

Restructuring Cell, Corporate Office,
7th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi-110001
Tel No 23734347 / 23037320



BSNL
Connecting Bharat
Securely • Affordably • Reliably

File No.: BSNLCO-RSTG/12(11)/6/2024-RSTG-Part (3)

Dated: 14.06.2026

To
All Vertical Heads, BSNL Corporate Office.

[Handwritten signature]

PGM (EB-II) - Nodal
DGM (EB-II)
[Handwritten signature]

Subject: Streamlining of reporting hierarchy, optimization of functional roles, and implementation of three-tier channel of submission in e-Office – reg.

AGM EB-II
[Handwritten signature]
16/6/24

Reference is invited to this office letter dated 30.05.2025 regarding streamlining of reporting hierarchy, optimization of functional roles, and implementation of the three-tier channel of submission.

2. In continuation thereof, it is reiterated that, with a view to promoting expeditious decision-making, reducing avoidable file movement, and ensuring efficient disposal of work in e-Office, the channel of submission of files in BSNL Corporate Office shall ordinarily be restricted to three levels, as indicated below:

PGM/Sr. GM/GM → Addl. GM/Jt. GM/DGM/AGM → SDE/JTO

3. The objective of the above arrangement is to simplify workflow, eliminate redundant levels of processing, and facilitate timely decision-making in accordance with the principles of administrative efficiency, accountability, and effective governance.

4. It is further reiterated that the implementation of the three-tier channel of submission is intended to ensure optimum utilization of available manpower and enhance organizational effectiveness. Accordingly, all Corporate Office verticals and units may review and suitably realign work distribution, functional responsibilities, and internal processes, wherever required, within the existing manpower resources so as to facilitate effective implementation of the prescribed hierarchy.

5. Such functional realignment shall be confined to the distribution of work and operational responsibilities and shall not, by itself, result in any change in the existing administrative, disciplinary, vigilance, financial, or reporting arrangements, unless specifically approved by the Competent Authority.

6. All Vertical Heads shall review and finalise the channel of submission within their respective verticals in accordance with the above instructions and furnish a copy thereof to the Restructuring Unit for information and record.



Restructuring Cell, Corporate Office,
7th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi-110001
Tel No 23734347 / 23037320



BSNL
Connecting Bharat
Securely • Affordably • Reliably

7. The responsibility for effective implementation of these instructions shall rest with the concerned Vertical Heads. Compliance with these instructions and the effectiveness of their implementation in improving workflow efficiency and timely disposal of work shall be reviewed periodically and taken into consideration while assessing the performance of the concerned Vertical Heads.

8. All Corporate Office verticals and units are requested to ensure strict compliance with the above instructions and suitably align their internal file-routing mechanisms in e-Office accordingly.

This issues with the approval of the Competent Authority.

(Santosh Dahiya)
DGM(Restg)

CC to:

1. PPS to CMD, BSNL
2. PS to all Functional Directors of BSNL Board
3. GM (IT), BSNL CO – Shall devise an appropriate mechanism in e-Office for generation of periodic MIS indicating the channel of submission being followed by each Corporate Office vertical, including the average number of levels involved in file processing and disposal. The MIS may be generated and circulated on a fortnightly basis to facilitate review of compliance with the prescribed three-tier channel of submission and assessment of workflow efficiency by the respective Vertical Heads.

Date: _____