

**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 Central Working Committee Meeting of AIBSNLEA
held at Trivandrum on 11th August 2017**

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 Central Working Committee meeting of the All India Bharat Sanchar Nigam Limited Executives' Association being held here in Trivandrum, Kerala the state of God and Goddesses after the 1st CWC meeting held at Faridabad on 8th and 9th January 2017 and the 5th All India Conference held at Mysuru (Karnataka) on 17th, 18th and 19th June 2016. AIBSNLEA 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, Architectural Engineering and 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 CWC members in this CWC meeting, who are the true representatives of plus 20,000 strong BSNL executives, have come to attend this CWC meeting from every nook & corner of the country from Kashmir to Kanyakumari and Lakshadweep 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 Financial Year 2017-18 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 from the year 2009-10, BSNL has made losses of Rs. 1823 Crs in the year 2009-10, Rs.6384Crs in the year 2010-11, Rs. 8851Crs. in the year 2011-12, Rs. 7884Crs. in the year 2012-13, Rs. 7020Crs. in the year 2013-14 , Rs.7265Crs. in the year 2014-15, Rs. 3880 Crs. in the year 2015-16 and Rs. 4854 Crs. (till Dec. 2016) in the year 2016-17 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 total telephone connections as on 31.03.2017 are 1195.06 million out of which 115.09 million are provided by BSNL. BSNL has been at 4th position as an operator with market share of 9.63%. The present tele-density in the country is 90% and total broadband connections as on 31.03.2017 are 18.24 million, out of which 9.98 million are provided by BSNL. We have been at 1st position as an operator with wire-line broadband market share of 54.50% as on 31.03.2017.

We are also the leading service provider in fixed-line (with customer base of 13.69 million), internet/broadband and national long distance segment. BSNL is privileged to be the first service provider offering 3G Services to its customers.

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 Wi-Fi hot spots, Fixed to Mobile convergence, International Wi-Fi services, Inmarsat services, Value added services like Digital wallet, Mobile TV and VSSD payment etc. BSNL has under taken projects like Bharatnet, NFS Army Network, LWE, Smart City etc.

CMD BSNL has announced some major initiatives for the benefit of its valued costumers which include unlimited free night calling facility on land line phones from 9.00 PM to 7.00 AM, free incoming calls on roaming, services of BSNL Buzz and Speed pay etc. There is an opportunity to increase our revenue through these initiatives. This CWC may suggest methods for making more popular to these schemes and to reduce the operational cost, and stoppage of unwanted expenditures. In addition to the above has been implemented, we need to improve our quality of service to not only to retain our customers but to attract new subscribers.

5. We are confident that under the leadership of **Shri Anupam Srivastava Ji, CMD, BSNL**, we will be achieving the targets set by the Govt. Over the past 16 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 115.09 million including Wireline Phones, Mobile & WLL(F/M) subscribers also. It has about 33.92 million line basic telephone capacity, 6.9 million WLL capacity, 99.109 Million GSM Capacity. 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 34614 Fixed Line Exchanges, 2.33 Lakh VPTs, 49208 Rural GSM, 6702 Rural CDMA Towers and 9.74 Million Broadband connections in the country. Special focus is being given to broadband connectivity to Common Service Centers (CSCs), Panchayats, Colleges and Universities. 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. AIBSNLEA is holding its 2nd CWC Meeting here at Trivandrum 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. 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 compensated for the losses in providing these services from the USO fund.

8. 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.1250Cr. for the period upto July, 2014 has not been yet 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 for 3G and BWA spectrum allocation.

9. 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 which was admissible to BSNL earlier. Despite repeated requests by BSNL Management to DoT, this has not been made good. 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.

10. In pursuance of New Telecom Policy 1999, the Govt. of India decided to corporatize 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.

11. 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.

12. 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 submitted that Ministry of Finance (Dept. 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.

13. 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.

14. 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 cannot evade payment while they continue to receive Telecom Services from one operator or the other.

15. Private Service Providers are approaching to BSNL customers door to door and offering various attractive plans and taking away its creamy customers. 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.

16. Various illogical interests 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.

17. Merger of BSNL & MTNL: In the yeas-2015, UPA Government the Empowered Group of Ministers (EGoM) recommended to provide Pension to MTNL employees under Rule-37A., after 3rd PRC, the pay scales of BSNL & MTNL employees will be made equal which has got approval of Cabinet and orders are issued. It is also proposed that as per synergy and PAN INDIA presence to review both the PSUs, EGoM has also suggested merger of BSNL & MTNL. EGoM's recommendations are yet to be send to Cabinet for approval. Meanwhile some study groups were formed in DoT to examine the issues related to financial matters, technical matters and HR issues. We have given our views on this issue that before the merger of BSNL and MTNL these issues needs settlement to avoid complications.

18. In the above backdrop, we would like to share our thoughts with this august gathering.

We acknowledge the comments of **CMD, BSNL Shri Anupam Srivastava Ji** 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".

19. 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.

20. 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.

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:

- 1. Implementation of 3rd PRC recommendations with full 15% benefits in BSNL.**
- 2. Implementation of E-2, E-3 standard IDA Pay scales to JTO and SDE equivalent executives and subsequent pay scale up-gradation up to E-7 grade.**
- 3. Withdrawal of Additional increment in the same scale on Post based promotions.**
- 4. Implementation of CPSU cadre hierarchy- Change of designations on each Time Bound upgradation on functional basis up to SG- JAG level as assured at the time of absorption in BSNL.**
- 5. CPCs to fill up the vacant JAG, STS Group 'A' and Group 'B' level posts in BSNL of all streams i.e. JTO(Telecom/Civil/Electrical/Arch./TF) to SDE(Telecom/Civil/Electrical/Arch./TF), JAO to AO, SDE/AO to DE/CAO, SDE(Civil/Electrical/Arch./TF) to EE(Civil/Electrical/Arch.), SDE(TF) to AGM(TF), DE to DGM, CAO to DGM(F), EE(C/E/Arch.) to SE(C/E/Arch.) etc.**
- 6. 30% Superannuation benefit to BSNL recruited employees as per DPE guidelines.**
- 7. 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.**
- 8. Restructuring of Assistant Directors (OL) cadre.**
- 9. BSNL Boards approval is needed on E1+5 increments to JTO(SRD), JAO(2130) batch and PA cadre, Diversion of MT quota posts of CAO to seniority quota posts, E5 to E6 Pay fixation case for DGM promoted from Gr."B" level posts, Modification in SDE RRs etc.**
- 10.Improvement in the revised policy for service GSM, RSTC & Broadband to serving Executives and BSNL Pensioners:**
 - (a) Enhancement of 200 free calls limit per month on RSTC, & enhancement of free call limit on GSM Telephone connection to STS level officer from 500 calls to 800 calls.**
 - (b) Rent free Broadband service connection to all Executives with BSNL 750 plan.**
 - (c) All Executives' should be allowed CUG facility on RSTC at circle level.**

- (d) **3G Mobile service with unlimited Data facility to all Executives and**
- (e) **Enhancement of Mobile handsets existing rates in view of usages of WhatsApp /Twitter/Facebook etc. on smart phone.**

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.

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 alongwith all of you to make India of our dreams, a reality. We also reassure our esteemed customers that AIBSNLEA 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