

KERALA CIRCLE

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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. GM(HR/Admin)/Genl.Corresp./2020

Date: 28th April 2021

To

- 1) GMs, Circle Office
- 2) All Heads of BAs
BSNL, Kerala Circle

Sub : Instructions w.r.t. functioning of Administrative Offices due to Covid-19 Pandemic – reg.

Ref : Kerala State Govt GO dt. 26/4/2021

As there is an alarming surge in Covid-19 cases now, directions and guidelines have been issued by both Government of India and Government of Kerala, aimed at curbing the spread of the covid positive cases. In view of the same and in continuation of the directions issued earlier from this office, the following instructions are issued to be enforced on a war-footing in all BAs of Kerala circle:-

- a) All Executives of E-5 and above pay scale working in administrative offices shall attend office on all working days in view of the essential nature of the service. Executives of E-4 & below and non-executives may attend office on alternate days based on roster system.
- b) Visitors should not be allowed in the office and telephone exchanges except CSCs. In cases where such visitors are inevitable due to official exigencies, the executive concerned shall meet the visitor possibly in an area in the office reception strictly adhering to the covid protocol in force.
- c) In the offices/exchanges where multiple entry points are available, only one entry point should be kept open for both entry and exit.
- d) Use of office lift should be minimized. Only two persons at a time in a lift should be allowed. Crowding near the lift area should not be allowed.
- e) On Saturdays, only executives holding the scale of pay of E-5 and above in administrative offices shall attend the office.
- f) Working of CSCs – Now that the bank timings have been reduced (upto 02:00 pm only), working time of CSCs will stand revised for the time being from 09:00 am to 01:00 pm only. Intimation regarding the same should be given through press note, display in CSCs, through Websites, SMS, Telephonic message etc. Employees in CSCs should engage in other related works once the counter is closed at 01:00 pm till the regular office time is over. These revised timings will come into effect from 1st May 2021 until further orders.

- g) Visitors to CSCs should be regulated as per the covid protocol. Depending on the type of CSC and social distancing norms, CSC staff should be engaged on rotation on need basis. Online payment methods should be encouraged to reduce rush in CSCs.
- h) In so far as bringing operational functions related executives and non-executives, on roster, there is no such provision being an essential service provider. However where there are issues related to maintaining social distancing in their place of work, necessary arrangements to ensure social distancing is to be taken. It is expected that as a courtesy, executives and non-executives working in administrative offices extend moral and physical support to the field team to ensure BSNL work does not suffer. Unit in-charges will be responsible to take decisions and also ensure that no customer or service related matters suffer on this account.
- h) **Note for field related activities** : Prior to attending customer complaints by cluster partner/JTO/SDE/JE/TM, they may contact the complainant through the available contact number and confirm whether the customer or any of his family member in the same premises is covid positive or symptomatic. Visit to customer premises should be minimal and clearance of faults upto DP level may be done, and physical inspection of the drop cable/wire upto customer premises may be attended in such cases.

In exceptional cases where entry into customer premises is necessary, they must wear mask and insist all inmates in the house to wear mask and maintain social distancing. Totally avoid entry into air conditioning premises without natural ventilation.


(R. SATHESH)
General Manager(HR/Admin)