

**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 Dehradun on 19<sup>th</sup> August 2018**

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 Dehradun, Uttarakhand the "Dev Bhoomi" after the 2<sup>nd</sup> CWC meeting held at Trivendrum on 11<sup>th</sup> and 12<sup>th</sup> August 2017 and the 5<sup>th</sup> All India Conference held at Mysuru (Karnataka) on 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup> June 2016. AIBSNLEA was formally launched on 1<sup>st</sup> May 2004 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 2018-19 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.6384 Crs. in the year 2010-11, Rs. 8851 Crs. in the year 2011-12, Rs. 7884 Crs. in the year 2012-13, Rs. 7020 Crs. in the year 2013-14 , Rs.7265 Crs. in the year 2014-15, Rs. 3880 Crs. in the year 2015-16 and Rs. 4786 Crs. In the year 2016-17 and Rs. 4785 Crs. in the Year 2017-18 respectively, this 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 31.05.2018 are 1153 million out of which 125.12 million are provided by BSNL. BSNL has been at 4<sup>th</sup> position as an operator with market share of 9.35%. The present tele-density in the country is 88.62% and total broadband connections as on 31.05.2018 are 432 million, out of which 21 million are provided by BSNL. We have been at

1<sup>st</sup> position as an operator with wire-line broadband market share of 51.23% as on 31.05.2018. We are also the leading service provider in fixed-line (with customer base of 11.99 million), internet/broadband and national long distance segment. BSNL is privileged to be the first service provider offering 3G Services to its customers. But, waiting now for the allocation of the 4G Spectrum.

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 10.30 PM to 6.00 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 1,75,000 crores. BSNL's present customer base, which is about 124.99 million including Wireline Phones, Mobile & WLL (F/M) subscribers also. 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 33,848 Fixed Line Exchanges, 1.96 Lakh VPTs, 67,046 Towers, Total BTS (2G+3G) 1,31,041. 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 3<sup>rd</sup> CWC Meeting here at Dehradun 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 30<sup>th</sup> 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 was 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 rural deficit charges not being paid to BSNL from the year 2013, 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 taking 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 all the Assets to BSNL as per Govt. of India Order.

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.

**11.** 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.

**12.** 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.

**13.** 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.

**14.** Govt. of India with the Union Cabinet approval dated 12.09.2017 has created a Subsidiary Tower Company fully owned BSNL The company has been registered in the name BSNL Tower Corporation Ltd. on 04.01.2018. But, DoT arbitrarily appointed Shri Amit Yadav, JS (Admn), an IAS officer, as the CMD of the Subsidiary Company which created apprehension that Govt. may any time sell out the Subsidiary Company through strategic business partner. Against this, AIBSNLEA along with All Unions & Associations protested organizationally and decided to protest legally also. Accordingly, AIBSNLEA with other Executives Associations filed a case in the Hon'ble High Court of Delhi. The next date of hearing is 25.09.2018. Hon'ble High Court has directed DoT/BSNL that the operation of Tower Subsidiary Company will be subject to outcome of court case.

**15.** Allotment of 4G spectrum to BSNL as per the proposal made by the BSNL Management. In CM segment 40% revenue has gone down which has affected cash flow. The main reason is that BSNL don't have 4G spectrum. In this regard, a good quality 4G spectrum is the need of the hour for BSNL. This should be extended to BSNL at free of cost due to social obligations involved with BSNL.

**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.** BSNL Management has taken up the matter with DoT for modification in payment of pension contribution from maximum 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 (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 DoPT orders w.e.f. 01.01.2007.

**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 3<sup>rd</sup> PRC recommendations with full 15% benefits in BSNL and Revision of pension for BSNL Pensioners.**
- 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. 1<sup>st</sup> Time bound upgradation in four years.**
- 4. Rs. 22820/- to be extended to all the JTOs/JAOs of 2007 & 2008 batch.**
- 5. CPCs for all the eligible executives in all the disciplines are to be conducted before implementation of CPSU CH.**
- 6. Implementation of CPSU cadre hierarchy - Change of designations on each Time Bound up-gradation on functional basis up to SG - JAG level as assured at the time of absorption in BSNL.**
- 7. 30% Superannuation benefit to BSNL recruited employees as per DPE guidelines.**
- 8. 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.**
- 9. Restructuring of Assistant Directors (OL) cadre.**
- 10. BSNL Boards approval is needed on E1+5 increments to JTO (SRD), JAO (2013) batch and PA cadre.**
- 11. Diversion of MT quota posts of CAO to seniority quota posts.**
- 12. Scrapping of MT RRs/DGM RRs.**
- 13. Removal of Pay anomaly of JTOs Promoted from TTAs of outside quota.**
- 14. Pay fixation of Offg. JTOs under FR-22(1) (a) (i).**

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 there from 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, customer friendly services and BSNL at customer's doorstep etc. 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 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**