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Bharat Sanchar Nigam Limited

(A Government of India Enterprise)

No. 28-10/2008-Trg

Dated: 16th May, 2008

To

All CGMs,
Sr. DDGs/ DDGs
Cadre Controlling Authorities.

Subject: Conduct of Exit Interviews

Of late BSNL management, has been very much concerned about the churn of its employees. Irrespective of the dimensions, the phenomenon itself is a matter of worry for all of us. The expertise and talent which has evolved over a period of time, with significant nurturing from the organization, is our critical strength. As we cannot afford to loose this, there is a need to identify the background/reasons of exit whenever any of our staff leaves the organization.

2. In view of this, it has been decided that the system of 'Exit Interviews' would be introduced from now onwards, with immediate effect. Any of the staff member, seeking Resignation/VRS, would be requested to give his/her feedback in the enclosed proforma. The responsibility of conduct of interview, so as to facilitate the filling & submission of the attached proforma, would be as follows:

- Staff from SSA Cadre : Head SSA
- Circle Staff from Circle Cadre : Head of Circle
& All India cadre
- Corporate Office : DDG(Pers)

4. The designated authorities, as above are requested to maintain their respective data – summary as well as filled up forms. The key suggestions out of the interview may please be forwarded on a quarterly basis to the Training Cell of BSNL Corporate Office.

Sd/-
[Gopal Das]
Director(HRD)

Encls: Proforma for Exit Interview

EXIT INTERVIEW QUESTIONNAIRE

Dear Sir / Madam.

You are requested to respond to the ensuing questions on the eve of your leaving BSNL. The responses, based on your personal experience in BSNL, would give us an opportunity to get insight on the effectiveness of HR systems and Processes and take steps to improve for higher employee satisfaction.

We assure you that the information will be kept confidential and would, therefore, request you for a free and frank expression of your view and thoughts.

Part-I (To be completed by Employee)

1. Employee Name 2. Employee No.....
3. Unit/Project/Office 4. Department.....
5. Designation..... 6. DOJ in BSNL.....
7. Date of leaving BSNL..... 8. Category Gen/OBC/ST
9. Personal E-Mail ID 10. Phone(R/Mobile)
11. Reason for separation from BSNL (PI Tick which ever applies)

Resignation

VRS

Other Reasons (Specify)

- 12.** What prompted you to end your employment in BSNL (Please tick three most important reasons by numbering as 1,2 & 3 on the right side of the factor.)

Reasons	No.	Reasons	No.
Nature of work		Performance Recognition	
Work Conditions		Self Employment	
Health reasons		Family compulsions	
Career Opportunities		Higher studies	
Place of Posting		Conflict with Boss	
Salary and Benefits		Inter-personal Relationship	
Job Satisfaction		Company Policies	
Work-related issues		Non Fulfillment of Expectations	
Better Employment Opportunities		Any other	

13. Please give a rating by putting a tick mark against the attribute mentioned below:

No	Particulars	Needs improve ment (1)	Satisfactory (2)	Good (3)	Very Good/ Excellent (4)
1. WORK ENVIRONMENT					
	Openness & Transparency in dealing with employees				
	Information regarding on Company Policies programs & projects				
	Initiative & Speed in Organization				
	Mutual Respect & Trust				
	Physical working Environment				
	Work Life Balance				
	Element of Interest & Challenge				
	Freedom & Support to take decisions				
	Opportunity to use your ability & skill				
2. COMPENSATION					
	Salary & Benefits				
	Welfare facilities				
	Rewards & recognition				
3. TRAINING & GROWTH OPPORTUNITIES					
	Training received & its application to your job				
	Learning & Growth Opportunities				
	Performance Appraisal Policies & Practices				
	Promotion & Career Advancement Opportunities				
4. SUPERIOR PEERS & COLLEAGUES					
	Your superior's Managerial Competence				
	Your Superior's interest in your career development				
	Superior's interest & understanding of your problems				

	Friendliness & Cooperation from your Colleagues				
	Working abilities of Colleagues				
	Approachability of Superiors				
5. OTHERS					
	Transfer				
	HR Policies & Processes				

14. What did you like most about BSNL?

15. Can you relate any specific memory which really touched you while working in BSNL?

16. Could you indicate the key learning that you had while working here?

17. What are the important things which in your opinion we should do to make BSNL a better place to work?

18. Any particular change or improvement needed in the deptt/unit in which you were working with?

Date

Employee Signature

Thank you for taking out time to fill up the Exit Interview. Your inputs will be valuable to us in scrutinizing ourselves and making relevant change towards making BSNL a better place to work.

Exit Interviewer's Comment

Date:

Signature
Name &
Designation
