

Need for Area Offices in the Circles

The consultant has suggested the concept of "Area Offices" in the Circles. In this regard, its recommendations with rationale are given below:

SSA (below circle setup) Restructuring

- 1. Recommendation:** Re-structure SSAs into Area Offices that focus on sales and customer service delivery

Rationale: The highly competitive telecom landscape requires sustained focus on sales, marketing, channel management and customer acquisition. Leading operators have aligned below circle setup to focus on customer acquisition and customer service delivery, which is critical for customer retention and measurement of customer satisfaction

- 2. Recommendation:** Merge / consolidate smaller SSAs while restructuring the same into Area Offices based on geographic size, number of connections and financial viability

Rationale: Of the 300+ SSAs, some cater to as low as 15,000 CFA connections. Most of these small SSAs are not financially viable with employee cost as % of revenue >50% and in some cases >100%. Consultant's analysis indicates that BSNL can operate with 167 Area Offices

- 3. Recommendation:** Move technical activities such as transmission, network planning to circle office. Move functions such as HR, Finance to circle office post ERP implementation. Area office to monitor the outsourced agencies for O&M of wireless and wireline networks, and monitor customer service delivery

Rationale: Lean area offices with focus only on sales, marketing & customer service delivery

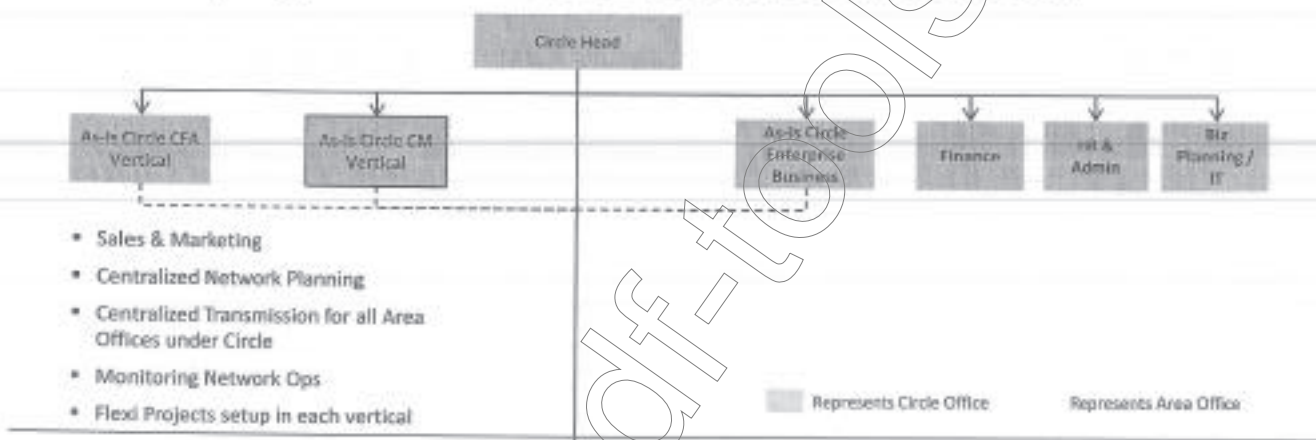
Consolidate or merge SSAs into Area offices to bring efficiencies at field level

Name of Circle	Existing # of SSAs	Geographic Area (sq.kms)	No. of Area Offices	
			Area wise assessment	Moderated by business analysis
Andhra Pradesh	21	275,045	21	11
Assam	7	78,438	6	6
Bihar	19	84,163	7	7
Chhattisgarh	6	135,191	6	6
Gujarat	17	196,024	15	10
HP	6	55,673	6	6
Haryana	9	44,212	3	3
J&K	5	22,236	3	3
Jharkhand	6	79,714	6	6
Kerala	11	38,863	3	11
Karnataka	19	191,791	15	16
Maharashtra	30	307,713	24	14
MP	34	308,252	24	5
North East	6	-	6	6
Orissa	12	155,707	12	7
Punjab	11	50,382	4	4
Rajasthan	24	342,239	24	10
Tamil Nadu	17	130,059	10	10
UP (E)	31	120,464	9	9
UP (W)	18	120,454	9	9
UTL	6	53,483	6	6
WB	14	88,752	7	7
Total	329	2,658,844	227	167

*All of Kerala's SSAs are high performers with larger number of CFA connections and hence geographic rationalization has not been applied on the same

- As per market practices, number of Area offices is dependent on sizeable number of consumers and business viability
- Deloitte has performed two levels of analysis for defining the number of area offices. Level 1 analysis has been done basis area per square km for following types of terrain:
 - Normal terrain
 - Hilly Terrain
- The number of Area Offices required basis above mentioned analysis is 227
- Level 2 analysis has been done basis following parameters:
 - Employee Cost as % of revenue being higher than national average
 - CFA connections less than 40,000
- Very small SSAs with CFA connections > 15000 have also been considered as potential for merger

Structure of Area Office (Stage 1: Pre – ERP and Network O&M In-house)



Area Office Setup Stage 1



Roles & Responsibilities of the Area Offices

Role	Roles & Responsibilities
Area Office Head	<ul style="list-style-type: none"> Responsible for the overall business performance of the Area Office Responsible for achieving sales target set for CM, CFA, and Broadband businesses as defined for the Area Office Responsible for meeting customer service delivery QoS targets Responsible for meeting network QoS targets Responsible for preparing business MIS including performance on revenue, cost, customer service parameters and share with Circle office Responsible for HR and Finance
O&M Head (CFA & CM)	<ul style="list-style-type: none"> Responsible for meeting network QoS targets Provide support to Circle office planning, transmission teams as and when required
Area Sales Manager	<ul style="list-style-type: none"> Prepare strategy for sales for the particular Area Office Review distribution of product to customers of the Area office Ensure Quality of Sales by reviewing sales team periodically Oversee management of sales of each product Ensure team under him is updated with all products offered by BSNL Review customer feedback
Area Customer Service Delivery Head	<ul style="list-style-type: none"> Formulate strategy for the delivery of customer service and maintaining high levels of customer QoS Oversee identification of key service areas in the Area Offices Review monthly performance of the Customer Care Centers Oversee completion of MIS reports relating to customer services in the Area office

Roles & Responsibilities of the Area Offices

Role	Roles & Responsibilities
Channel Manager Sales CM	<ul style="list-style-type: none"> • Ensure implementation of strategy prepared by the Area Sales manager • Oversee distribution of product to customers • Oversee obtaining of customer feedback regularly • Interact with CSD team for resolution of customer issues
Channel Manager Sales CFA / BB	<ul style="list-style-type: none"> • Ensure implementation of strategy prepared by the Area Sales manager • Oversee distribution of product to customers • Oversee obtaining of customer feedback regularly • Interact with CSD team for resolution of customer issues
Customer Service Delivery Executives	<ul style="list-style-type: none"> • Identify key service areas in the Area Office by means of surveys • In-charge for the administration of all functions of the Customer Service Centers • Oversee practices related to handling of the customers • Compile of MIS reports relating to customer services in the Area Office
Territory Manager	<ul style="list-style-type: none"> • Act as first point interface for franchisees / distributors • Ensure distribution of new products • Obtaining customer feedback regularly by means of surveys • Interact with CSD team for resolution of customer issues • Monitor practices related to CAF

List of PGM headed Area offices

Circle	Area Offices to be headed PGM
Andhra Pradesh	<ul style="list-style-type: none">Hyderabad Telecom DistrictVijayawada (Krishna) Telecom District
Karnataka	<ul style="list-style-type: none">Bangalore Telecom DistrictDakshin Kannada (Mangalore) Telecom District
Kerala	<ul style="list-style-type: none">Ernakulam Telecom DistrictTrichur Telecom District
Maharashtra	<ul style="list-style-type: none">Pune Telecom DistrictKalyan Telecom District
Rajasthan	<ul style="list-style-type: none">Jalpur Telecom DistrictSriganganagar Telecom District
Tamil Nadu	<ul style="list-style-type: none">Coimbatore Telecom DistrictTrichy Telecom District
Gujarat	<ul style="list-style-type: none">Ahmedabad Telecom DistrictRajkot Telecom District
West Bengal	<ul style="list-style-type: none">Asansol Telecom DistrictSiliguri Telecom District
UP East	<ul style="list-style-type: none">Lucknow Telecom DistrictAllahabad Telecom District

Recommendations on Area Offices

Name of Circle: Assam

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Karrup Telecom District	Karrup Area Office GM		Naagaon Telecom District

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Recommendations on Area Offices
Name of Circle: Andhra Pradesh

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Hyderabad Telecom District	Hyderabad Area Office	FGM	Nizamabad Telecom District, Warangal Telecom District, Mahabubnagar Telecom District, Sangareddy (Medak) Telecom District, Adilabad Telecom District
Vijayawada (Krishna) Telecom District	Vijayawada (Krishna) Area Office	FGM	Khammam Telecom District,
Rajahmundry (East Godavari) Telecom District	Rajahmundry (East Godavari) Area Office	GM	-
Guntur Telecom District	Guntur Area Office	GM	Nalgonda Telecom District
Eluru (West Godavari) Telecom District	Eluru (West Godavari) Area Office	GM	-
Vishakhapatnam Telecom District	Vishakhapatnam Area Office	GM	Srikakulam Telecom District, Vizianagaram Telecom District, Cuddapah Telecom District
Chittoor Telecom District	Chittoor Area Office	GM	-
Nellore Telecom District	Nellore Area Office	GM	-
Kurnool Telecom District	Kurnool Area Office	GM	-
Anantpur (Guntakal) Telecom District	Anantpur (Guntakal) Area Office	GM	-
Ongole Telecom District	Ongole Area Office	GM	-
Mahabubnagar Telecom District	-	-	-
Nizamabad Telecom District	-	-	-
Warangal Telecom District	-	-	-
Nalgonda Telecom District	-	-	-
Khammam Telecom District	-	-	-
Sangareddy (Medak) Telecom District	-	-	-
Srikakulam Telecom District	-	-	-
Vizianagaram Telecom District	-	-	-
Cuddapah Telecom District	-	-	-
Adilabad Telecom District	-	-	-

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Recommendations on Area Offices
Name of Circle : Bihar

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Patna Telecom District	Patna Area Office	GM	Samastipur Telecom District
Muzaffarpur Telecom District	Muzaffarpur Area Office	GM	Motihari Telecom District, Bettiah Telecom District
Chapra Telecom District	Chapra Area Office	GM	Arnah Telecom District, Sasaram Telecom District
Darbhanga Telecom District	Darbhanga Area Office	GM	Madhubani Telecom District, Kishanganj Telecom District
Bhagalpur Telecom District	Bhagalpur Area Office	GM	Begusarai Telecom District, Khagaria Telecom District
Saharsa Telecom District	Saharsa Area Office	GM	
Gaya Telecom District	Gaya Area Office	GM	Monghyr Telecom District
Begusarai Telecom District	-	-	-
Arrah Telecom District	-	-	-
Motihari Telecom District	-	-	-
Sasaram Telecom District	-	-	-
Samastipur Telecom District	-	-	-
Bettiah Telecom District	-	-	-
Monghyr Telecom District	-	-	-
Madhubani Telecom District	-	-	-
Kishanganj Telecom District	-	-	-
Khagaria Telecom District	-	-	-

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Recommendations on Area Offices
Name of Circle: Gujarat

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Ahmedabad Telecom District	Ahmedabad Area Office	PGM	Nadiad Telecom District, Surendranagar Telecom District
Surat Telecom District	Surat Area Office	GM	-
Vadodara Telecom District	Vadodara Area Office	GM	Godhra Telecom District
Rajkot Telecom District	Rajkot Area Office	PGM	Junagadh Telecom District, Jamnagar Telecom District, Amreli Telecom District
Nadiad Telecom District	-	-	-
Valsad Telecom District	Valsad Area Office	GM	-
Mehsana Telecom District	Mehsana Area Office	GM	Polanpur Telecom District
Junagadh Telecom District	-	-	-
Bharuch Telecom District	Bharuch Area Office	GM	-
Himmatnagar Telecom District	Himmatnagar Area Office	GM	-
Bhuj Telecom District	Bhuj Area Office	GM	-
Jamnagar Telecom District	-	-	-
Godhra Telecom District	-	-	-
Bhavnagar Telecom District	Bhavnagar Area Office	GM	-
Polanpur Telecom District	-	-	-
Amreli Telecom District	-	-	-
Surendranagar Telecom District	-	-	-

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Recommendations on Area Offices

Name of Circle: Haryana

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Ambala Telecom District	Ambala Area Office	GM	Katihar Telecom District , Sonapat Telecom District
Katihar Telecom District	-	-	-
Hissar Telecom District	Hissar Area Office	GM	Rohtak Telecom District , Rewari Telecom District , Jind Telecom District
Faridabad Telecom District	-	-	-
Gurgaon Telecom District	Gurgaon Area Office	GM	Faridabad Telecom District ,
Rohtak Telecom District	-	-	-
Rewari Telecom District	-	-	-
Sonapat Telecom District	-	-	-
Jind Telecom District	-	-	-

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Recommendations on Area Offices
Name of Circle: J&K

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Srinagar (Uaf) Telecom District	Srinagar (Uaf) Area Office	GM	-
Jammu Telecom District	Jammu Area Office	GM	Udhampur Telecom District , Rajouri Telecom District
Udhampur Telecom District	-	-	-
Leh Telecom District	Leh Area Office	GM	-
Rajouri Telecom District	-	-	-

Recommendations on Area Offices
Name of Circle: Karnataka

Existing SBAs	Proposed Area Office Name	Proposed Area Head	Additional SBAs to be merged with the proposed Area Office
Bangalore Telecom District	Bangalore Area Office	PGM	Tumkur Telecom District, Mandya Telecom District
Dakshin Kannada (Mangalore) Telecom District	Dakshin Kannada (Mangalore) Area Office	PGM	Hassan Telecom District, Kodagu (Madikeri) Telecom District
Dharwar Telecom District	Dharwar Area Office	GM	-
Mysore Telecom District	Mysore Area Office	GM	-
Belgaum Telecom District	Belgaum Area Office	GM	-
Uttar Kannada (Kannur) Telecom District	Uttar Kannada (Kannur) Area Office	GM	-
Shimoga Telecom District	Shimoga Area Office	GM	Chikmagalur Telecom District
Davangere Telecom District	Davangere Area Office	GM	Bellary Telecom District, Raichur Telecom District
Bijapur Telecom District	Bijapur Area Office	GM	Gulbarga Telecom District, Bidar Telecom District
Kolar Telecom District	Kolar Area Office	GM	-
Chikmagalur Telecom District	-	-	-
Gulbarga Telecom District	-	-	-
Hassan Telecom District	-	-	-
Tumkur Telecom District	-	-	-
Kodagu (Madikeri) Telecom District	-	-	-
Bellary Telecom District	-	-	-
Raichur Telecom District	-	-	-
Bidar Telecom District	-	-	-
Mandya Telecom District	-	-	-

Recommendations on Area Offices

Name of Circle: Kerala

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Emakulam Telecom District	Emakulam Area Office	PGM	-
Trichur Telecom District	Trichur Area Office	PGM	-
Kanpur Telecom District	Kanpur Telecom District	GM	-
Thiruvananthapuram Telecom District	Thiruvananthapuram Area Office	GM	-
Calicut (Kozhikode) Telecom District	Calicut (Kozhikode) Area Office	GM	-
Malappuram Telecom District	Malappuram Area Office	GM	-
Quilon (Kollam) Telecom District	Quilon (Kollam) Area Office	GM	-
Kottayam Telecom District	Kottayam Area Office	GM	-
Alleppey Telecom District	Alleppey Area Office	GM	-
Tiruvalla (Pathanamthitta) Telecom District	Tiruvalla (Pathanamthitta) Area Office	GM	-
Palghat Telecom District	Palghat Area Office	GM	-

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Recommendations on Area Offices -Name of Circle: Madhya Pradesh

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Indore Telecom District	Indore Area Office	GM	Mandsaur Telecom District, Ratlam Telecom District, Khargone Telecom District, Khandwa Telecom District, Betul Telecom District, Dhar Telecom District, Dewas Telecom District, Shajapur Telecom District, Jabalpur Telecom District, Rajgarh Telecom District
Bhopal Telecom District	Bhopal Area Office	GM	Sagar Telecom District, Hoshangabad Telecom District, Chhatarpur Telecom District, Narsinghpur Telecom District, Vidisha Telecom District, Guha Telecom District, Damoh Telecom District, Raisen Telecom District, Panna Telecom District
Gwalior Telecom District	Gwalior Area Office	GM	Morena Telecom District, Salma Telecom District, Rewa Telecom District, Shivpuri Telecom District
Jabalpur Telecom District	Jabalpur Area Office	GM	Chhindwara Telecom District, Shahdol Telecom District, Bilaghat Telecom District, Seoni Telecom District, Sidhi Telecom District, Mandla Telecom District
Ujjain Telecom District	Ujjain Area Office	GM	
Mandsaur Telecom District	-	-	-
Ratlam Telecom District	-	-	-
Khargone Telecom District	-	-	-
Sagar Telecom District	-	-	-
Chhindwara Telecom District	-	-	-
Khandwa Telecom District	-	-	-
Hoshangabad Telecom District	-	-	-
Betul Telecom District	-	-	-
Dhar Telecom District	-	-	-
Morena Telecom District	-	-	-
Dewas Telecom District	-	-	-
Chhatarpur Telecom District	-	-	-
Narsinghpur Telecom District	-	-	-
Salma Telecom District	-	-	-
Shahdol Telecom District	-	-	-
Raisen Telecom District	-	-	-
Bilaghat Telecom District	-	-	-
Vidisha Telecom District	-	-	-
Guha Telecom District	-	-	-
Shajapur Telecom District	-	-	-
Seoni Telecom District	-	-	-
Sidhi Telecom District	-	-	-
Shivpuri Telecom District	-	-	-
Jhabua Telecom District	-	-	-
Mandla Telecom District	-	-	-
Damoh Telecom District	-	-	-
Raisen Telecom District	-	-	-
Rajgarh Telecom District	-	-	-
Panna Telecom District	-	-	-

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Recommendations on Area Offices
Name of Circle: Maharashtra

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Pune Telecom District	Pune Area Office	PGM	-
Kalyan Telecom District	Kalyan Area Office	PGM	Dhule Telecom District
Kolhapur Telecom District	Kolhapur Area Office	GM	Sindhudurg Telecom District
Parsi Telecom District	Parsi Telecom District	GM	-
Nashik Telecom District	Nashik Area Office	GM	-
Nagpur Telecom District	Nagpur Area Office	GM	Bhandara Telecom District, Chandrapur Telecom District, Wardha Telecom District, Gadchiroli Telecom District, Amravati Telecom District, Akola Telecom District, Jalna Telecom District
Jalgaon Telecom District	Jalgaon Area Office	GM	-
Sangli Telecom District	Sangli Area Office	GM	-
Aurangabad Telecom District	Aurangabad Area Office	GM	Buldhana Telecom District, Nanded Telecom District, Parbhani Telecom District, Yavatmal Telecom District
Solapur Telecom District	Solapur Area Office	GM	Latur Telecom District, Osmanabad Telecom District
Ahmednagar Telecom District	Ahmednagar Area Office	GM	Beed Telecom District
Satara Telecom District	Satara Area Office	GM	-
Ratnagiri Telecom District	Ratnagiri Area Office	GM	-
Amravati Telecom District	-	-	-
Pan (Raigad) Telecom District	Pan (Raigad) Area Office	GM	-
Dhule Telecom District	-	-	-
Akola Telecom District	-	-	-
Buldhana Telecom District	-	-	-
Sindhudurg Telecom District	-	-	-
Bhandara Telecom District	-	-	-
Nanded Telecom District	-	-	-
Chandrapur Telecom District	-	-	-
Latur Telecom District	-	-	-
Parbhani Telecom District	-	-	-
Beed Telecom District	-	-	-
Yavatmal Telecom District	-	-	-
Wardha Telecom District	-	-	-
Osmanabad Telecom District	-	-	-
Jalna Telecom District	-	-	-

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Recommendations on Area Offices

Name of Circle: Orissa

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Bhubneshwar (Puri) Telecom District	Bhubneshwar (Puri) Area Office	GM	
Cuttack Telecom District	Cuttack Area Office	GM	Phulbani Telecom District
Berhampur (Ganjam) Telecom District	Berhampur (Ganjam) Area office	GM	Dhenkanal Telecom District
Sambalpur Telecom District	Sambalpur Area Office	GM	Balangir Telecom District
Koraput Telecom District	Koraput Area Office	GM	Bhawanipatna (Kalahandi) Telecom District
Balsore Telecom District	Balsore Area Office	GM	Baripada Telecom District
Dhenkanal Telecom District			
Sundargarh (Rourkela) Telecom District	Sundargarh (Rourkela) Area Office	GM	
Baripada Telecom District		-	
Balangir Telecom District		-	
Bhawanipatna (Kalahandi) Telecom District		-	
Phulbani Telecom District		-	

Recommendations on Area Offices
Name of Circle: Punjab

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Jalandhar Telecom District	Jalandhar Area Office	GM	Hoshiarpur Telecom District, Amritsar Telecom District, Pathankot Telecom District
Ludhiana Telecom District	Ludhiana Area Office	GM	Sangrur Telecom District, Bhatinda Telecom District
Ferozepur Telecom District	Ferozepur Area Office	GM	-
Chandigarh Telecom District	Chandigarh Area Office	GM	Patiala Telecom District, Ropar Telecom District
Sangrur Telecom District	-	-	-
Hoshiarpur Telecom District	-	-	-
Patiala Telecom District	-	-	-
Amritsar Telecom District	-	-	-
Pathankot Telecom District	-	-	-
Bhatinda Telecom District	-	-	-
Ropar Telecom District	-	-	-

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Recommendations on Area Offices –
Name of Circle : Rajasthan

Existing SAs	Proposed Area Office Name	Proposed Area Head	Additional SAs to be merged with the proposed Area Office
Jaipur Telecom District	Jaipur Area Office	PGM	Bharatpur Telecom District, Tonk Telecom District, Bundi Telecom District
Sriganganagar Telecom District	Sriganganagar Area Office	PGM	Bikaner Telecom District, Churu Telecom District, Bhiwara Telecom District
Jodhpur Telecom District	Jodhpur Area Office	GM	Jaisalmer Telecom District
Ajmer Telecom District	Ajmer Area Office	GM	
Kota Telecom District	Kota Area Office	GM	Jhalawar Telecom District
Pali (Marwar) Telecom District	Pali (Marwar) Area Office	GM	Barmer Telecom District
Nagaur Telecom District	Nagaur Area Office	GM	Sikar Telecom District
Jhunjhunu Telecom District	Jhunjhunu Area Office	GM	Ahmer Telecom District
Banswara Telecom District	Banswara Area Office	GM	
Ahmer Telecom District		-	
Sikar Telecom District		-	
Bikaner Telecom District		-	
Sirohi Telecom District	Sirohi Area Office	GM	
Churu Telecom District		-	
Bhiwara Telecom District		-	
Barmer Telecom District		-	
Bharatpur Telecom District		-	
Jhalawar Telecom District		-	
Tonk Telecom District		-	
Bundi Telecom District		-	
Jaisalmer Telecom District		-	

Recommendations on Area Offices

Name of Circle : Tamil Nadu

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Coimbatore Telecom District	Coimbatore Area Office	PGM	Erode Telecom District
Trichy Telecom District	Trichy Area Office	PGM	Thanjavur Telecom District ; Kumbakonam Telecom District
Madurai Telecom District	Madurai Area Office	GM	Virudhunagar Telecom District
Salem Telecom District	Salem Area Office	GM	-
Erode Telecom District	-	-	-
Vellore Telecom District	Vellore Area Office	GM	Nagarcoil Telecom District Dharmapuri Telecom District
Thanjavur Telecom District	-	-	-
Tirunelveli Telecom District	Tirunelveli Area Office	GM	-
Cuddalore Telecom District	Cuddalore Area Office	GM	-
Nagarcoil Telecom District	-	-	-
Kumbakonam Telecom District	-	-	-
Tuticorin Telecom District	Tuticorin Area Office	GM	-
Karimnagar Telecom District	Karimnagar Area Office	GM	-
Pondichery Telecom District	Pondichery Area Office	GM	-
Virudhunagar Telecom District	-	-	-
Dharmapuri Telecom District	-	-	-

Recommendations on Area Offices

Name of Circle: UP East

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Lucknow Telecom District	Lucknow Area Office	PGM	Unnao Telecom District, Sultanpur Telecom District, Raibareilly Telecom District, Hardoi Telecom District, Farnukhabad Telecom District, Fatehpur Telecom District, Sahjahanpur Telecom District
Karakudi Telecom District	Karakudi Area Office	GM	-
Allahabad Telecom District	Allahabad Area Office	PGM	Jaunpur Telecom District, Orai Telecom District, Pratapgarh Telecom District, Hamirpur (Up) Telecom District, Banda Telecom District
Varanasi Telecom District	Varanasi Area Office	GM	-
Gorakhpur Telecom District	Gorakhpur Area Office	GM	Basti Telecom District, Faizabad Telecom District
Jhansi Telecom District	Jhansi Area Office	GM	-
Mirzapur Telecom District	Mirzapur Area Office	GM	-
Mau Telecom District	Mau Area Office	GM	Deoria Telecom District, Ghazipur Telecom District, Azamgarh Telecom District
Balia Telecom District	Balia Area Office	GM	-
Sitapur Telecom District	Sitapur Area Office	GM	Lakhimpur Kheri Telecom District, Barabanki Telecom District, Gonda Telecom District, Bahraich Telecom District
Lakhimpur Kheri Telecom District	-	-	-
Unnao Telecom District	-	-	-
Basti Telecom District	-	-	-
Sultanpur Telecom District	-	-	-
Faizabad Telecom District	-	-	-
Jaunpur Telecom District	-	-	-
Deoria Telecom District	-	-	-
Ghazipur Telecom District	-	-	-
Barabanki Telecom District	-	-	-
Gonda Telecom District	-	-	-
Azamgarh Telecom District	-	-	-
Raibareilly Telecom District	-	-	-
Bahraich Telecom District	-	-	-
Hardoi Telecom District	-	-	-
Farnukhabad Telecom District	-	-	-
Fatehpur Telecom District	-	-	-
Orai Telecom District	-	-	-
Pratapgarh Telecom District	-	-	-
Hamirpur (Up) Telecom District	-	-	-
Banda Telecom District	-	-	-
Chhikara Telecom District	-	-	-

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Recommendations on Area Offices

Name of Circle: UP West

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Ghaziabad Telecom District	Ghaziabad Area Office	GM	Bulandshahr Telecom District,
Meerut Telecom District	Meerut Area Office	GM	-
Noida Telecom District	Noida Area Office	GM	-
Agra Telecom District	Agra Area Office	GM	Etah Telecom District
Moradabad Telecom District	Moradabad Area Office	GM	Bijnore Telecom District, Rampur Telecom District, Pilibhit Telecom District, Badaun Telecom District
Muzaffarnagar Telecom District	Muzaffarnagar Area Office	GM	Saharanpur Telecom District
Bareilly Telecom District	Bareilly Area Office	GM	Etawah Telecom District(upw)
Aligarh Telecom District	-	-	-
Mathura Telecom District	Mathura Area Office	GM	Aligarh Telecom District
Saharanpur Telecom District	-	-	-
Bijnore Telecom District	-	-	-
Bulandshahr Telecom District	-	-	-
Etawah Telecom District(upw)	-	-	-
Etah Telecom District	-	-	-
Rampur Telecom District	-	-	-
Pilibhit Telecom District	-	-	-
Mainpuri Telecom District(upw)	Mainpuri Area Office(UPW)	GM	-
Badaun Telecom District	-	-	-

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Recommendations on Area Offices
Name of Circle: West Bengal

Existing SSAs	Proposed Area Office Name	Proposed Area Head	Additional SSAs to be merged with the proposed Area Office
Asansol Telecom District	Asansol Area Office	PGM	-
Kharagpur Telecom District	Kharagpur Area Office	GM	-
Siliguri Telecom District	Siliguri Area Office	PGM	Jalpaiguri Telecom District, Raiganj Telecom District, Coochbehar Telecom District, Gangtok Telecom District
Krishnanagar Telecom District	Krishnanagar Area Office	GM	Bankura Telecom District, Purulia Telecom District
Suri Telecom District	Suri Area Office	GM	-
Berhampur Telecom District	Berhampur Area Office	GM	Malda Telecom District
Jalpaiguri Telecom District	-	-	-
Bankura Telecom District	-	-	-
Raiganj Telecom District	-	-	-
Malda Telecom District	-	-	-
Coochbehar Telecom District	-	-	-
Gangtok Telecom District	-	-	-
Purulia Telecom District	-	-	-

Note :

All the existing SSAs in Chattisgarh, HP, NE-I, NE-II and Uttranchal circles will be renamed as GM headed Area Offices.

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