

**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
EXECUTIVES' ASSOCIATION
Central Headquarters, New Delhi**



**Key Note Address delivered by Shri Prahlad Rai, General Secretary
in the Open Session of 4thAll India Conference of AIBSNLEA held
at Nashik on 11.11.2013**

It is indeed a matter of great pride and privilege for me to have such a distinguished gathering on the occasion of the Open Session of the 4thAll India Conference of our Association i.e. All India Bharat Sanchar Nigam Limited Executives' Association being held here in this Holy City of Nashik, **the holy temple town of Trimbakeshwar**. This Association was formally launched on 1st May 2005 by integrating ten separate Associations which were earlier representing Group 'B' and promote source Group 'A' officers of different disciplines in the Department of Telecommunications. We, the members of AIBSNLEA belonging to various disciplines of BSNL i.e. Telecom Engineering, Telecom Finance & Accounts service, Telecom Civil, Electrical and Architectural Engineering, Telecom Factory Services, Telecom Personal Staff, Corporate Office Secretariat Staff, Telecom Official Language Officers etc., are playing the pivotal role in the development, maintenance and operation of Telecom. Our delegates in this conference, who are the true representatives of 25,000 strong BSNL executives, have come to attend this conference from every nook & corner of the country-from Kashmir to Kanyakumari and Lakshdweep to Andaman & Nicobar. We have assembled here, to discuss and find out ways and means for all out growth of BSNL which gives us our daily bread and also discuss the issues to our career prospects. I am sure the New Year 2014 will give us a ray of hope and happiness to elevate BSNL to a top Telecom Company in India.

2. At the time of formation of BSNL from a Govt. Department to a corporate entity, BSNL faced unique challenges, in which serious doubts were raised about its capability to sustain productivity and profitability. But with true grit determination, dedication and sincerity, BSNL has belied these misconceptions and sustained its position but after the year 2009-10, 2010-11, 2011-12 and 2012-13 BSNL has made losses of Rs. 1823 Crs, Rs.6386 Crs, Rs. 8851 Crs. and Rs. 7884 Crs. respectively, which is a matter of serious concern for all of us.

3. India's telecom network is the third largest in the world on the basis of the customer base and it has one of the lowest tariffs in the world enabled by hyper competition in the market. The present tele-density in the country is 73.6% and total broadband connections as on 31.07.2013 are 15.24 million, out of which 9.95 million are provided by BSNL. We have been at 1st position as an operator with broadband market share of 65.30% as on 31.07.2013. We are also the leading service provider in fixed-line (with customer base of 20.45 million), internet/broadband and national long distance segment. BSNL is privileged to be the first service provider offering 3G Services to its customers. We have rolled out 3G services in 1300 cities across the country. Presently BSNL has been at 13th position w.r.t. addition of the total telephone connections during FY 2013-14 (up to August 2013) and at 13th position w.r.t. addition of the total wireless connections during FY 2013-14 (up to August 2013). In terms of %age of active subscriber, BSNL is at 10th position with 55.88% active connections.

4. Large number of disconnections of landline phones in the last few years is a matter of great concern to us. There is a need to overcome this problem sincerely and take corrective action. Broadband business can help us to bring back our landline customers and also retain our existing customers. BSNL has launched Loyalty Management Scheme in the CDR System w.e.f.1st April 2013, for landline and Broadband customers to encourage customers to use landline and also to retain our existing customers by way of rewarding loyalty. After CDR implementation through E-stapling facility we can deliver a single bill to corporate customers for service consumed by them countrywide and also receive payment from them at a single place.

5. We are confident that under the leadership of **Shri R.K. Upadhyay, CMD, BSNL**, we will be achieving the targets set by the Govt. Over the past 13 years, assets of BSNL have grown almost more than double with an assets base of about 56,393 crores at the time of its formation, now the asset base has become more than 1,71,935 crores. BSNL's present customer base, which is about 121.65 million including Wiredline Phones, Mobile & WLL(F/M) subscribers also. It has about 38.81 million line basic telephone capacity, 8.386 million WLL capacity, 78.21 Million GSM Capacity. BSNL has rolled out 3G Network in 1300 cities across the country which is the largest roll out by any telecom service provider. In pursuit of our mission for better life for rural communities, backbone infrastructure is being created to provide broadband connectivity to village Panchayats, common service centers, schools, colleges and universities. BSNL have provided 35873 fixed exchanges, 5.82 Lakh VPTs, 41794 Rural GSM, 8308 Rural CDMA Towers and 9.95 Million Broadband connections in the country. Special focus is being given to broadband connectivity to Common Service Centers (CSCs), Panchayats, Colleges and Universities. But now in the area of Landline telephones, lots of disconnections are taking place and our market share declined which is another matter of serious concern to all of us. We reassure our best co-operation and support to Hon'ble CMD in achieving the targets set by the Government to make BSNL number one telecom company.

6. We are holding our AIC when big changes in Telecom Sector are in the offing. In the rapidly changing scenario in Telecom, the regulatory regime and competition in Telecom are a fait accompli. We are not afraid of competition. With all the constraints around, our colleagues in BSNL in all major cities and other places are facing competitions with exemplary courage. In a bid to fall in line with the international standards, the Telecom Regulatory Authority of India (TRAI) has proposed certain standards to be ensured for quality of service along with provision of imposing penalties, if the prescribed quality of service is not maintained. Technological innovation, the rise of the customer-driven markets and regulatory actions are dictating new management styles. Now, there is pressure on us not only to increase DELs i.e. number of telephone connections but also to retain the customer base, especially the creamy layer by rendering quality service & good customer care.

7. At the time of formation of BSNL, the then Hon'ble MoC Shri Ram Vilas Paswan assured that BSNL would be granted **Maharatna** status but the **Navaratna** status to BSNL was not conferred even after completion of about 10 years of its formation. BSNL was meeting all the parameters/guide-lines set by the Deptt. of Public Enterprises at that time. Now though BSNL has become loss making due to various reasons beyond its control, the Govt. must consider granting it Navratana Status to help it in faster decision making & recovery.

8. The Govt. based on TRAI recommendations, has completely phased out the Access Deficit Charges (ADC) by 30th Sept 2008. It was assured that BSNL would be suitably compensated in the form of ADC for meeting the obligations in respect of rural telephony or other un-economic services but it has been withdrawn in 2008 and only Rs.6000 Crores in lieu of different activities as subsidy has been paid to BSNL in F.Y. 2008-09, 2009-10, 2010-11 and this was also withdrawn in July, 2011. BSNL, the major service provider of universal services in rural, remote, in-accessible and hilly areas, provided reliable service connectivity across the country including ice-lands, should be fully exempted from making the contribution towards USO fund and it should immediately be refunded to BSNL. It seems that the Govt. is heading towards limiting its commitment to a short period.

9. National Telecom Policy (NTP) 99 does not envisage recovery of any license fee from BSNL (then DoT) in respect of its fixed line services. In respect of GSM line services the license fee was to be paid by BSNL but the same was to be fully reimbursed being a National service providers having immense rural and social obligations. BSNL has been paying the license fee in respect of basic services and cellular services also. Accordingly, BSNL has suffered a total financial loss of Rs. 38,000/- Crores upto 31.03.2013. Further it is facing the recurring financial loss of Rs. 1200 Crores per annum on the payment of license fee and Rs. 1750 Crores towards USO contribution per annum contrary to NTP'99.

Recently Union Cabinet approved the National Telecom Policy -2012 (NTP - 2012) on 31.05.2012. The Cabinet also approved introduction of Unified License and authorised the Department of Telecommunications to finalise the new Unified Licensing regime with the approval of Minister of Communications & IT. The policy will certainly benefit the Private Operator but nowhere any preferential treatment to BSNL/MTNL has been offered being the State own PSUs. The merger and acquisition policy should not be for enabling trade in license and spectrum by the unscrupulous players quick profits.

10. It is understood that certain authorities in Govt. believe that Rural Operation of BSNL are in fact profitable. It is with this laughable and irresponsible attitude that recommendation of TRAI for paying a compensation of Rs. 1250 Crs. for the period upto July, 2013 has not yet been implemented, whereas BSNL has been incurring the expenditure even with borrowing at high interest cost. Similarly, Rs. 18,500 Crs. were arbitrarily and in an unfair manner taken away from BSNL and Govt. is still dragging its feet on a decision regarding refund of BWA Spectrum charges Rs. 8300 Crs.

11. BSNL has been requesting to DoT for financial support in order to make its wired line services/rural telephony financially viable by compensating the losses of Rs. 44,000 Crores incurred by BSNL due to difference in ADC whereas admissible to BSNL earlier. Despite repeated requests by BSNL Management to DoT this was not made good by DoT. BSNL has continued to render services in unviable Rural remote and difficult areas. Now ADC has been stopped all together. BSNL being 100% control Govt. PSU, it can't go to the Govt. against Govt. decisions even if they are not favorable to BSNL. Whereas, the Private Operators have liberty to approach TDSAT against Govt. decisions. For example Private operators have gone to TDSAT against the CAFs related penalties and have been given relief. Such reliefs have not been made applicable by DoT to BSNL.

12. At least one correct diagnosis has been made regarding the problems faced by BSNL, which has been aptly put in words by **Dr. D.P.S. Seth, former CMD of BSNL**, who stated that **“Whenever BSNL needed equipment most, it was not available due to interference. As a result, BSNL’s market share in GSM has been slipping. At one stage BSNL was almost in the number one position in terms of subscribers.”** Today, it stands at the No. 5 slot (*Bharti Airtel, Vodafone Essar, Reliance Telecom, Idea, BSNL*) in the mobile market. The private operators commenced operations in GSM Mobile Services in 1996 in accordance with National Telecom Policy formulated in 1994. After formation of BSNL in Oct 2000 the Govt. of India permitted BSNL to offer GSM Services only in year 2001-2002. BSNL could roll out its GSM Mobile services on 19th October 2002, within a short duration of three years BSNL managed to acquire number two slot in market share in GSM Mobile services in the year 2005 and remained at number two position for around two years. Subsequently Tendering Process for procurement of GSM Mobile Equipments was held up due to Court cases followed by delay at the level of Ministry of IT and Communications in granting necessary approvals. This caused considerable delay in procurement of GSM Equipments for BSNL. The episode of the Tender of 45.5 million GSM lines is still fresh in our memory and it is a glaring example of interference. The Government wanted to cancel the Tender. Only after prolonged agitation by all the BSNL Unions/ Associations in July 2007, the Ministry allowed BSNL to place order for 50% of the quantity of the approved Tender i.e. 23 Million GSM Lines. Had the Tender been cancelled in full then Market share of BSNL would have been in a far worse situation. Again the Government cancelled the Tender for 93 Million GSM lines floated by BSNL more than four years ago and twice floated 5.5 Million GSM line tender. Cancellations of these Tenders have affected the supply of GSM Equipment's and expansion plans of BSNL. Now 15 million GSM lines

tenders could be finalized with the great efforts of our CMD, BSNL Sh. R.K. Upadhyay which has given relief in North and East Zone. But West Zone is suffering due to M/s ITI un-helping attitude.

BSNL being a Miniratna PSU does not have the autonomy/ authority to procure the needed equipments on its own. Delay in finalization of Tenders and getting necessary approvals for procurement of equipment from the controlling Ministry are a major bottleneck in growth of BSNL to forge ahead in a competitive market.

13. Arbitrary deployment of ITS officers in BSNL has also adversely affected the Viability of BSNL. Around 4 lacs of staff belonging to Group-'B', Group-'C' and Group-'D' cadre have been absorbed in BSNL w.e.f. 01/10/2000. Absorption of all Group-'B', Group-'C' and Group-'D' Employees in BSNL was completed in 2003. Also majority of Group-'A' Officers from DOT belonging to Finance, Civil, Electrical, Architectural and Telecom Factory wings have been absorbed in BSNL in the year 2005. But senior managerial cadre in BSNL consisting of around 1400 Group A Officers belonging to ITS cadre have not yet been absorbed in BSNL even after a continued deemed deputation status for 13 long years. These 1400 Officers belonging to ITS cadre are fully determined not to join BSNL. They have already availed the benefits of sixth Pay Commission along with regular promotions given by the controlling Ministry as deputationists in BSNL, and they have been enjoying all the perks/higher designations in BSNL. But they do not want to belong to BSNL. These small number of Officers working on deemed deputation in BSNL who constitute the senior managerial cadre want to continue as Govt. Officers and enjoy the benefits of BSNL. But the actual fact is that the senior Managerial Level in BSNL does not want to belong to BSNL but work in it on deemed deputation as an outsider till their retirement without having any stake in welfare and growth of BSNL.

These officers are not equipped to provide the leadership that is expected from the positions they occupy. They cannot motivate the workforce as they themselves do not have any faith in the BSNL story, because if they did, they would have been regular employees of this company with full stake. This uncertainty around the commitment of top management layer has resulted in governance deficit, and this is having a direct adverse impact on performance of the company, which is jeopardizing the careers and livelihoods of lakhs of employees who had believed the government and even today have the conviction in BSNL.

Under these circumstances BSNL happens to be the real loser because these unabsorbed ITS Officers do not have a sense of commitment, belongingness and accountability to BSNL resulting in inadequate growth and expansion of BSNL under the present competitive environment. BSNL needs to be managed by professionals who have a stake in its wellbeing and strive to improve the performance in BSNL and overcome the hurdles and bottlenecks in the growth of BSNL.

14. Imposing VRS to 1 Lakh Employees in BSNL is not justified at this juncture. The current staff strength of BSNL as on 31stSept, 2013 is as follows. Group-'A' Officers = **6105**, Group-'B' Officers = **42,567**, Group-'C' Officials and Group-'D' Officials as **1,60,006+36,213 = 1,96,219**. Total = **2,44,891**. The staff strength of BSNL is going to be reduced to 20% i.e. one fifth of its current strength by the year 2017 on account of superannuation and it shall be further reduced to 30% of its current strength by the year 2018-19. Hence, imposing VRS to one lakh employees in BSNL will over burden the existing employees as well as it will be difficult to main about 29,000 telephones exchanges in the country. Moreover, VRS in no way has helped MTNL viability since it was imposed thrice.

15. Privatisation/ Disinvestment of BSNL can only help the Government to meet its budgetary deficits because BSNL shall not be allowed to utilize any of the revenue earned by its disinvestment for the growth/ expansion of BSNL. After formation of MTNL a Navaratna Company 44% of its shares have been offloaded in the Market but it has not led to any improvement in performance of MTNL or increase in its Market Share.

How will privatization / disinvestment help BSNL in its growth or increase of its market share? Only a motivated workforce, a Committed Management and faster decision process in finalization of Tenders, procurement of Equipments and clearance of associated bottlenecks can help BSNL in its growth and increase of its Market Share. Only a strong and growing BSNL can keep the Telecom Prices in check

and will not permit free rein to private operators to form cartels and fleece the Public. But for the PSUs like BSNL the customers would have never got Telecom Services so cheap as of now.

16. Poor After-Sales Service in Broadband Connections / Irresponsible Call Centers / Poor Revenue Collection and strengthening of Marketing & Sales units of BSNL. These services have been outsourced to different vendors, who have no fear of losing their contract and they are not carrying out their job satisfactorily bringing bad name to BSNL. A committed management can take adequate care to solve these problems due to provision of inadequate service by these vendors/ outsourcing agents.

17. Huge amounts of dues are pending for recovery from the customers to the tune of several thousand crores of Revenue. BSNL has recently taken some steps for their recovery but more needs to be done by BSNL Management and the Government on this account so that defaulting customers can not evade payment while they continue to receive Telecom Services from one operator or the other.

18. Private Service Providers are approaching to BSNL customers door to door and offering various attractive plans and taking away its creamy customers. BSNL is not allowing to offer matching tariff to those creamy customers to stop churning. Proper monitoring of franchisees / retailers, who should have all available brands of BSNL, is required. More and more retailers / outlets of BSNL are also required in the market. BSNL should create teams to bring enterprise business by way of door to door marketing and should concentrate to provide quality service.

19. Various illogical interest being paid by BSNL to Govt. of India, which is directly affecting the viability of BSNL. BSNL should be exempted from paying building tax, paying excise duty on SIM cards, paying exorbitant electricity bills by applying the logic of low usage of power instead of electricity being charged on the basis of power plant capacity, VTMs revised penalty charges and heavy charges being paid to municipality and panchayat for erecting towers whereas they are not charging anything from electricity companies.

20. Govt. should issue Instructions to all Govt. Departments/Autonomous Bodies where the Govt. of India bears the cost of telephone expenditure for taking the telecom services from BSNL only to support BSNL. As BSNL is operating in a very stiff competitive environment with sharp reduction in tariffs in order to serve the people of the Country as a responsible PSU. BSNL is maintaining the rural network with very low tariff for serving the rural India. In addition to this reimbursement of ADC charges is also withdrawn which has adversely effected the financial position of BSNL. The fixed expenses of the company are also increasing year after year. It is observed that some of the Government Departments/Autonomous Bodies are inclined to switch over to private network for various reasons. The Ministry of Finance has issued instructions to all the Government Departments / Autonomous Bodies for undertaking the air travel by Air India only for both domestic and international travel where the Government of India bears the costs of air passage to support the Air India.

21. In pursuance of New Telecom Policy 1999, the Govt. of India decided to corporatise the service provision functions of DoT. Accordingly Govt. of India decided to transfer the business of providing telecom services in the country presently run and entrusted with the DTS and DTO as was provided earlier by DoT to the newly formed company viz. Bharat Sanchar Nigam Limited w.e.f. 01.10.2000. The assets and liability of present Department of Telecom Services and Department of Telecom Operations which earlier formed part of DoT were transferred to Bharat Sanchar Nigam Limited except Sanchar Bhawan and few other buildings but in true sense till date all these assets have not been transferred to BSNL rather DoT administration is trying to take back the assets of BSNL on the pretext of opening TERM Cell / CCA Offices and Training Centers which is contrary to the Govt. of India Orders. Hence DoT should immediately transfer the Assets to BSNL as per Govt. of India Order.

22. Land, building, A&P, Cable, experienced workforce are our assets. All these assets are to be gainfully deployed to fetch additional revenue. There are vacant lands and large vacant space in buildings. These spaces are to be commercially exploited to get hundreds of crores additional revenue every year. Formation of special task force for this purpose will speed up to achieve the objective. Commercial hoardings in CSCs and other BSNL buildings, commercial advertisement in the telephone bills will also fetch additional revenue.

23. About 70% of the revenue of BSNL comes from landline services for which special care should be taken to increase the subscriber base and retain the existing subscribers by providing continuous flows of store materials without any shortage and adopting regular maintenance for better service.

24. BSNL Management has taken up the matter with DoT for modification in payment of pension contribution from highest of IDA pay scale to the actual basic pay from BSNL. As the case was referred to DoP&PW and DoP&T by DoT and DoT vide letter no. 7-45/2008/TA-I/409-433 dated 01.03.2012 submitted that Ministry of Finance (Deptt. of Expenditure) has not concurred the above proposal. Hence the Pension contribution in respect of absorbed BSNL employees are to be recovered as per the previous methodology as stipulated vide DoT letter no. 7-45/2008/TA-I/409-433 dated 25.02.2010. But with the continuous efforts of BSNL now DoT is sending a Cabinet Note on this issue to Cabinet for its approval.

25. In the above backdrop, we would like to share our thoughts with this august gathering. We acknowledge the suggestions of **Hon'ble MoC&IT Sh. Kapil Sibal** that BSNL's Vision should be to become the largest telecom service providers in the South East Asia and to provide world class State-of-art telecom service and telecom infrastructure on demand at affordable prices to the country. **Hon'ble MOSC&IT Shri Milind Murli Deora** suggests that the objective of BSNL should be to become Leading Telecom Service Provider, build customers confidence through quality and reliable services in Rural and Urban Areas, including provision of Broadband on demand. Similarly, **Secretary (Telecom) Shri M.F.Farooqui** stated that *"Telecommunication has emerged as a key driver of economic and social development in an increasingly knowledge intensive global scenario. Sustained adoption of technology offers viable options in overcoming developmental challenges in education, health, employment generation, financial inclusion and much else. Today, India is one of the fastest growing telecom markets in the world. The unprecedented increase in tele-density and sharp decline in tariffs in the Indian telecom sector have contributed significantly to the country's economic growth. Besides contributing to about 3% to India's GDP, Telecommunications, along with Information Technology, has greatly accelerated the growth of the economic and social sectors."*

We acknowledge the comments of **CMD BSNL Shri R.K. Upadhayay** that "The need of the hour is to approach the customer right at his doorstep rather than waiting for the customer to approach us. Only a personalized service to the customers can help us tide over the growing trend of customer churn. Let us start thinking like a businessman and bring professionalism in our approach and behavior".

We acknowledge the comments of **Director (EB/HR), BSNL Shri A.N. Rai** that "improving the work culture and public interface to improve our image. He is also stressing on the need of an attitudinal change for making customers delighted and to improve the marketing strategies, so that, more and more customers are attracted".

We acknowledge the comments of **Director (CM) Shri Anupam Shrivastava** that "BSNL has been doing its socio-economic duty, as always, and is committed to provide its services using all available technologies. Connection the whole country with mobile and broadband connectivity is an ambitious endeavor of the government and we are integrated part of it. With the passage of time many more projects will come and we shall do our best to serve this country".

We acknowledge the comments of **Director (CFA), BSNL Shri N.K. Gupta** that "BSNL's wireline customer base and its revenue are shrinking day by day in spite of providing required store materials such as CLIP instruments and U/G PIJF cable etc. by Corporate Office, which is a matter of serious concern to all of us".

We acknowledge the comments of **Director (Finance), BSNL Shri K.C.G.K. Pillai** that "Stressing on the need of an attitudinal change for making customers delighted to continue with BSNL. All out efforts are required to earn more & more revenue by providing quality service".

26. Despite having a definite edge over the Private Operators in many areas, BSNL has some weaknesses too. The main weakness lies in its structure itself i.e. the Management believes and possesses a work culture which does not suit the need of the hour. There is no denial that the dependency on other Departments/ Organizations like Planning Commission, Department of Electronics, Department of Expenditure, Department of Telecommunications and Department of Public Enterprises delays the decisions. BSNL has to be given the freedom to decide its own issues. After all, it is the BSNL Management which is responsible and accountable to the Public whereas others are not. In this background, BSNL needs to be given the full autonomy in decision making both on functional and financial front. In the process of decision making, innovative ideas and bold initiatives need not be distrusted and overcome by the age old DoT systems and procedures of ensuring safety and propriety.

In the modern management concept, it is also necessary to decentralize the administrative and financial powers for not only reducing the burden on the top management but also to give adequate freedom to the lower formations. Unfortunately, a typical DoT work culture is still continuing in BSNL, which tends to keep the powers centralized and prevents any move in positive direction. The BSNL again suffers most in the absence of a sense of team spirit. The conviction of team leaders to live in isolation keeps them away from the realities. In the challenging current business scenario with highly competitive market conditions and customer expectations in terms of quality of service, BSNL will have to gear up itself to improve its performance in achieving excellent growth in all spheres. Accordingly, BSNL needs to take immediate steps to motivate its works force, their skills and profile through trainings, seminars, moral education and attractive incentive schemes etc. so that it meets the challenges and increases its profitability in future and also prevents the brain drain.

27. As a service association we cannot remain silent spectator to the problems of our cadres. As already stated, our members are frustrated due to non-settlement of the following pending grievances:

- (a) **Filling up of the vacant SAG/JAG, STS Group 'A' posts in BSNL of all streams.**
- (b) **Regular Promotion from JTO (T) to SDE (Telecom) and JTO(TF) to SDE(TF) of seniority quota.**
- (c) **Serious irregularities in the TES Gr. B officers seniority lists :** Finalization of TES-'B' seniority list on the basis of one rule for promotions.
- (d) **Early CPC from JAO to AO and AO to CAO.**
- (e) **CPC from SDE(C/E) to EE(C/E).**
- (f) **Withdrawal of the system/practice of Local Officiating Arrangement or Local Officiating Promotion in BSNL and Introduction of Look After arrangement by Executives-** request for restoration of Local Officiating Arrangement.
- (g) **Early settlement of Pay anomaly cases wherein senior Executives are drawing less pay than their juniors.**
- (h) **Regularization of offg. JTOs.**
- (i) **Special drive for recruitment of JTO's/ JAO's for tenure circles.**
- (j) **Amendment in BSNL Management Service Recruitment Rules-2009 for EE(C/E/Arch) to allow existing executives promotion upto EE level.**
- (k) **Implementation of CPSU cadre hierarchy -** Change of designations on each Time Bound upgradation on functional basis.

- (l) **Implementation of E-2, E-3 standard IDA Pay scales to JTO and SDE equivalent executives in BSNL.**
- (m) **Allowing to exercise option to Deptt. JAOs on their promotion, who joined after 07.05.2010.**
- (n) **Date of effect of Implementation of revised IDA Pay Scales for the Executives (C/E/Arch., PAs/PSSs) w.e.f. 01.10.2000 on notional basis.**
- (o) **One time placement of SDE to Sr. SDE Grade.**
- (p) **Restructuring of Assistant Directors (OL) cadre.**
- (q) **EPF Statement & Superannuation benefits to directly recruited employees as per DPE guidelines.**
- (r) **Sanction/creation of new posts of PPS in the field offices.**
- (s) **Creation of 3 DGM posts of CSS cadre.**
- (t) **Inordinate delay in settlement of disciplinary cases**
- (u) **Distribution of SAG level officers in Telecom Operations Stream in Territorial Circles and SSAs on Provisional basis:** Restructuring Cell of BSNL Corporate office issued instructions vide letter no. 4-3/2011-Restrg./Vol. II dated 28.10.2013, wherein requirement of SAG level officers of Telecom Operation Stream in Territorial Circles and as SSA Heads have been reviewed. In the said letter, distribution of GM level officers and their roles in Circle have been mentioned and it is also mentioned that level of SSA Head has been determined by SSA revenue.
- (v) **Implementation of DPE OM dated 02.04.2009 on 78.2% IDA Pay fixation for pensioners.**


The increase in the number of total connections provided by BSNL is phenomenal, though the total market share has decreased because of overall growth in the total number of connections provided by all the operators. The Group B officers and officers promoted therefrom are playing crucial role in such a phenomenal growth by BSNL. But the Officers need motivation to perform tirelessly for the growth of the company because only a contended workforce can deliver upto the desired level of customer satisfaction. It is therefore, imperative that the Management settle the HR issues concerning all the executives as enumerated above.

We shall fail in our duty if we do not recognize the initiative of the BSNL Corporate Office holding of CPCs to fill up the vacant JAG, STS Group-'A' & vacant Group-'B' posts and implementation of DPE OM dated 02.04.2009 for 78.2% IDA pay fixation in BSNL.

Hon'ble Sirs, our intention is definitely not to burden you with our cadre problems. What precisely we want to convey to our esteemed audience and the dignitaries sitting on the dais, is that telecom is moving towards faster growth and more and more customer friendly services and in the days to come we shall have to earn more and more confidence of our customers and make them delighted through our faultless and customer friendly services. We assure all of our members will strive hard for this. We all together devote ourselves to the service.

Now, while concluding, I thank you all for giving me a patient hearing and at the same time we reaffirm our resolve that we shall not be found wanting in discharging our responsibilities even in the new environment and will move forward along with all of you to make India of our dreams, a reality. We also reassure our esteemed customers that this Association will do everything at its disposal to ensure the best possible telecom services in terms of **"affordability, quality and transparency"**.

Thank you all,



(Prahlad Rai)
General Secretary