



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

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INFORMATION MANUAL

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

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CHAPTER-I

PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES

Particulars of organisation

Date of incorporation:	Incorporated on 15.9.2000, vide Registration No. 55-107739, dated the 15 th September, 2000 and became entitled to commence business with effect from 19 th September, 2000. 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 an MoU signed between the BSNL and the Govt. of India.
Type of Company	Government Company under Section 617 of the Companies Act, 1956.
Administrative Ministry	Govt. of India, Ministry of Communication and Information Technology, Department of Telecommunications.
Details of Disinvestments	The entire share capital of the Company is held by the Govt. of India..
Shareholding pattern	Government of India is holding 100% of the share capital of the Company.
Listing with Stock Exchanges	Not applicable, as the BSNL is an unlisted company.
Share Capital	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.

Paid Up Share Capital - Rs.5,000/- crores of Equity Shares and Rs.7,500/- crores of Preference Share Capital

Objectives of the Company

As set out in the objects clause of the Company's Memorandum of Association.

VISION

To become the largest telecom Service Provider in South east Asia.

MISSION

- i. To provide world class State-of-art technology telecom services on demand at affordable price.
- ii. To Provide world class telecom infrastructure to develop country's economy.

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 of now more than 35 million Direct Exchange Lines & more than 2.2.Million telephones in the Limited Mobile telephone Services are existing. BSNL has 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 20,836 cities/towns with a subscriber base of over 4.67 Crores as on 31st March 2009 out of which 4.31 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, currently operational in 100 cities. 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 31.03.2005, your Company's total Internet customer base was 17,98,089 and total Internet Dhabas were 4143. A total of 708594 dial up Internet connections have been given during 2004-2005, against a target of 7 lakhs. BSNL plans to give 1215980 more dial up connections during the year 2005-06. As on 31.1.2006, there were 2367404 internet subscribers working in BSNL net work.

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, your 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. Activation of these new IN platforms had increased the sale of ITC Cards taking the figure to Rs.265 crores in 2004-05 alone.

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 3.56 million, with equipped capacity of 6.1 million. BSNL Broadband service is available in more than 3800 cities & 83000 villages.

The services provided are

- High Speed Internet Connectivity(up to 8 Mbps)
- Band width on Demand(planned)
- Virtual Private Network(VPN) service over broadband
- Dial VPN services to MPLS VPN customers

- IPTV services(at present available in 66 cities)
- Games on Demand Service
- Video tutoring service
- VOIP
- Video Surveillance service
- Entertainment portal.

B.DEVELOPMENT OF RURAL TELECOM NETWORK

1. Rural DELs :

As on 31.3.2009, in BSNL's network, a total of 2,92,04,321 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 5,49,294 villages up to 31.3.2009 as per Census 2001. The company entered into an agreement with USO Fund for expansion of rural telecom network for providing VPTs in 66,822 undisputed, undisturbed, accessible and inhabited villages having population more than 100 as per census 1991 in the country. As of now, against this agreement, 57,181 villages have been provided with VPTs up to 31.3.2009. 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 20,527 VPTs till 31.3.2009. There are plans to replace all MARR VPTs in the country. As of now, 1,83,865 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 20,20,448 PCOs working in the BSNL Network out of which around 1 million PCOs are having STD/ISD.

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, specially with regard to cellular services. BSNL has more than 4.7 Lakhs Route Kilometers of optical fibre network in the country & has installed capacity more than 6.4 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

Telecom Circles have large transmission networks. To improve the maintenance of transmission network, guidelines for route parties and vehicles have been formalised. Telecom Territorial Circles are also being connected with computerised network for booking of transmission system 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. Initial feedback suggests that, as a result of preventive and corrective maintenance support, the performance of switches is improving. Difficulties in entering into AMC with rural WLL equipments suppliers have been resolved and procedures streamlined so that adequate maintenance support becomes available. As a result, the performance of WLL network is improving. AMC arrangements have also been made with suppliers of FWTs and hand held terminals.

G. Provision of SMPS with rural WLL DELs

With a view to increase the talk time and to take care of poor power supply conditions in rural areas, steps are taken for procurement of switch mode power supply (SMPS) with 7 Ah battery. All new procurements of WLL equipment will now have provisions for SMPS with 7 AH battery to be supplied along with FWTs

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

Sl. No.	Parameters	Year	
		2003-04	2004-05
		Achievement	Achievement
1	Fault rate	8.4	7.6
2	Trunk efficiency	88.4	89.1
3	CCR		
	i) Local	57.85	59.89
	ii) Junction	47.88	54.18
	iii) STD	40.57	43.70
4	Fault clearance		
	i) Same day	75.78	77.30
	ii) Next day	90.29	90.20
	iii) Within 7 days	98.23	98.70

5	Repeat Faults	0.87	0.58
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I. COMPUTERISATION

Implementation of CDR based Customer Care and Convergent Billing system has started in Proof of Concept (POC) SSAs and shall be progressively implemented in remaining SSAs of BSNL. This will help company in providing effective and efficient billing & customer Care solutions for its fixed line subscribers. It envisages building of country wide intranet to reduce the cost of operation, increase realization, stop leakage of revenue and minimize frauds, besides providing round the clock best customer care services to the Company's subscribers.

Call Center facility has been introduced for 265 SSAs, which is a single point approach for addressing all customer needs cum grievances. Web based Public grievance Management System has been implemented for speedy disposal and monitoring of public grievances. Web based inventory Management package has also been introduced, through which material management functions are being computerized gradually in different circles. Online Mobile Bill viewing facility has been made available to all CellOne Mobile Customers (all States) through Company's Portal (<http://bsnl.in>). Duplicate Telephone bill viewing facility for landline telephone has also been made available at many places through Websites of respective telecom circles.

Customer Care Portal, to provide all BSNL services at one place, has been launched in all the circles of BSNL.

J. BUSINESS DEVELOPMENT

Business Development Cell is responsible for developing new business revenue streams, new product, tying up with other vendors for providing joint offering, etc. BD cell has tied up with vendors/other organizations for Bundling of products with BSNL service like Handset Bundling (2 G & 3 G), PC Bundling, GSM PCO Bundling, RF Vendor empanelment, Data Card Bundling for Edge/GPRS connectivity.

BD has tied up with other organizations to enhance the business of BSNL like alliance with IOC, BPCL, NFL etc for selling BSNL products through their outlets. BSNL is also in process of tie up with big retail players like Reliance Retail, More, Spencer, Subhiksha, Mobile Zone, other similar outlet etc for selling BSNL services. Similar alliance has been forged with NIC/IL&FS to sell BSNL products through CSCs. Through other alliances,

we have been able to bring out Co-branded/White labelled services like Blackberry, Nokia Pushmail etc.

BD Cell is implementing Free EPABX scheme of BSNL through empanelment of EPABX Franchisees to provide "Free of cost EPABX Systems" to corporate customers as a business development initiative to retain the big corporate subscribers. BSNL has also tied up with M/s Polycom for providing their rich Video Conferencing application based on their Real presence technology. Efforts are being made for similar tie up with M/s Cisco for providing Video Conferencing solution to the end-users.

With the advent of proliferation of Broadband through mobile and landline, it has become very important that low cost devices for both landline and mobile i.e. 3G/Wimax should be made available to the customers so that large volume of subscriber base in these areas may be achieved. BD Cell will make efforts to tie up with the vendors for broadly three types of low cost Broadband devices like Low cost PC/Laptop, MIDs (Mobile Internet Devices) Wimax enable devices which will have the features of more than smart phone but will be the cost effective solution for net surfing.

K.INTERNATIONAL LONG DISTANCE (ILD) 1. BSNL is sending foreign calls in two ways as under:

- (I) Initially an agreement is entered into with foreign carriers for sending the Telecom traffic of BSNL to the carriers.
- (II) Calls are routed through Indian International Long Distance Operators (ILDs) namely M/s Reliance Communications, M/s Bharti and M/s TATA communications.
- (III) Calls are also routed through the bandwidth built up with various foreign carriers namely M/s MCI, USA, M/s AT&T, USA, M/s Telecom Italia Sparkle, Italy, M/s Optus, Australia, M/s Maxis Malaysia, M/s SLT (Sri Lanka), M/s FT, France , M/s Etisalat, UAE, M/s DU, UAE, and M/s STC, Saudi Arabia via Bharat Lanka cable and through bandwidth built up with Foreign carriers utilizing cable landing station of Indian ILDO.

2. Every month rate quotes are obtained from all above foreign and Indian ILDOs for putting through the BSNL traffic which is decided by BSNL on the basis of Least Cost Routing Plan to various destinations.

3. Empanelment of bidders 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.

L. 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.

M. 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 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 246356 Kms of Drop wire and 6777 Nos. of towers during 2008-09. TF Mumbai has supplied 89.45 Lakh SIM Cards to various Circles during 2008-09.”

N. 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 is committed to provide quality Telecom Services at affordable price to the citizens of the remotest part of the Country. BSNL is making all effort to ensure that the main objectives of the new Telecom Policy 1999 (salient points indicated below) are achieved:

Access to telecommunications is of utmost importance for achievement of the country's social and economic goals. Availability of affordable and effective communications for the citizens is at the core of the vision and goal of the new Telecom policy 1999.

Strive to provide a balance between the provision of universal service to all uncovered areas, including the rural areas, and the provision of high-level services capable of meeting the needs of the country's economy encourage development of telecommunication facilities in remote, hilly and tribal areas of the country;

Transform in a time bound manner, the telecommunications sector to a greater competitive environment in both urban and rural areas providing equal opportunities and level playing field for all players.

O. 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 employees' welfare is continuously implemented by the Staff Welfare Board of the Company.

P. Assistance during natural calamities

BSNL always remains awake of its responsibility as a corporate citizen. When the destructive Tsunami waves struck the Indian shores, BSNL

Company swung into action immediately for providing relief to those affected in the coastal areas. Communication networks at the Coastal areas of Tamil Nadu, Kerala and the Andaman and Nicobar Islands – worst hit in the Tsunami - were promptly restored within the shortest possible time. BSNL along with the employees contributed an amount of Rs. 2,207 lakhs to the Prime Minister’s Relief Fund. Telephone Services were restored in record time in the flood-hit areas of Gujarat and Maharashtra.

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 Organisation 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. At present, there are Six whole time Functional Directors including the Chairman cum Managing Director, one part-time Government Nominee Director.

<http://www.iocl.com/>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 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 **31.03.2009 is 299844"**. 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 Organised 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 31.3.2005).

Number of employees pay scale wise as on 31.03.2005

			No. of employees							
S . N o	Pay scale	CDA/IDA	Tele com Eng. g. Services	Telecom Finance & Accounts	GC S Ele ctrical	GCS (Civil)	GC S (Arc hitect)	Centr al Secret ariate Staff	Ind ust rial wo rke rs	Total

1	2550-55- 2660-60- 3200	CDA/ IDA	357								
				0	1	0	0	0	2	360	
2	4000-120- 5800	IDA	347 51	20	24 5	231	6	44	43 0	3572 7	
3	2610-60- 3150-65- 3540	CDA	33	2	0	0	0	0	0	35	
4	4060-125- 5935	IDA	231 4	5	35	50	4	2	45	2455	
5	2650-65- 3300-70- 4000	CDA	61	0	0	2	0	0	4	67	
6	4100-125- 5975	IDA	223 9	2	41	143	1	0	77 8	3204	
7	2750-70- 3800-75- 4400	CDA	63	0	0	27	0	0	0	90	
8	4250-130- 6200	IDA	656 7	4	70	194	10	1	7	6853	
9	3050-75- 3950-80- 4590	CDA	410	2	0	4	0	0	1	417	
10	4550-140- 6650	IDA	678 8	89	12 8	121	4	7	16 19	8756	
11	3200-85- 4900	CDA	875	0	0	2	0	0	0	877	
12	4720-150- 6970	IDA	969 18	117	97	97	1	264	8	9750 2	
13	4000-100- 6000	CDA	628	0	0	15	0	1	8	652	
14	5700-160- 8100	IDA	400 87	167	38 0	277	6	129	55 5	4160 1	
15	4500-125- 7000	CDA	112	2	0	0	0	1	0	115	

1 6	6550-185- 9325	IDA	992 7	173	19	67	3	47	4	1024 0
1 7	5000-150- 8000	CDA	173	1	0	91	0	0	0	265
1 8	7100-200- 10100	IDA	434 56	284	17 7	408	8	192	12 2	4464 7
1 9	5500-175- 9000	CDA	212	28	0	59	6	0	0	305
2 0	7800-225- 11175	IDA	236 65	144	13 1	163	2	63	0	2416 8
2 1	6500-200- 10500	CDA	507	14	2	74	0	0	0	597
2 2	8570-245- 12245	IDA	265 3	39	9	26	1	3	0	2731
2 3	6500-200- 10500	CDA	212	7	0	62	0	0	0	281
2 4	9850-250- 14600	IDA	218 45	1979	72 5	432	53	12	0	2504 6
2 5	7450-225- 11500	CDA	52	192	0	17	6	0	0	267
2 6	7500-250- 12000	CDA	540	35	16	63	0	1	0	655
2 7	11875-300- 17275	IDA	207 96	1592	39 5	345	9	8	0	2314 5
2 8	8000-275- 13500	CDA	245	67	6	34	1	0	0	353
2 9	13000-350- 18250	IDA	784	687	3	18	2	1	0	1495
3 0	10000-325- 15200	CDA	353	36	60	64	4	0	0	517
3 1	14500-350- 18700	IDA	378 8	543	12 6	124	1	2	0	4584
3 2	12000-375- 16500	CDA	296	58	1	3	1	0	0	359

3 3	16000-400- 20800	IDA	50	13	0	0	0	0	0	63
3 4	9000-275- 9550	CDA	3	0	0	3	0	0	0	6
3 5	12000-375- 18000	CDA	199	25	3	9	1	0	0	237
3 6	14300-100- 18300	CDA	444	22	36	23	2	1	0	528
3 7	15100-400- 18300	CDA	9	1	2	3	0	0	0	15
3 8	18400-500- 22400	CDA	508	27	11	3	3	1	0	553
3 9	22400-525- 24500	CDA	69	0	1	0	0	0	0	70
4 0	22400-600- 26000	CDA	8	1	0	0	0		0	9
4 1	20500-500- 26500	IDA	1	1	0	0	0	0	0	2
4 2	25750-650- 30950	IDA	4							4
	Total		323 002	6379	27 20	3254	13 5	780	35 83	339 853

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.

Employees are being given incentive for working in inhospitable and insurgency Prone areas.

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 2004-05, 2005-06 2006-07 & 2007-08 as follows:

(Rs. in Crore)

F.Y.	Revenue Expenditure	Gross Addition in Fixed Assets
2004-05	29402	10476
2005-06	31907	8892
2006-07	31466	8142
2007-08	33636	7168

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, 2005-06, 2006-07 is as follows:

Year	Revenue	Gross Addition in Fixed Assets
2004-05	29402	10476
2005-06	31907	8892
2006-07	31466	8142

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-

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

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.