechnics, Non-commercial research organizations and other like institutions or organizations recognized by Government.	25% rebate in rentals for one non-residential telephone connection.
Homes for the aged, infirm, spastics, handicapped, deaf-dumb-mute persons, orphanages and voluntary organizations working for tribal welfare and other like institutions or organizations recognized by Government.	25% rebate in rentals for not exceeding two telephone connections.

CHAPTER- XIV

DETAILS OF INFORMATION AVAILABLE OR HELD IN ELECTRONIC FORM

The information relating to Company Profile / Business, Products, Services, Financial Performance, Shareholding Pattern etc. is available in electronic form, which can be obtained from the website of the Company from chapters I in this manual and also from its public portal www.bsnl.co.in .

CHAPTER-XV

PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

BSNL is maintaining a corporate website with name www.bsnl.co.in. Citizens desirous of obtaining information may visit the website. Most of the information of the public consumption is hosted particularly various services tariff plans & links to its subordinate units websites. The list of Information Officers i.e. under the Right to Information Act can also be had from section **BSNL Units** website from www.bsnl.co.in website. (BSNL units Websites are linked to main corporate office web site)

CHAPTER-XVI

NAMES, DESIGNATION AND OTHER PARTICULARS OF CENTRAL PUBLIC INFORMATION OFFICERS

In terms of Section 5 (1) of the Right to Information Act, 2005, the Company has designated various officials as Information Officers (APIOs & PIOs) and Appellate authorities. The list of such officers is available at the Company's Website www.bsnl.co.in. The concern designated APIOs, PIO,s can be approached for getting the information as pursuant to the RTI Act 2005 at various places.