



No. SF/TC/BA Consolidation/2020

Dated at Kolkata 21/10/2020

To,  
The All Vertical Heads/BA Heads/SSA Heads  
West Bengal Telecom Circle

Sub. : Consolidation of Business Areas and Rationalization of Work & delegated powers.

Ref. :

1. Corporate office, New Delhi Letter 4-02/2014-Rstg Vol.V(Pt) dated 27/08/2020
2. Corporate office, New Delhi Letter No. BSNLCO-RSTG/12(11)/4/2020-RSTG dated 01/09/2020.
3. This office letter No. WBTC/Dy.GM/HR(A)/Misc./2020-21 dated 21/09/2020

Pursuant to above-cited subject and letters under reference, the undersigned on approval of the Competent Authority is directed to mention that as per the Corporate office guidelines and instructions the existing concept of SSA as an independent Business & Administrative unit has ceased to exist w.e.f. 01/10/2020, the necessary modifications in the ERP & other administrative actions as per guidelines issued in the letter under reference No 1 was to be completed and implemented w.e.f. 01/10/2020.

**In Business Area, the following activities are centralized –**

- a) All planning works related to Business Development, Overall marketing within the BA, Network planning and monitoring of maintenance activities, Tender finalization (only input to be called from operational unit) etc.
- b) Bills, Pay, and Claims related activities:
  1. Claims: All different types of Claim like – Vendor related PO Based claim, Non PO Based claim & Staff claim etc. need to be processed at BA level only. SAP authorization for these activities may be disabled below BA level.
  2. No Invoice to be initiated or processed at Area Offices level.
  3. Invoices to be submitted at two points only in BA – one for Vendor related claims & other for Staff related claims.
  4. OPEX claim (Non PO based) related to Rent & Electricity can also be centralised at BA.
  5. All Tendering issue of PO/SO from SAP and MIRO related activities.
  6. All inputs for payroll processing, including Joining, Separation, on-duty/leave/absence of employees will be done at the BA level. The details shall be provided by the operational unit by the 25<sup>th</sup> of every month.

The work-flow of all activities for invoice processing should be routed in SAP only and the movement of the physical file has to be discouraged, except in cases of complex cases of huge financial implications. Even in such cases, files should be moved concurrently with SAP workflow.

**Administrative/HR/Establishment matters**

- i) Service Book of all the staff of merged SSAs i.e. AGM/DE (Op-Dist name)/DGM(Op- District name) the office is to be maintained at Business Area level.
- ii) Transfer liability of SSA cadre staff will remain unchanged i.e., it will continue as is existing now, even after the consolidation of SSAs into Business Areas. However, in case of urgency and need to reallocate the non-executive to another Operation unit area, an option may be called for willingness from non-executives to post/transfer out to another Operation unit area or some process may be defined by the BA for uniform implementation before effecting transfer.
- iii) The posting of employees in the BA due to increased work-area should be done only after considering the actual workload and the existing working employees in the BA. Considering the diminishing staff due to superannuation, the BA head should utilize the staff optimally with more focus to IT enable the processes, increased use of ERP (issue of all Pos/management of inventory mandatory through ERP), expand and grow partnership models to use them in the keyfield posts for better customer service to increase efficiency in operation. Staff rendered spare after

redistribution of functions as above shall be redeployed for implementing sales, Quality of Service (Qos), customer satisfaction and other important aspects to boost the overall performance of SSA/Business Areas. The competent authority to issue transfer order shall be as per transfer policy.

- iv) J.E. may be considered for posting as SDCA head depending upon the area and business of the SDCA which can be decided by BA head subjected to the non-availability of SDE/JTO. A JAO may be posted by BA Head at all District HQ/other location of Business importance, for TR Recovery, CSC, and handling of Customer Complaint.
- v) The existing SSA Head shall be designated as Head of Area of offices (Operational head of the Area). The Head of this operational area shall be called GM (Op-area name/ DGM (Op- area name) or AGM/DE (Op-area name) depending upon the norms/structure of BA. The operational area which has revenue up to 10Cr shall be headed by DE level executive/office and above 10Cr shall be headed by DGM level Executive/officer.


**Area/SSA wise Revenue up to March-2020 of FY 2019-20**

<i>Achievement up Above 10 Cr.</i>	<i>Achievement up to 10 Cr.</i>
1. Asansol TD	1. Suri TD
2. Kolkata TD	2. Krishnanagar TD
3. Berhampur YD	3. Gangtok (BA)
4. Kharagpur TD	4. Bankura TD
5. Siliguri TD	5. Purulia TD
6. Jalpaiguri	6. Malda TD
	7. Coochbehar TD
	8. Raiganj TD

Posting of staff as per BA category issued from Corporate office (Ref. 1 & 2) within SSA is to be locally implemented by the BA Heads with intimation to the circle office, however Inter SSA transfer & posting orders will be issued from Circle office as per Transfer policy. Posting of Nodal officer at SSA level in view of the number of tasks involved at the SSA level may also be done on the priority basis.

All BA's may kindly issue compliance report to the Circle office accordingly.

This is issued with the Approval of the Competent Authority.

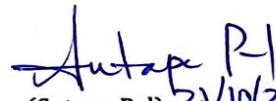
  
(Sutapa Pal) 21/10/2020

DGM (HR & Admin)

O/o the C.G.M.T., WBTC, Kolkata

Copy To:

1. The PA to CGM, WBTC for kind information, please.
2. The PGM, HR, WBTC, for kind information, please
3. Sancharika Portal.

  
(Sutapa Pal) 21/10/2020

DGM (HR & Admin)

O/o the C.G.M.T., WBTC, Kolkata