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

Date: 28.08.2026

To,
CGM
Uttarakhand, BSNL

Subject: Implementation of Pilot Organizational Restructuring in Uttarakhand Telecom Circle – Revised Redistribution of Working Strength and Clarification on Suggestions/Queries

Ref: 1. Letter No: UKND/Restructuring/2020-21/Admn/kw/21 dtd: 21.07.2026

2. Letter No: UKND/Restructuring/2020-21/Admn/kw/27 dated 03.08.26

Kindly refer to the suggestions, queries and comments submitted by Uttarakhand Telecom Circle regarding the implementation of the Pilot Organizational Restructuring vide the above-mentioned letters.

The suggestions and queries received from the Circle have been examined in detail at BSNL Corporate Office. Based on the approval of the Competent Authority, the following is clarified for necessary action and compliance:

- i. The revised redistribution of the existing working strength has also been examined. It has been decided to agree to the creation of a **Fourth Zone with Headquarters at Almora**, which shall be operationalized entirely through redistribution of the existing working strength, **without creation of any additional sanctioned posts or increase in the overall manpower of the Circle**. Accordingly the UKD Circle may be divided into 4 Zones as below:

Zone	Constituent Districts	No of Districts	Major Municipal/ Urban Area	No of Blocks (Rural Area)	GPs Covered
Dehradun	Dehradun, Tehri Garhwal, Uttarkashi	3	Dehradun, Mussorie, Rishikesh	21	1978
Haridwar	Haridwar, Pauri Garhwal, Chamoli, Rudraprayag	4	Haridwar, Roorkee, Kotdwar, Srinagar	33	2437
Almora	Almora, Pithoragarh, Bageshwar	3	Almora, Bageshwar, Pithoragarh	22	2226
Nainital	Nainital, Udham Singh Nagar, Champawat	3	Nainital, Haldwani, Kashipur, Rudrapur	19	1133
	Total	13	14	95	7774

- ii. It is reiterated that, under the approved Pilot Organizational Restructuring model, 7,774 Gram Panchayats (GPs) are to be serviced through 132 available JTO-led GP clusters. In the proposal submitted by the Circle, deployment of 91 JTOs and 49 JEs has been proposed for covering these GPs. In this regard, it is clarified that the charge of GP clusters shall only be assigned to JTOs. The JEs are intended to provide technical and operational support to the JTOs and shall not be assigned independent charge of GP clusters.
- iii. In view of the available working strength, the Circle may suitably increase the size of GP clusters so that all 7,774 GPs are effectively covered by the available JTOs. Further, JTOs are primarily field functionaries and should be deployed in field units for service delivery and customer interface. JTOs/JEs should not ordinarily be posted at Circle, Zonal or Block Offices except where specifically justified by functional requirements.
- iv. With regard to the Circle's submission that Municipality Corporation / Urban areas, CNOC areas and Transmission Centres should be adequately covered in the proposed structure it is clarified that major MC areas may be headed by SDE level officers. However, one AGM may head CNOC.
- v. DGM, AGMs, SDEs, AOs and JAOs are already proposed in each Zone. The proposal of Circle to have one CAO in each zone and 5 CAOs in Circle office is not agreed to.
- vi. The proposal to deploy SDEs in 42 Blocks initially is agreed to with the condition that with setting up of offices in remaining Blocks SDEs will be deployed there also and eventually the goal of having one SDE in each block will be achieved.
- vii. The proposal to deploy additional 22 staff is not agreed to. Instructions about surplus GMs will be issued by Corporate Office. However, CGM Uttarakhand can continue the practice of assigning DGM responsibilities to senior AGMs on an L/A basis under the pilot model, matching the executive empowerment available in the legacy setup, within the sanctioned strength.
- viii. Regarding IFA to the CGM it is clarified that the proposed DGM (Fin) will act as IFA to the CGM.
- ix. Existing roles and reporting structure will prevail for Civil and Electrical wing officers; if needed, they can be deployed in HR / Legal / Admin, i.e. in Shared Services with the approval of BSNL CO.
- x. Regarding the Shared Services — workflow, file processing and procurement powers it is clarified that Core procurement activities — such as e-tendering for equipment — to be dealt with at Corporate Office. Vehicles, housekeeping, building maintenance, IT items etc. will be institutionalised at the Circle level.
- xi. Regarding the request of the Circle for revised and explicit DoFP for proposed tiers it is clarified that financial powers stand centralised at Circle level. All proposals for sanction of expenditure, procurement, administrative approval and financial concurrence will continue to be processed under the prevailing DoFP. Monthly expenditure requirements of Zones to be consolidated and approved by Circle Office. Zonal, District and Block level officers to function within the approved budget and to exercise no independent financial powers beyond those already delegated. No separate

DoFP is being issued as part of the restructuring; any future revision will be issued separately by the Competent Authority. Tier-wise mapping: (i) CGM — existing; (ii) CCO (GM level) — same powers as erstwhile GM (S&M) in Circle; (iii) CTO (GM level) — same as GM (CM/CFA); (iv) GM (Shared Services) — as per GM (HR/Legal/Fin); (v) Zonal DGMs (CEO/CTO) — as per DGM cadre; (vi) AGM (Commercial) / AGM (Field CTO) — as per AGM cadre; (vii) SE / EE (Civil & Electrical) — existing financial powers. Financial limits for hiring office accommodation and infrastructure at Block HQ and GP Clusters — as per FRAC and DoFP.

- xii. Regarding one-time relaxation or waiver under the transfer policy there will be no waiver, except for PwBD cases and single women parents.
- xiii. Uttarakhand Telecom Circle is requested to implement the approved organizational structure in accordance with the enclosed decisions and the revised manpower distribution. The redistribution may be carried out judiciously to ensure optimum utilization of available manpower, strengthen field operations and achieve the objectives of the Pilot Organizational Restructuring. The UKD circle office structure is enclosed as Annexure I.

This issues with the approval of the Competent Authority.


28/06/2026.
(SANAP M.R.)
AGM (Restructuring)
BSNL Corporate Office

Encl: Annexure-I - UKD circle office structure

Copy for kind information to:

1. PPS to CMD BSNL
2. Dir (CFA)/Dir (HR)/Dir (CM)/Dir (EB)/Dir (Fin)
3. CVO BSNL CO
4. CGM (Uttarakhand) for kind information & n/a please
5. CS and GM (legal) BSNL CO
6. PGM(Pers)/PGM Estt. BSNL CO
7. All CGMs/PGMs/Sr.GMs/GM BSNL CO
8. Spare in the file