

Corporate Planning & Monitoring Cell,

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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

To

All CGMs
All Business Verticals, BSNL C.O.

No. BSNL/ 1-280/ Vision New India -2022

Dated: 25.09.2017

Sub: Video Conferencing/ "Google Hangout" for conducting debate/ discussion among all Employees and submission of inputs regarding.

Ref : D.O.No. 20.31/2017-Fac.II dated 19th Sept, 2017 by Secretary (T) DoT.

With reference to letter received from Secretary (Telecom), DoT regarding preparation of Google Hangout of each CPSE for debate/ discussion among all Employees, in the changed economic scenario, CPSE are facing many challenges due to liberalization and fast paced technology changes. There is an urgent need to re-align their working and priorities with various initiatives being taken by the Government for the rapid social economic transformation of the country in keeping with the vision " New India- 2022" . In the background, it has been decided to undertake an exercise for re-defining the role and functioning of CPSEs in a collaborative, consultative and holistic manner. These interaction would culminate in a CPSE Conclave which will be addressed by Hon'ble Prime Minister".

2. **Step 2** i.e "Google Hangout /or Video Conferencing methods for debate / discussion among all employees of different levels of BSNL. CMDs will have to send an e-mail to all the employees on the 18 Agenda Points listed and get a feedback. Thereafter CMD should hold an interactive session with all the employees telling them about the outcome of each agenda points and seek further response. After getting final response, CMDs should prepare a final report covering suggestions on the agenda points. An SOP in this regard which has spelt out the details is attached as Annexure.


3. In view of above, the following are the agenda points on which the employee views are being sought.

- I. What have been the efforts in CPSEs to promote exports and to encourage import substitution?
- II. Sharing of best practices between CPSE's.
- III. The need for consolidation where more than one CPSE is doing work of similar nature.

- IV. What are the similarities/differences in Human Resource Management (HRM) policies between Government and CPSE?
- V. What efforts have been made by them to reduce wasteful expenditure? What should be the targets for the same?
- VI. What steps need to be taken to improve the efficiency of CPSEs?
- VII. Do they have any interaction with young students? Do they have any policy for offering internships?
- VIII. Review the activities under CSR. Can a common CSR fund be established? Can theme based activities be chosen every year for concerted efforts? For e.g. 2018 could be chosen as the year for construction of schools etc.
- IX. What efforts have been made for upgradation of technology in CPSEs and what more needs to be done?
- X. What efforts have been made to promote Digital India by CPSEs and what more can be done?
- XI. What can't the residential colonies of CPSEs be developed as mini smart cities?
- XII. What role can CPSE's play in promoting the flagship schemes of government like Start Up India, Make in India, Innovation, Zero Defect Manufacturing etc.
- XIII. Can CPSEs establish a Common Research Centre share their R&D facilities/abs with one another and utilize CSIR labs /IITs etc. more effectively?
- XIV. What should be the monitoring mechanism to oversee these efforts?
- XV. What the CPSE can contribute to the development of the Ministry /Department of the government and of the country.
- XVI. Strategic importance of CPSEs(Products) in the specific sectors.
- XVII. Targets to be achieved by 75th year of independence (2022).
Any other suggestions to improve the functioning of CPSEs.

The employee's views be received and compiled /collated through a dedicated e-mail address or any internet portal and submitted on or before by 26.09.2017 at least by 3 PM positively on mail id ltp@bsnl.co.in / agmcpm1@gmail.com so that further action on inputs received may be taken by CPSE management within a stipulated target date before 29.09.2017 .

Encl: Six pages received from Secretary ,Telecom for necessary action and reference.


(Sanjay Sohni)
GM (CP&M)

- Copy to: 1) PPS to CMD, BSNL.
2) DIR(HR/F/CM/CFA/EB) for kind information & further requested to arrange for the BSNL inputs on "18" agenda points pl.
3) GM (SR), BSNL C.O. for getting the inputs from association and submit before 26.09.2017 by 5 PM

अरूणा सुंदरराजन

सचिव

Aruna Sundararajan
Secretary



भारत सरकार
संचार मंत्रालय
दूर संचार विभाग

Government of India
Ministry of Communications
Department of Telecommunications

D.O. No.20.31/2017-Fac.II
19th September, 2017

My dear Anupam,

I am enclosing a letter along with enclosures from Secretary, Department of Defence Production, which is self-explanatory (Annexure-I). In the letter it has been stated that "in the changed economic scenario, CPSEs are facing many challenges due to liberalization and fast paced technological changes. There is an urgent need to re-align their working and priorities with various initiatives being taken by the Government for the rapid social economic transformation of the country in keeping with the vision, 'New India- 2022. In the background, it has been decided to undertake an exercise for re-defining the role and functioning of CPSEs in a collaborative, consultative and holistic manner. These interactions would culminate in a CPSE Conclave which will be addressed by Hon'ble PM".

2. In this connection 10 Groups have^{been} formed, and our Ministry/Department is a part of the **Group-X: Defence, Science & Technology and Telecommunications**. The composition of Group-X is also enclosed.
3. Step 2 i.e. 'Google Hangout' of each CPSE for debate/discussion among all employees of different levels indicates that CMDs of each CPSE will be responsible for coordinating the sessions which will be facilitated by My Gov. CMDs will have to send an e-mail to all the employees on the 18 Agenda Points listed and get a feedback. Thereafter each CMD should hold an interactive session with all the employees telling them about the outcome of each agenda points and seek further response. After getting final response, CMDs should prepare a final report covering suggestions on the agenda points. An SOP in this regard which has spelt out the details is attached as Annexure-II. CMDs may appoint a nodal officer who can be in touch with Mr. Gaurav Dwivedi at ceo@mygov.in (Mobile No.9868255011) for any clarification on modality of carrying out the Step 2.
4. The report should be ready positively by the end of second fortnight of September, 2017.

Encl: As above

~~Shri Anupam Srivastava,
CMD,
BSNL Corporate Office,
Bharat Sanchar Bhawan, Janpath,
New Delhi-110001.~~

Shri Sanjay Shorni
GM (CPSE)

For Mr A22/07

Yours sincerely,

(Aruna Sundararajan)

g/c

क कुमार गुप्ता
सचिव
Ashok Kumar Gupta
Secretary

11 SEP 2017
268216



भारत सरकार
रक्षा मंत्रालय
रक्षा उत्पादन विभाग
नई दिल्ली - 110 011

Government of India
Ministry of Defence
Department of Defence Production
New Delhi-110 011
Tel. : 23012527 (O) 23012300 (Fax)
8th September, 2017

D.O. No.136/S(DP)/2017

Dear Ms Sundararajan,

I am enclosing a letter alongwith enclosures from Secretary, Department of Public Enterprises, which is self-explanatory. In the letter it has been stated that *in the changed economic scenario, CPSE are facing many challenges due to liberalization and fast paced technological changes. There is an urgent need to re-align their working and priorities with various initiatives being taken by the Government for the rapid social economic transformation of the country in keeping with the vision, 'New India-2022. In the background, it has been decided to undertake an exercise for re-defining the role and functioning of CPSEs in a collaborative, consultative and holistic manner. These interactions would culminate in a CPSE Conclave which will be addressed by Hon'ble PM."*

2. In this connection 10 Groups have been formed, and your Ministry/Department is a part of the **Group-X : Defence, Science & Technology & Telecommunications**. The composition of Group-X is also enclosed.

3. In order to take forward **Steps 1 and 2** which are to be completed by September, 2017 as per the **Broad Structure of Interactions**, it may be desirable to have discussion among ourselves first. I, therefore, request you to kindly make it convenient to attend the same at 3 pm on 11th September, 2017 in Room No.136, South Block, New Delhi.

305/3057(SU)
11/9/2017

Warm Regards.

Yours sincerely,

As discussed.
May pl. attend

AKG(SU)

(Ashok Kumar Gupta)

If (A) may

End: As above.

attend

11/9

Ms. Aruna Sundararajan
Secretary,
D/o Telecommunications,
Sanchar Bhawan,
Ashoka Road,
New Delhi-110 001.

11/9

सीमा बहुगुणा, भा. प्र. से.
सचिव
SEEMA BAHUGUNA, IAS
SECRETARY



सत्यमेव जयते

भारत सरकार
लोक उद्यम विभाग
भारी उद्योग एवं लोक उद्यम मंत्रालय
Government of India
Department of Public Enterprises
Ministry of Heavy Industries & Public Enterprises

D.O.No. Secy/DPE/2017
Dated, 1st September, 2017

Dear Secretary,

The Central Public Sector Enterprises (CPSEs) have been playing an important role in the development of the core sectors of the economy. However in the changed economic scenario, CPSE are facing many challenges due to liberalisation and fast paced technological changes. There is an urgent need to re-align their working and priorities with various initiatives being taken by the Government for the rapid social economic transformation of the country in keeping with the vision, 'New India-2022'.

2. In the above background, it has been decided to undertake an exercise for re-defining the role and functioning of CPSEs in a collaborative, consultative and holistic manner. These interactions would culminate in a CPSE Conclave which will be addressed by Hon'ble PM.
3. In order to initiate this exercise, Cabinet Secretary will be chairing a meeting on 07.09.2017 at 3:15 PM in the Conference Room, Cabinet Secretariat with the concerned Secretaries to discuss the roadmap for this endeavour. You are requested to kindly attend the meeting.

With regards,

Yours Sincerely,

(Seema Bahuguna)

Shri Ashok Kumar Gupta
Secretary
Department of Defence Production
South Block,
New Delhi-110011

3/c

Broad Structure of Interactions

Step 1: Brainstorming sessions of Government Nominees In Boards of CPSEs.

Timeframe: September 2017.

Agenda:

- Overhead*
RAD
- i. Role of CPSEs in nation building in the current economic scenario and taking into consideration priorities of government.
 - ii. Weaknesses/issues affecting functioning of CPSEs and interventions required for improving their performance.
 - iii. Role and contribution of Government Nominee Directors in the management of CPSEs.

Structure of interaction:

- i. All CPSEs may be grouped as per Annex.
- ii. Each Group to have one Rapporteur (one of the Government Nominees on the Board of CPSEs).
- iii. **Outcome:** A Report from each Group on the above Agenda Points.

Step 2: 'Google Hangout' of each CPSE for debate/discussion among all employees of different levels.

Timeframe: September 2017 (Simultaneously with Step 1A)

Agenda:

- S*
- i. What have been the efforts in CPSEs to promote exports and to encourage import substitution?
 - ii. Sharing of best practices between CPSE's.
 - iii. The need for consolidation where more than one CPSE is doing work of similar nature.
 - iv. **What are the similarities/differences in Human Resource Management (HRM) policies between Government and CPSEs?**
 - v. **What efforts have been made by them to reduce wasteful expenditure?~?** What should be the targets for the same?
 - vi. **What steps need to be taken to improve the efficiency of CPSEs?**
 - vii. Do they have any interaction with young students? Do they have any policy for offering internships?
 - viii. Review the activities under CSR. Can a common CSR fund be established? Can theme based activities be chosen every year for concerted efforts? For e.g. 2018 could be chosen as the year for construction of schools etc.
 - ix. **What efforts have been made for upgradation of technology in CPSEs and what more needs to be done?**
 - x. What efforts have been made to promote Digital India by CPSEs and what more can be done?
 - xi. Why can't the residential colonies of CPSEs be developed as mini smart cities?
 - xii. What role can CPSE's play in promoting the flagship schemes of government like Start Up India, Make in India, Innovation, Zero Defect Manufacturing etc.?

- xiii. Can CPSEs establish a Common Research Centre, share their R&D facilities/labs with one another, and utilize CSIR labs/IITs etc. more effectively?
- xiv. What should be the monitoring mechanism to oversee these efforts?
- xv. What the CPSE can contribute to the development of the Ministry/Department, of the government and of the country.
- xvi. Strategic importance of CPSEs (products) in specific sectors.
- xvii. Targets to be achieved by 75th year of Independence (2022).
- xviii. Any other suggestions to improve the functioning of CPSEs.

Structure of interaction:

- i. Each CPSE will conduct separate 'Google Hangout' sessions.
- ii. CMD of each CPSE will be responsible for coordinating the sessions.
- iii. **Outcome:** A Report from each CPSE on the above Agenda Points.

Step 3: A daylong brainstorming session by every Administrative Ministry with their CPSEs.

Timeframe: 1st half of October 2017.

Agenda:

- i. Suggestions for improving the performance and accountability of CPSEs. Measures to reduce wasteful expenditure. Making the role of Government Nominee Directors on the Boards of CPSEs more meaningful.
- ii. How to bring corporate culture in functioning and in delivery of services by CPSEs.
- iii. Reform in HRM policies. Policy of offering internships.
- iv. Measures to promote exports and encourage import substitution by CPSEs.
- v. Sharing of best practices among CPSEs and possibility of consolidation where more than one CPSE is doing similar work.
- vi. Review of CSR activities including the possibility of a common CSR fund.
- vii. Technology upgradation in CPSEs and promotion of Digital India.
- viii. Role of CPSEs in flagship programs such as Start Up India, Make in India etc.
- ix. Possibility of setting up Common/Shared R&D facilities among CPSEs and effective use of CSIR labs/IITs etc.
- x. Targets to be achieved by 75th year of independence (2022).

Structure of interaction:

- i. Each Administrative Ministry to organize daylong session with all (a) CMDs and (b) Government Nominees on the Boards of their CPSEs
- ii. Full time Directors/senior functionaries and a few young minds may also be invited from CPSEs
- iii. All Joint Secretaries to participate.
- iv. One of the CMDs will be nominated as Rapporteur.
- v. **Outcome:** A Report by each Administrative Ministry on the Agenda Points.

Step 4: A daylong workshop with all Administrative Ministries and CPSEs to be organized by DPE.

Timeframe: 2nd half of October 2017.

a/c

Agenda:

- i. Chalking out Agenda Points for discussion in the proposed Conference with PM based on the outcomes of Step 2.

Structure of interaction:

- i. All (a) Secretaries and (b) CMDs of CPSEs (c) Government Nominee Directors to be invited.
- ii. In the first half, breakout sessions to be held in Groups as per Annex in such a way that every Group has at least one Secretary, one CMD and one Government Nominee Director.
- iii. Each Group to have a CMD as Rapporteur.
- iv. In the second half, presentations to be made by CMD Group Rapporteurs.
- v. **Outcome:**
 - a. DPE will prepare a comprehensive Report based on the above sessions.
 - b. DPE will prepare Agenda Points based on this Report for Conference with PM.

Step 5: Conference with PM

Timeframe: November 2017.

GROUP - X: DEFENCE, SCIENCE & TECHNOLOGY & TELECOMMUNICATIONS

Sr. No.	Ministry/Department Name	CPSEs Name
1.	D/O DEFENCE PRODUCTION(NODAL)	1. BEL OPTRONICS DEVICES LTD. 2. BEML LTD. 3. BHARAT DYNAMICS LTD. 4. BHARAT ELECTRONICS LTD. 5. GARDEN REACH SHIPBUILDERS & ENGINEERS LTD. 6. GOA SHIPYARD LTD. 7. HINDUSTAN AERONAUTICS LTD. 8. HINDUSTAN SHIPYARD LTD. 9. MAZAGON DOCK SHIPBUILDERS LTD. 10. MISHRA DHATU NIGAM LTD. 11. VIGNYAN INDUSTRIES LTD.
2.	DEPT. OF SPACE	12. ANTRIX CORPORATION LTD.
3.	DEPT. OF ATOMIC ENERGY	13. ELECTRONICS CORPN. OF INDIA LTD.
4.	DEPT. OF SCIENTIFIC & INDUSTRIAL RESEARCH	14. CENTRAL ELECTRONICS LTD. 15. NATIONAL RESEARCH DEVELOPMENT CORPN.
5.	D/O ELECTRONICS AND INFORMATION TECHNOLOGY	16. NATIONAL INFORMATICS CENTRE SERVICES INCORPORATED
6.	D/O TELECOMMUNICATIONS	✓ 17. BHARAT BROADBAND NETWORK LTD. 18. BHARAT SANCHAR NIGAM LTD. ✓ 19. ITI LTD. 20. MAHANAGAR TELEPHONE NIGAM LTD. ✓ 21. MILLENNIUM TELECOM LTD. ✓ 22. TCIL BINA TOLL ROAD LTD. ✓ 23. TELECOMMUNICATIONS CONSULTANTS (INDIA) LTD.
7.	MINISTRY OF INFORMATION & BROADCASTING	24. BROADCAST ENGG. CONSULTANTS INDIA LTD.
8.	MINISTRY OF RAILWAYS	25. RAILTEL CORPORATION INDIA LTD. 26. RAILTEL ENTERPRISES LTD.

STANDARD OPERATING PROCEDURE

TITLE

Organization Name : MyGov.in
Project Name : Hangout / Video Conferencing for Central Public-Sector Enterprises
Duration : Sept 17' to Nov 17'
Nature of activity : MyGov to provide coordination / technical support to CPSEs in organizing Hangouts with employees as part of Step 2 of interactions, as detailed by DPE

PROJECT INTRODUCTION

Series of Google Hangouts to take place from the HQ city of CPSE, led by the CEO / CMD of 244+ CPSE's respectively. These interactive sessions within each CPSE to take place with their respective employees.

Hangouts can be accessed in a variety of ways across multiple devices, including:

1. Gmail
2. The desktop app (for Google's Chrome OS and Windows)
3. The browser plugin (for Chrome, Internet Explorer, Firefox and Safari)
4. The mobile app (for Android and iOS)
5. The Hangouts website
6. Google+ (Google's social media network)

The ease of using Hangouts across various devices, browsers and operating systems is a major reason to consider Google's solution for video calling and messaging over similar applications.

EXECUTION PLAN

We propose that the following

- *Agenda of the VC / Hangout* be circulated before each session via Email by the CPSE management to all employees using the internal email system, if available
- Alternatively, MyGov can assist in sending out the emails if the CPSE provides the list of email addresses of the employees through the e-Sampark system
- The agenda points on which the employees' views are being sought should also be displayed on Notice Boards / Bulletin Boards and also circulated to all recognized employee associations

- The employees' views can be received and compiled / collated through a dedicated email address specified by the CPSE management, or any internal portal if available
- Based on the inputs received from employees / associations, the CPSE management should finalize its views / plans in the form of a presentation. This presentation should then be presented to the employees through a hangout.
- In case a dedicated video conference facility is available, the employees / associations can be shown the presentation in the meeting halls / video conference rooms and auditoriums, by the CMD or another designated official. This will enable employees' buy-in in the plan prepared by the management. Any fresh views offered by the employees can also be taken into account at this time.
- One of the Senior Manager will have to act as a moderator for each session. In case there's a requirement of an additional moderator, that can be arranged by the Agency in charge.
- In case an internal video conference facility is not available, the following process can be followed:

Scenarios where MyGov will support in holding these Hangout Sessions:

- Option-1 :** MyGov's Agency to train the staff on how to conduct Hangouts.
- Option-2 :** MyGov's Agency to partially handle the Hangouts from remote location with help of CPSE Staff present at the site of event. Hold the Hangout participants via Team Viewer / Skype and set up the system for a Glitch Free video conference.
- Option-3 :** MyGov's Agency to conduct the entire Hangout session with HD recording. Agency to set up the entire HD Audio / Video set up and moderate the session completely. This shall involve the entire equipment (as per Annexure 1).

To Execute the above, CPSE will be required to-

- 1) Appoint a Nodal Officer / POC, who shall be coordinating with MyGov's Agency for the set up and arrangements
- 2) Suggest the number of locations to be linked on each of the hangouts (If any)
- 3) Coordinate with MyGov's empaneled agency to make available necessary equipment for HD Audio / Video on commercial basis, in case of absence of internal VC Unit.

6/c

Annexure 1

List of Equipment-

The live sessions will happen through a 2 HD camera set up, involving the following equipment for Live Video Production / Wirecast.



FEW POINTS TO BE NOTED FOR THE SMOOTH FUNCTIONING OF THE HANGOUT

- Camera setup on event day and testing one day prior to the event is recommended for best results. Set includes encoding setup and manpower
- Wired dedicated internet lease line with 20 Mbps dedicated upload bandwidth (1:1 upload : download) bandwidth. Additional back up Line (20 Mbps+) from a different service provider
- Table Space 4*8 ft. with seating arrangement for up to 6 persons
- For Live Webcasts - out station venues (other than Delhi) - travel, stay and local conveyance for team to be arranged by client; the team would have to be present at the venue, at least two days before the event; team size will depend on the actual scope.

Please Note: Commercials to be discussed as per the finalized scope of work.