



F. No. 1-02/2020-PAT (BSNL)

To,

All Heads of Telecom Circles &  
All heads of other Administrative units  
Bharat Sanchar Nigam Limited

Subject: Emergency instructions in view of COVID 19.

Sir,

In supersession of this office letter of even number dated 20.03.2020, I am directed to endorse the DPE OM No. DPE-No.10037/2014-GM-FTS-1867 dated 22.03.2020 and following important instructions are being issued for immediate compliance of all field units. These instructions are valid till 31<sup>st</sup> March 20102 unless until conveyed otherwise.

1. Most of the states have declared a lock down till 31<sup>st</sup> March 2020. Telecom comes under essential services. We have to ensure that our Network keeps running and at the same time safety and health of our employees are taken care of.  
Our top most priority should be –
  - a) All network Elements from BTS and upwards have to be maintained in CM.
  - b) All telephone Exchanges and its infra have to be maintained ( Voice and Data serving Network elements to avoid community outages )
  - c) All OFC connecting BTS/BSC/MSC/Exchanges/DSAMs & OLTs/MPLS/Core network and transport network (Priority inter circle, inter SSA, intra SSA connecting network elements)
2. Ensure all staff, who will be doing emergency duties, are well aware about precautions to be taken to avoid COVID 19. Ensure that enough masks are there for them and sanitisers are available. Proper arrangement of water and soap shall also be made in all buildings. It is to be ensured that crowding is not done and enough space (at least 2 m) is maintained between two employees.
3. Salary for the month of February 20 is being released today.
4. Circles are empowered to spend one tenth of total amount that was spent in hiring of vehicles in 18-19 till 30<sup>th</sup> April 2020 from today onwards.
5. Regarding the availability of vehicles for running of services following measures shall be taken-
  - a) Staff and officers may be allowed to use personal vehicles. Reimbursement at the rate of Rs.10 per km for 4 wheelers and Rs.5 per km for two wheelers is approved based on self-certified vouchers to attend the work in the case of lockdown states/cities.
  - b) Retired officials can be engaged for driving departmental vehicles for one month time at the rate of Rs.15000/- , Rs.12000/- and Rs.10000/- for class A, B and C cities, respectively.
  - c) Drivers can be hired @ Rs.500 per day from market till 30<sup>th</sup> April 2020.
6. Contingency funds are being released today to circles. CGMs are empowered to utilize this funds to ensure smooth running of essential Telecom services as mentioned above.
7. Circles may utilize upto fifty percent of this amount till 31<sup>st</sup> march, 2020 and balance amount in April, 2020.
8. CGMs will have to plan for
  - a) Work from home support/traffic analysis/alarm identification mainly for core network components. This is possible, if staff is identified for each NW element and provided VPN over BB to his/her existing BSNL BB connection.
  - b) Manning for physical activity for all such locations including infra upkeep ( includes non-core location up to RSU as well )
  - c) On call staff for resolution of issues from rural locations to urban locations including fibre and cu cable network.
  - d) Running of Telecom services of Hospitals, Police stations, District Administrations, Banks and other important utility services in the city.



9. CGMs will have to ensure OFC route party continue to work. Contractors can be paid some amount from the contingency funds or it is to be managed by giving Temporary Advance to our officers.
10. The CSCs need not be opened in the cities where lockdown is ordered and the messages are to be sent to the customers to avail BSNL online services including downloading BSNL mobile app for all services including bill payment. In all other cities also visit to CSC be discouraged and manning of CSCs should also be done on skeleton manner.
11. The pay by date will be extended for retail customers as per the schedule already circulated by CFA unit. Customers to be encouraged for online payments.
12. For Enterprise segment, the customers to be approached / contacted to make the payment online and intimate details to a dedicated email account.  
Circle shall make arrangement to monitor these email accounts.
13. Various NOC teams must continue to review the traffic at each Node and carry out the augmentation wherever possible based on traffic loading by the respective CGMs.
14. The GSM Nodal centres should be manned by skeletal staff/officers. For rest of staff & officers, remote access is to be provided through VPNoBB and they can work from home. CGMs can empower SSA heads for sanctioning FFTH connections or VPNoBB to any staff to work from home. These connections will stop working after 30<sup>th</sup> April 2020 unless until-stated otherwise.
15. For GSM MSCs/HLRs also, above method of operation is to be adopted.
16. For critical BTSs, call teams should be available in case of faults to attend.
17. All offices which are not directly involved in the maintenance of Network Operations shall operate on the principle of work from home on 24X7 basis on Telephone, Mobile and Email so that unhindered support to field formations is maintained. Respective CGMs are authorised to take decision in this respect.
18. In order to ensure that the Network continues to run smoothly, each Circle office shall operate a control room. All SSAs will have a nodal officers as SPOC for communication to control room.

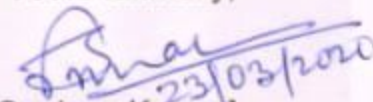
Following officers shall constitute the control room in Corporate Office-

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| 1. Mr K D Lakhmani, PGM(CN)          | - | For Transmission Network and LC. |
| 2. Mr L M Sanwal, PGM(CM-NOW)        | - | For Mobile Services              |
| 3. Mr Rajesh Gupta, GM (NOW-CFA)     | - | For Fixed line services.         |
| 4. Mr P C Bhat, Sr. GM (CBB)         | - | For Financial Resources.         |
| 5. Mr. Saurabh Tyagi, Sr. GM (Estt.) | - | For HR Matters                   |

Theses instructions shall come into effect immediately.

This is issued with the approval of Competent Authority.

Yours faithfully,

  
[Sanjeev Kumar]

Asstt. General Manager (Estt.I)

Tel. No. 23037477

**Copy to:**

1. Sr.PPS to CMD, BSNL, New Delhi.
2. Sr.PPS to All Directors, BSNL Board.
3. CVO, BSNL CO, Eastern Court Complex, Janpath, New Delhi.
4. CS & CGM (Legal) / All PGMs/Sr. GMs/GMs in BSNL CO New Delhi.
5. BSNL Intranet. / Guard File.