

File No.: BSNLCO-RSTG/15(14)/1/2026-RSTG

Date: 04.07.2026

OFFICE ORDER

Sub: Implementation of Organisational Restructuring in Uttarakhand Circle as Pilot circle

The approval of the Management Committee of the Board (MCB) is hereby conveyed for implementation of the pilot organizational restructuring of Uttarakhand Circle on the terms set out below:

1. Pilot Circle and Effective Date:-

- i. Uttarakhand Circle is designated as the pilot Circle for implementation of the six-level (L1-L6), geography-based field organisational structure, covering 13 Districts, 95 Blocks and 7,774 Gram Panchayats.
- ii. This Order shall come into force with immediate effect and implementation shall be completed in the manner and within the timelines specified below.

2. Designation of Circle Head:-

The Head of Uttarakhand Circle shall continue to be designated as Chief General Manager (CGM), with no change in designation, status, powers or administrative authority.

3. Zone Structure:

Uttarakhand Circle shall be reorganised into three Zones as follows:

Zone	Constituent Districts	No of Blocks	No. of Districts	GPs Covered
Dehradun Zone	Dehradun, Haridwar, Tehri Garhwal, Uttarkashi, Rudraprayag	30	5	2,575
Garhwal Zone	Pauri Garhwal, Chamoli, Pithoragarh, Bageshwar	35	4	2,872
Kumaon Zone	Nainital, Udham Singh Nagar, Almora, Champawat	30	4	2,327

4. Revised approved Organisational Structure:

The following six-level, geography-based organisational structure is approved for implementation, with dual commercial and network/SLA accountability at each tier, in line with the principle of “One Geography – One Owner”:

Level	Role (Grade)	Scope & Ownership	No .of executives
L1	Circle Head — Chief General Manager (CGM)	Full Circle P&L; 13 Districts, 95 Blocks, 7,774 GPs; Mobile + FTTH + Enterprise	1
L2	GM/CTO — Network & Technology (GM), Circle HQ	Circle-wide Network SLA owner; uptime, rollout, NOC	1
L2	GM/CCO — Consumer Business & Revenue (GM), Circle HQ	Circle-wide Revenue P&L owner; products, pricing, NPS	1
L2	Shared Services — HR/Fin/Legal (GM/DGM), Circle HQ	Centralised SLA-based support to all Zones; not line management	1
L3	Zone CEO (DGM) — Commercial	3 Zones (Dehradun, Garhwal, Kumaon); Zone P&L	3
L3	Field-CTO (DGM) — Network Peer	Joint Zone Network SLA & NPS ownership with Zone CEO	3
L4	District In-charge (AGM) — Commercial	13 Districts; full District P&L; Mobile + FTTH + Enterprise	13
L4	District Network AGM — Field-CTO	13 Districts; District-level network/Field-CTO peer	13
L5	Block In-charge (SDE)	All 95 Blocks; stationed at Block HQ	95
L6	GP Cluster In-charge (JTO)	7,774 GPs (~58 GPs in each cluster); from existing JTO strength	137

5. The detailed functional responsibilities of each organisational level — Circle HQ (CGM, CTO, CCO and Shared Services), Zone, District, Block and GP Cluster, including the Field Operations Team of JE/TT/ATT/TOA - stand approved as set out in **Annexure-I** (Functions and Responsibilities of Each Organisational Level).
6. The Organisational Charts and Block-level line diagram approved by the competent authority (**Annexure-II, Annexure-III and Annexure-IV**) shall govern the reporting and administrative structure.
7. **Manpower Redeployment — No Creation of Additional Posts:**
 - i. The pilot restructuring shall be implemented entirely through rational redeployment of the existing working strength of 540 technical and 47 non-technical employees of Uttarakhand Circle. No additional post shall be created and no fresh recruitment shall be undertaken.
 - ii. The redeployment of the existing 540 technical cadre staff across Circle, Zone, District, Block and GP levels shall be carried out in accordance with the distribution given below:

Cadre	Strength	Circle Office	Zone (3)	District (13)	Block (95)	GP (7,774)	Total Required
AGM	52	14	12	26	-	-	52
AO	24	8	3	13	-	-	24
CAO	1	1	-	-	-	-	1
CGM	1	1	-	-	-	-	1

Cadre	Strength	Circle Office	Zone (3)	District (13)	Block (95)	GP (7,774)	Total Required
DGM / Jt. Chief Engineer	4	-	6	-	-	-	6
Executive Engineer	5	2	3	-	-	-	5
GM	5	3	-	-	-	-	3
JAO	19	7	3	9	-	-	19
JTO	137	-	-	-	-	137	137
Junior Engineer	67	-	-	-	-	67	67
SDE	111	-	3	13	95	-	111
Sr. Chief Engineer	1	1	-	-	-	-	1
TOA/TT/ATT (operating)	113	-	-	-	-	113	113
Total	540	37	30	61	95	317	540

8. The manpower distribution in non-technical cadres is as follows:

Cadre	Strength
Assistant Office Superintendent	3
Junior Hindi Translator	3
Kanishtha Rajbhasha Adhikari (KRA)	1
Office Peon	1
Office Superintendent (G)	6
PS	1
Senior Office Associate (G)	24
Senior Office Associate (TG)	1
Sports Assistant	1
Sports Inspector/Sports Coordinator	1
TSM	1
Driver Ordinary Grade	3
CASUAL LABOR	1
Total	47

9. Transition Arrangement:

- i. Existing Business Area (BA) and Operational area (Erstwhile SSA) level structures shall continue to function during the transition phase to ensure uninterrupted continuity of operations.
- ii. Responsibilities shall be progressively aligned to the new District-Block-GP framework as the pilot stabilises, under the supervision of the CGM, Uttarakhand Circle.

10. Implementation Timelines and Responsibility:

- i. CGM, Uttarakhand Circle shall issue individual posting/redeployment orders giving effect within 10 days of issue of this Order.
- ii. Detailed implementation guidelines covering role allocation of supporting field cadres (JE/TT/ATT/TOA), reporting structure, KPIs and reporting formats shall be issued by Director (HR) within 15 days of issue of this Order, based on **Annexure-I**.
- iii. CGM, Uttarakhand Circle shall submit a fortnightly implementation status report to the Restructuring Cell, BSNL Corporate Office, commencing from the month following issue of this Order, until completion of the pilot is confirmed.
- iv. Restructuring Cell, BSNL Corporate Office shall undertake a review of the pilot at the end of three months from the date of full implementation, for assessment of outcomes and consideration of nationwide replication.

11. Financial Implications:

One-time expenditure on account of Transfer Travelling Allowance, Composite Transfer Grant, transportation of personal effects and Joining Time, wherever admissible under the BSNL Transfer Policy, shall be met from the approved budgetary provisions of Uttarakhand Circle.

12. Nodal Officer:

GM/CCO, Uttarakhand Circle shall function as the Apex Circle Nodal Officer for public grievances and commercial coordination arising out of this restructuring, and PGM (Restructuring), BSNL Corporate Office shall be the Nodal Officer at Corporate Office for all the matters relating to implementation of this Order.

This is issued with the approval of competent authority.



(Rajeev Kumar Kaushik)
PGM (Restructuring),
BSNL Corporate Office

Encl: AA

Copy to:

1. PPS to CMD BSNL for information please
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 CGM/PGM/Sr.GM/GM BSNL CO
8. Spare in the file