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| <p>ಭಾರತ ಸಂಚಾರ ನಿಗಮ್ ಲಿಮಿಟೆಡ್<br/>(ಭಾರತ ಸರ್ಕಾರದ ಉದ್ಯಮ)<br/>ಮುಖ್ಯ ಮಹಾಪ್ರಬಂಧಕರ<br/>ಕಾರ್ಯಾಲಯ, ಬಿ ಎಸ್ ಎಸ್ ಎಲ್<br/>ಕರ್ನಾಟಕ ದೂರಸಂಪರ್ಕ ವೃತ್ತ,<br/>ನಂ.1, ಸ್ವಾಮಿ ವಿವೇಕಾನಂದ ರಸ್ತೆ,<br/>ಹಲಸೂರು, ಬೆಂಗಳೂರು-560 008</p> | <p>भारत संचार निगम लिमिटेड<br/>(भारत सरकार का उद्यम)<br/>मुख्य महाप्रबंधक दूरसंचार का<br/>कार्यालय, भा सं नि लि, कर्नाटक<br/>परिमंडल<br/>#1, स्वामी विवेकानंद सड़क, हलसूरु,<br/>बंगलूरु -560 008.</p> | <p>BHARAT SANCHAR NIGAM<br/>LIMITED<br/>(A Govt. of India Enterprise)<br/>Office of the Chief General<br/>Manager Telecom, BSNL,<br/>Karnataka Circle,<br/>No.1, Swamy Vivekananda<br/>Road, Halasuru, Bengaluru –<br/>560 008.</p> |  <p>BSNL<br/>Connecting Bharat<br/>Security • Affordably • Reliably</p> |
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No.KTKCO-11/20(17)/1/2023-HR&ADMIN/I dated at BG-8, the 06-08 2026

सेवा मे / To

All Heads of BAs/Verticals/Units,  
Karnataka Telecom Circle.

**विषय / Sub:** Strict adherence to BSNL Online Attendance System Guidelines – Monitoring of Attendance and Punctuality – Reg.

The BSNL Corporate Office has issued detailed guidelines governing the Online Attendance System, making it mandatory for all Executives and Non-executives to mark their attendance. The prescribed working hours and attendance norms (copy enclosed) are to be followed scrupulously by all employees.

It has been observed that instances of late reporting, non-marking of attendance, shortfall in duty hours and irregular attendance continue to occur in some BAs/Verticals/units. Such lapses adversely affect office discipline, operational efficiency and customer service delivery.

In this regard, all Heads of BAs/Verticals/Units are requested to ensure strict compliance with the following instructions:

1. The Controlling Officers shall monitor the attendance of all employees working under their control on a daily basis and ensure that attendance is marked correctly and within the prescribed time.
2. In cases of late attendance, early departure, non-marking of attendance or any other attendance irregularity, the concerned Controlling Officer shall immediately verify the reasons and maintain a record of such irregularities.
3. The concerned Controlling Officer shall instruct the employee to record the reason for the attendance irregularity if any, in the Attendance Note Sheet/remarks of the Online Attendance System on the very next working day and ensure that the same is updated without fail.

(Contd..)

4. Habitual late-comers, employees with repeated attendance irregularities or those failing to comply with the attendance norms shall be counselled appropriately, and suitable administrative action shall be initiated wherever warranted in accordance with the applicable rules and instructions.
5. The provisions relating to condonation of delay, regularization of shortfall in duty hours and other exceptions shall be exercised strictly in accordance with the BSNL Corporate Office guidelines only.
6. Reporting for duty on time and adhering to the prescribed working hours are the primary responsibilities of every employee. Every employee shall ensure punctual attendance and completion of the prescribed duty hours as per the BSNL Online Attendance System norms.

All Heads of BAs/Verticals/Units shall personally monitor compliance with the above instructions and ensure that the attendance discipline is maintained in their respective offices. Any laxity in implementation of the Online Attendance System norms will be viewed seriously.

यह सक्षम प्राधिकारी की स्वीकृति से जारी किया गया है।

This issues with the approval of the Competent Authority.

Encl: As above

  
(एम.ए.दासर / M.A.DASAR)

उ.प्र.म. (मा.सं.)/ Dy.General Manager (HR)

Copy to:

1. PS to CGMT, KTK Circle, Bangalore

**ONLINE ATTENDANCE SYSTEM NORMS**

1. All Employees of BSNL - Executives and Non-executives - shall mark their attendance on all working days at the time of arrival as well as departure on the new BSNL Online Attendance Portal.
2. **Working Hours.**

| BSNL<br>Offices/Units                | Normal Working<br>Hours of Offices | Weekly Off                                      | Lunch<br>Period       |
|--------------------------------------|------------------------------------|-------------------------------------------------|-----------------------|
| Corporate Office                     | 09:30AM to 06:00PM                 | Saturdays &<br>Sundays                          | 01:30PM to<br>02:00PM |
| Administrative<br>Offices- Circle/BA | 10:00AM to 05:30PM                 | Sundays &<br>Second<br>Saturday of<br>the month |                       |
| Other<br>Offices/Units               | 10:00AM to 05:30PM                 | Sundays                                         |                       |

3. All Employees shall complete their mandatory working hours for the day. However, there will be flexibility of 30 minutes before and 30 minutes after the stipulated duty timings. Accordingly, there will be flexibility of one hour for arrival and departure timings, subject to completion of prescribed duty hours. However, this flexibility will not be applicable to the employees where his/her controlling officer has instructed for presence at a particular time,

**ILLUSTRATIONS:**

In Administrative Offices / field units, an employee may arrive at 09:30 AM and may leave office at 05:00 PM and an employee may arrive at 10:30 AM may leave at 06:00 PM.

4. The flexible timings of duty hours are not applicable for employees working in Customer Service Centers and Shift duties etc., where presence of the employee during the prescribed duty hour is essential in the interest of service.
5. Non-completion of duty hours will result in deduction of half day full day casual leave based on the total working hours attended on the day.
6. Early departure before 01:30 PM and late attendance after 02:00 PM will be considered as absence for whole day and result in deduction of full day's casual leave.
7. In case of non-availability of casual leave at credit of the employee one Earned Leave will be treated equivalent to two half CL on account of shortfall in duty hours. Since EL cannot be deducted in halves any single instance of short attendance

equivalent to half CL which cannot be adjusted against EL in a particular month will be carried toward for adjustment deduction in future but not beyond the calendar year or the date of superannuation/retirement/ end of service whichever is earlier.

8. In case of non-availability of CL/EL the shortfall in duty hours shall result in deduction of half a day salary/full day salary (i.e., Basic pay+DA), as the case may be.
9. Late attendance up to one hour on not more than two occasions in a calendar month due to justifiable reasons may be condoned by the controlling officer.
10. Absence during duty hours Any employee leaving the office with due permission for any reason other than official work will logout from system while leaving and will login again after returning to office Such cases **"Maximum four hours of total absence during duty hours in a calendar month on account of late arrival or early departure or absence between arrival and departure may be compensated in the same calendar month by the employee, by working extra beyond duty hours. However, the maximum absence shall not exceed two hours in a day."**
11. System related issues Non-marking / Late marking of attendance due to system related issues may be approved by competent authority.
12. Exceptional reasons: Non-marking of attendance due to exceptional reasons such as loss of mobile phone or damage of SIM Transfer cases, etc may be exempted by the Unit Heads for a period not exceeding three working days in such cases. Unit Heads will maintain one physical Register where the employee will sign in his presence.
13. Employees on tours/local tours or other official engagements allowed by the tour approving authority may be exempted from making attendance.
14. Marking attendance with fraudulent means will attract disciplinary action as per applicable conduct rules in addition to treating these attendance days as dies-non.
15. Unauthorized absence, habitual late coming or irregular attendance may be dealt with as per relevant provision of the conduct rules applicable to the employee.
16. The other rules and instructions, not in conflict with these new guidelines, e.g. Compensatory off to eligible employee etc., shall remain applicable.
17. The regularization of any shortfall of duty hours, tours, leaves, etc. in a calendar month may be updated in the attendance system latest by the 15<sup>th</sup> day of the next month.