



**ALL INDIA  
BHARAT SANCHAR NIGAM LIMITED  
EXECUTIVES' ASSOCIATION**

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No.AIBSNLEA/CHQ/CMD/4<sup>th</sup> AIC Resolutions/2013

Dated: 03.12.2013

To,

**Shri R.K. Upadhyay  
Chairman-cum-Managing Director  
Bharat Sanchar Nigam Limited  
New Delhi -110001**

**Subject : Resolutions passed in the 4<sup>th</sup> All India Conference of AIBSNLEA held at Nashik (Maharashtra) from 10<sup>th</sup> to 12<sup>th</sup> November, 2013 - request for early settlement.**

Respected sir,

The 4<sup>th</sup> All India Conference of AIBSNLEA held at Nashik from 10<sup>th</sup> November,2013 to 12<sup>th</sup> November 2013 expressed its serious concern against non-settlement of the pending grievances of BSNL Executives' despite of our continuous efforts in the formal/informal meetings over the last three years. The response from the BSNL Management side towards settlement of the issues is not very encouraging. Most of the issues have been discussed with BSNL Management but remain unsettled.

Some issues of importance needs immediate settlement i.e. Modifications in BSNL MSRRs & Executives Transfer Policy, CPCs to fill up vacant GM/DGM (Engg.)/DGM(Fin), DE/CAO,SDE(T)/ AO equivalent posts, Implementation of CPSU Cadre Hierarchy and Standard IDA pay scales E2, E3 instead of intermediate E1A, E2A IDA Pay Scales for BSNL executives, Restoration of the system/practice of Local Officiating Arrangement or Local Officiating Promotion in BSNL and withdrawal of Look After arrangement by Executives availing higher scales of pay w.r.t. temporary shortages in the grades/posts of SDE / DE/ DGM in Circles, Antedating of DNI, Pay anomaly wherein seniors are drawing less pay then juniors, Pay anomaly case of Departmental JAOs, Regularization of Officiating JTOs, Restructuring of AD(O/L) Cadre, Creation of PPS posts, BSNL MRS and Implementation of DPE OM dated 02.04.2009 regarding 78.2% IDA fitment benefit to BSNL Pensioners etc. The restoration of LTC, leave encashment on LTC and Cash payment of medical claims without vouchers for BSNL employees.

The 4<sup>th</sup> AIC noted with serious concern against BSNL's failure to meet the customer demand on GSM Telephone connections, landline connections and Broadband services etc. AIC expressed its great dissatisfaction against non-procurement of adequate stores i.e. GSM Equipment, CLIP Instruments, Cables (PIJF/OF Cables), MLLN Modems, Broadband Type-II Modems, Drop wire etc. and strongly opposed 30% disinvestment of BSNL through an IPO or strategic partner, VRS to one lakh employees and unbundling of BSNL's last mile copper conductor etc. Arbitrary deployment of ITS officers in BSNL has also adversely affected the Viability of BSNL.

4<sup>th</sup> AIC expressed its dissatisfaction and serious concern against un-helping attitude of the Government to BSNL "State owned Company" e.g. Non-grant of Navratna Status to BSNL, completely phased out the Access Deficit Charges (ADC) by 30<sup>th</sup> September 2008, as per NTP 1999 the License Fee in respect of Fixed lines & GSM line services should have been fully reimbursed to BSNL due to immense rural and social obligations. Similarly USO contribution Rs 1750 Crores per annum contrary to NTP 1999 should be stopped. Government has charged Rs 18,500 Crores for 3G and BWA spectrum allocation charges from BSNL whereas BSNL being State Owned Company should have been allocated 3G & BWA spectrum free of cost or on benchmark charges.

In the above back ground, the 4<sup>th</sup> All India Conference has resolved to request the BSNL Management and DOT Administration to take immediate necessary steps for the settlement of the pending grievances of our members (enclosed Annexure) and for the growth of BSNL in a time bound manner and granting a meeting to this Association.

With kind regards,

Yours sincerely,  
-sd-  
(Prahlad Rai)  
General Secretary

Copy to: -

- (1) Shri M.F. Farooqui, Chairman TC & Secy (T), DOT, Govt. of India, New Delhi.
- (2) Smt. Rita Teatota, Addl. Secy(T), Govt. of India, DoT, New Delhi
- (3) The Director(EB/HR)/Director(Fin.)/ Director(CFA)/ Director (CM), BSNL Board, New Delhi.
- (4) The Executive Directors (Fin./NB/CA/CN), BSNL C.O., New Delhi
- (5) The PGM(BW)/PGM(EW)/ PGM(Arch), BSNL C.O., New Delhi
- (6) The GM(SR)/GM(Pers.)/GM(Estt.)/GM(FP),BSNL C.O., New Delhi

## **Brief Note on pending issues which needs immediate settlement**

- 1.0 Implementation of CPSU cadre hierarchy - Change of designations on each Time Bound upgradation on functional basis and E-2, E-3 IDA pay scales for JTO & SDE equivalent executives:** On each upgradation to the next higher grade, the designation and the duties/ responsibilities associated with the grade should also be allowed and no intermediary scales have been permitted under DPE O.Ms. dated 26.11.2008 and 02.04.2009. Generally, promotion has to be from one 'Grade' to next higher 'Grade' with its corresponding scale as per the promotion policy of respective CPSEs. A CPSE cannot have more than one pay scale in a grade (say DGM & GM in E8 pay scale) to promote its executives within the same grade". Ignoring the DPE O.Ms. on implementation of 2<sup>nd</sup> PRC recommendation for standard pay scales E-2 & E-3 for JTO/SDE equivalent executives, BSNL Management is continuing efforts to implement E1A & E2A intermediate IDA pay scales in BSNL for JTO/SDE equivalent executives, which is not at all justified. In view of this, standard IDA pay scales E-2 & E-3 as recommended by 2<sup>nd</sup> PRC are to be implemented in BSNL for JTO and SDE equivalent executives to provide justice.
- BSNL Management is not at all serious to introduce CPSU cadre hierarchy and implementation of E-2, E-3 IDA pay scales for JTO & SDE equivalent executives. The Joint Committee of BSNL offices headed by PGM (NWP-CFA), BSNL CO, New Delhi and the representatives of BSNL Executives Associations was constituted in Feb-2012 to discuss and submit its report on both the issues within a period of six months but even after a laps of one and half years, no serious discussions has taken place in the Committee Meetings. Executive Associations has already submitted their unanimous opinion/ suggestion on CPSU Cadre hierarchy but the Management side has not started discussion on this. Similarly, E-2, E-3 standard IDA pay scales implementation case has so far not even discussed in a single meeting. It clearly shows the ignoring attitude of the BSNL Management.
- 2.0 Date of effect of Implementation of revised IDA Pay Scales for the Executives w.e.f. 1.10.2000:** BSNL Management has granted benefit of residency period w.e.f. 1.10.2000 to the Executives i.e. JTO/SDE (Civil/Electrical/Arch./TF) Engineering wings, CSSs, PAs/PSs, JAOs etc. for whom the RRs were notified after 1.10.2000 and accordingly the pay scales were upgraded. After implementation of this order no Executive has been benefited. Whereas, as per Dr. Vinay Shahi's Committee recommendations the upgraded scales for the above executives' should have been implemented w.e.f 1.10.2000 on actual basis or notional basis. Recently, notional pay fixation from 01.10.2000 in the upgraded pay scales has been allowed to JAOs. Similar treatment is required to be given to JTO/SDE (Civil/Electrical/Arch./TF) Engineering wings, CSSs, PAs/PSs cadres.
- 3.0 One time placement of SDE to Sr. SDE:** As per DOT agreement and commitment of BSNL at the time of absorption of Group 'B' officers in BSNL on 01.10.2000, the SDEs who completed 5 years of regular service would be provided one time placement in the

Sr. SDE grade. A proposal to give relief to the stagnating SDEs for their placement in the Sr. SDEs grade through Cadre Review Concept, on the back drop of the demand of the Association to reduce the eligibility criteria from 12 years to 5 years (As approved by Telecom Commission in 1994) for placement in the existing scheme, was approved by DoT and discussed in the GoM. This was subsequently remitted to BSNL. It was assured by Hon'ble MOC & IT, in the meeting held on 22.10.2001 with the Association that BSNL has agreed to the proposal in principle and a board memo was under preparation. We further understand that the memo was also finalized, but was not placed in the BSNL Board meeting. The issue needs to be settled favorably.

**4.0 Settlement of Pay anomaly cases wherein senior Executives are drawing less pay than their juniors:** Committee headed by PGM(FP) submitted its report and denied stepping up of the pay of seniors w.r.t. their juniors as per the provision of EPP and also did not consider the advice of Hon'ble CAT Ernakulam, bench O.A. NO. 109 of 2011 with O.A. No. 110/2011 and 236/2011 judgment dated 07.12.2011 in the Seniors (SDEs promoted as adhoc DEs before getting the second TBP ) getting less pay than Juniors ( SDEs promoted as adhoc DEs after getting the second Time Bound Promotion ) case : *"The respondents are directed to step up the pay of the applicants to the level of pay of their juniors with effect from the date of arising of the anomaly of seniors drawing less pay than their juniors in respect of each of the applicants within a period of 3 months from the date of receipt of a copy of this order. However, this order will not stand in the way of the Committee set up to deal with the issue under consideration in these O.As, giving a more beneficial recommendation for the applicants."*

BSNL CO, Pers. Cell appeal against above judgment has been dismissed by Hon'ble High Court Kerala at Ernakulam i.e. *"Hon'ble High Court of Kerala has dismissed the petitions OP CAT 1576,1560 & 1592 of 2012 filed by BSNL against the order of Hon'ble CAT Ernakulam in OAs 109, 110, 236 & 241 of 2011(filed by Sethumadhavan & others) which directed BSNL to fix the pay of the seniors at par with the juniors drawing more pay. The Hon'ble Court also observed the unconstitutional part of the condition incorporated in the pay fixation criteria which prohibits complaining against anomalies. Court also commented that such condition is very primitive and against the fundamental rights. As the applicants in the OAs have already filed petition for contempt of court against BSNL, the Hon'ble Kerala High Court allowed three months' time for BSNL to implement the orders passed by CAT"* but BSNL has filed SLP in the Hon'ble Supreme Court in this regard denying its implementation.

**5.0 Amendment in BSNL MSRRs allowing Diploma holders to the promotion of EE:** As per the BSNLMSRRs, the existing JTOs/SDEs (C/E/Arch) Engineering wings having diploma qualification are not eligible to be promoted to the grade of Assistant General Manager/EE/Arch. against the DoP&T guidelines & CPWD RRs wherein Diploma holders are also allowed to be promoted to the grade of EE (C/E/Arch). AIBSNLEA strongly protested against this discrimination and demanded to remove discrimination on the pretext of degree/diploma qualification to the promotion of EE from SDE (C/E/Arch) and parity with the JTO (T) / SDE (T) as per BSNL Board decision.

In addition to this, in the Architecture discipline, having valid registration as Architect with the council of the Architects is made compulsory, which is gross injustice to the absorbed Executives of Arch Engineering wings in BSNL.

#### **6.0 Serious anomalies in the TES Gr. B officers' seniority lists:**

- (a) The seniority of TES Gr. 'B' officers in DoT were revised based on the Hon'ble Supreme Court Judgments wherein prior to 1993 the seniority of TES Gr. 'B' officers was based on according to the year of recruitment (Rule-1966) but in 1993 as per Hon'ble Allahabad High Court judgment upheld by Hon'ble Supreme Court the seniority of TES Gr. 'B' officers was re-casted that those who qualify in the Deptt. Exam earlier were entitled to be promoted prior to those who qualified later irrespective of the year of initial recruitment. It was held that para 206 of the P&T manual was not in conflict with either the rules of 1966 or 1981 but was supplemental to those rules. Relief was accordingly granted to petitioners based on para 206 of P&T manual.

Later on Hon'ble Supreme Court CA No. 4339 of 1995 dated 13.02.1997 and CA No. 4339 of 1995 dated 26.04.2000 judgment stated that Statutory RR have come into force the earlier administrative instructions contained in para 206 cannot be adhered to. The view of the Allahabad High Court has reached its finality, because of the dismissal of SLP No. 338486 of 1986 on 08.04.1986 on merit. It was made clear that the persons who have already got the benefit like P.N. Lal and Brij Mohan by virtue of the judgment in their favour, they will not suffer and their promotion already made will not be affected by this judgment.

Again Hon'ble Supreme Court CA No. 4339 of 1995 dated 28.09.2006 and CP civil No. 248 of 2007 in CA No. 4339 of 1995 dated 25.03.2008 in the judgment directed the respondent that they shall rearrange the seniority in terms of the principals laid down in P.N. Lal's case restoring their earlier position and shall not put any employee over and above the present petitioners on the basis of the seniority in the service in the entry year.

While implementing the above judgment DoT has re-casted the seniority of 45 TES Gr. 'B' officers only whereas, thousands of TES Gr. 'B' officers are to be provided similar benefit. **Now TES Gr. 'B' officers promotions to DE is being issued on the basis of two seniority lists i.e. one on rule-1966 and another on para rule-206 basis. It has caused serious anomaly and heart burn to the TES Gr. 'B' officers in BSNL.**

Regarding implementation of Rule-206 or Rule-1966, BSNL Management has filed case in Hon'ble Supreme Court for clarification. Some more SDEs have got impleaded in the case. But the case is still pending in Hon'ble Supreme Court.

- (b) Similarly BSNL CO P-II section has circulated revised seniority list of competitive quota officers in the court case O.P. No. 21656/2001 and 37134/2001 titled UOI v/s George Paul and K.C. Jose, wherein the final seniority list of 147 competitive quota officers who have passed the competitive exam held in the year 2000/2003. The list is subject to final outcome of writ petition No. 21578/2007, writ petition No. 9256/2007, writ petition No.

17448/2008 and writ petition No. 17449/2007 and other writ petitions in the matter in different high courts.

Hon'ble CAT Ernakulum quashed the seniority of 147 SDEs and Hon'ble Ernakulum High Court dismissed the appeal of BSNL and 147 SDEs. Now in this case applicants have applied in the Hon'ble Supreme Court.

SLP (C) No. 32284/2013 Manoj Kumar Tripathy & Ors. Vs. Union of India & Ors. and SLP (C) No. 27072/2013 Rupendra Pathak & Ors. Vs. Union of India & Ors.; all these matters were listed on 28.10.2013 for hearing before this Hon'ble Court since first two matters were listed first time therefore the Hon'ble Court simply passed same order as was passed in Rupendra Pathak on 28.10.2013 by issuing notice in the Special Leave Petition as well as interim relief but 'Status quo' has been granted till next hearing on 16<sup>th</sup> Dec., 2013.

- (c) Civil appeal No 3149 of 2009 is pending in the Hon'ble Supreme Court against the judgment and order dated 2.4.2008 passed by Hon'ble High Court of Madras in a W.P.(C) No. 21961 of 2001 by which the Hon'ble High Court has dismissed the writ petition filed by BSNL and confirmed the order of CAT Madras quashing the seniority list assigned to 270 SDEs vide order dated 1.2.2001 and directed for re-drawing this seniority.

The Hon'ble Supreme Court on 12.5.2008 passed interim order for maintenance of "Status quo" inspite of the said interim order BSNL issued promotion order for the posts of DGM to 172 DE/AGM out of 270 SDEs on 8.2.2012. Contempt petition no. 403 of 2012 was filed by promote Sh. M. Shamugam for initiating contempt processing against contemnor CMD BSNL and other officials of BSNL. Now Hon'ble Supreme has clubbed the contempt notice application with the appeal.

In view of the above pending court cases CPCs to fill up vacant STS/JAG level posts on regular basis are continuously getting delayed. Immediate steps are required to be taken to streamline the seniority cases of TES Group-'B' officers.

- 7.0 CPCs to fill up the vacant HAG/SAG/JAG, STS Group 'A' & Group 'B' Grade posts in BSNL on adhoc/ Regular basis:** Now-a-days CPCs are being conducted but with delay. It is demanded that CPCs for promotion in all cadre be held strictly on regular basis with a scheduled time each year as fixed by the Corporate Office. A good number of PGMs/GMs/DGMs/DEs/SDEs equivalent posts are lying vacant since long. It is adversely affecting the viability of BSNL and causing stagnation in the career prospects of executives. Hence, immediate CPCs to be conducted to fill up all vacant Group -'A' and Group-'B' level posts.

- 8.0 Correction of JAO gradation /seniority list:** JAOs who qualified in October-2002(supplementary) examination have mixed with those who qualified in Dec-2000 and a combined gradations list is published. Even those who failed /did not appear in Dec-2000 batch and qualified in 2002 batch stood senior to those who passed in Dec-2000 batch. As per recruitment rule those who passed in a latter examination should be en block junior to those who qualified earlier. Besides this as per the Provisional seniority

list of AAO/JAO circulated vide no. 4-18/2007-SEA dated 08.10.2013, it appears that the postal JAOs(SI. No. 603 to SI. No. 821) have been placed after 2003 batch of JAOs(SI. No. 36 to 602) and Direct Recruit JAOs placed after them (SI. No. 822 to 1342). The seniority dispute between Postal JAOs and DR JAOs is sub-judice in the Hon'ble Madras High Court and the respondent therein (a DR JAO) is placed at SI. No. 1331. If JAOs are to be promoted based on the present Provisional seniority list, there is likelihood of either he or any other DR JAO obtaining a stay till the finalization of that dispute. Hence, JAO gradation/seniority list needs immediate corrections.

- 9.0 JAO Option Case- Granting notional promotion from the date of declaration of result:** It is requested that BSNL Management to consider "granting notional promotion from the date of declaration of result and actual benefits from the date of joining to departmental JAOs of 2010" like the non-execution in CSS Cadre who were promoted to the grade of Asstt. Manager (equivalent to JAO) in Corporate Office in May 2010 and joined after 07/5/2010 there by treating all the employees at par. There were no cut-off date in presidential directive for pay revision dtd. 07/5/2010 and the BSNL management further clarified vide order No. 1-31/2011-PAT(BSNL) dtd. 02/12/2011 that fixation on promotion in BSNL to be followed by DPE guideline only and not by 6<sup>th</sup> CPC/CDA pattern. One Court Case filed few JAOs of CTD Circle who exercised option as per para 3.6 of non-executive pay revision order dated 07/5/2010 and their pay was fixed in Revised pay of Rs.2 1,620/= which was subsequently ordered to be revised vide order dated 22.12.2012 to Rs.19020/= is under trial in Calcutta CAT. Further recently BSNL Management has modified pay revision policy on 10.6.2013. As per rule option is available for upward/downward revision under FR23 GI(5). Hence in the light of above we request that the option for pay fixation of JAO may please be considered.
- 10.0 Withdrawal of clarifications dated 19.02.2010 and 13.10.2010 issued by BSNL Corporate Office w.r.to AAO/Sr.AO/Sr.SDE and PA/PSs cadres, pay fixation in Executive Promotion Policy.:-** We requested BSNL Management for Withdrawal of clarifications dated 19.02.2010 and 13.10.2010 issued by BSNL Corporate Office w.r.to AAO/Sr.AO/Sr.SDE and PA/PSs cadres, pay fixation in Executive Promotion Policy and apprised him about the wrong clarification issued by BSNL CO Pers. cell wherein huge recoveries are being made and the pay of the Executives' is reduced. CMD BSNL immediately directed Sr. GM(Pers.) to keep the recoveries held in abeyance till the case is reexamined. But the Committee headed by GM(Estt.) has not considered **AAO/Sr.AO/Sr.SDE cadres as post based promotions ignoring the DOT cadre hierarchy .**
- 11.0 JAO Deptt. Batch-2013 should be allowed to get five increments:** JAO Deptt. Batch-2013 should be allowed to get five increments at par with the JAO 2010 Batch. As 2010 Batch was allowed to five increments at the time of fixation after training vide order No.1- /2012-Pat(BSNL dt. 20.12.2012) so new JAO Batch should not be deprived and these facility must be extended to them since they are in the same cadre and performing same duties.

- 12.0 LDCE in Account Wing:** There should be immediate provision of LDCE in account wing also as fast track promotion as prevailing in Telecom /Electrical/Civil etc wings.
- 13.0 Poor promotion scope in BSNL civil wing:** It is seen that a JTO(C) are not getting their 1<sup>st</sup> promotion even after 25 years of service. It is demanded that some steps be taken to create more posts so that promotion becomes better. It is proposed that revival of SDE(C)(Plg.) posts in Civil/Electrical Division offices to assist the EE(c)/IEE(E) in planning & technical work, preparation of various reports, arbitration & court cases etc. The fact of the matter is that there are sanctioned posts in the office of the field EE(C)/EE(E) offices. Due to shortage of SDEs in field units or in the newly created CE(C)/CE(E) offices the posts were diverted or some were left vacant for a long time except certain divisions in West Bengal where the SDE(C) (Plg) posts still exist. As per the present arrangement, JTOs are being posted in divisions to carry out the same work earlier carried out by the SDEs. All those JTOs are also in the grade of E-3 or more. Once the SDE(c)(Plg) posts are revived not only the stagnation of the JTO cadre will be removed but also there will be no financial burden on BSNL. This will also lead to satisfaction of staffs resulting into more output and profit to BSNL.
- 14.0 Creation of AGM (Land. & Bldg.) post in every Circle :** A post of AGM - land & bldg should be created in every circle for proper Mtce. & Commercial exploitation of huge potential of L&B by proper planning. Though GM (L&B) has been created considering the justification, it is not properly utilized for the purpose. The newly created post will also enhance the scope of promotion in civil wing executives who are suffering from very slow promotion i.e. after 20years.
- 15.0 Transfer of finance officers from Kolkata:** Transfer of finance officers JAO/AO/CAO/DGM from any Kolkata offices may please be regulated taking Kolkata as a pool. The longest staying officers at any Kolkata based offices like CTD, WB, ETR, Stores, Factory, CDR Project etc. should move roster in this regard may be maintained at appropriate level. Considering the present situation in Calcutta Telephones when there are substantial vacancies(more than 40%) in A.O. Cadre, we demand that not a single Accounts Officer should get his transfer to other circle instead the Accounts Officers presently working outside Kolkata are to be brought back to their preferred circle at Kolkata without any reliever from KTD. The effected circle may be requested to manage their vacancies from their own strength.
- 16.0 Promotion orders from Assistants to Section officers and Personal Assistant to Private Secretaries in the erstwhile CSS and CSSS:** These Executives are posted mainly in the BSNL Corporate Office. The promotion order for them are being issued on regular basis and some SOs have been promoted as AGMs and some DGMs posts may be year marked for AGM(CSS) in BSNL Corporate Office.
- 17.0 Withdrawal of the system/practice of Local Officiating Arrangement or Local Officiating Promotion in BSNL and Introduction of Look After arrangement by Executives:** BSNL Corporate Office issued letter regarding Withdrawal of the



system/practice of Local Officiating Arrangement or Local Officiating Promotion in BSNL and Introduction of Look After arrangement by Executives having higher scales of pay w.r.t. temporary shortages in the grades/posts of SDE / DE/ DGM in Circles on 22.03.2013. Looking after arrangements do not envisage implementation of SC/ST roster as well as no pay fixation in the higher grade and designation on retirement. Also looking after executive can't exercise statutory powers of the post. It is not beneficial to BSNL as well as the executives. AIBSNLEA demands immediate withdrawal of looking after arrangements and allowing officiating Promotion till the time all vacant DE/DGM level posts are filled up on adhoc/regular basis.

**18.0 Restructuring of AD (OL) Cadre:** The committee constituted under the Chairmanship of Addl. GM(CP&M) has not yet finalized the report to restructure the AD(OL) cadre even after a lapse of one and half year. We request for early restructuring of the AD(OL) cadre as per 6<sup>th</sup> CPC recommendations and to provide promotional avenues as available in DoT/ Govt.

**19.0 Regularization of offg. JTOs:** Hon'ble High Court of Punjab & Haryana at Chandigarh was pleased enough to close the Contempt of Court case COCP 1431/2008 against CMD BSNL & others filed by some petitioners in WPC 5608/2007 in the matter of diversion of DR quota JTO vacancies. The counsel for contempt petitioners have chosen to withdraw the contempt petition and the high court has been pleased to dispose of the contempt petition on his statement. No adverse observation with account to supernumerary posting of Officiating JTOs have been made by the court virtually accepting the stand of BSNL to adjust earlier qualifying test offg. JTOs.

We requested Estt. Section for taking an early action regarding regularization of Offg. JTOs. BSNL's advocate, Haryana Circle Sh. Amit Rathi's legal opinion has been received in BSNL C.O., Estt. Section, wherein, BSNL can create super-numeric posts of JTOs for regularization and the same has again been sent to BSNL C.O. legal cell for its concurrence but the legal cell did not agree to create further super-numeric posts since sufficient JTOs posts are laying vacant. Hence, legal cell has advised to amend the JTO RRs -2001. It needs an early action.

**20.0 Antedating of pay - anomaly due to accrual of increment of Junior earlier than the senior after fixation of pay in revised pay scale implementation of 2<sup>nd</sup> PRC:** We further requested to BSNL Management to restore the original order dated 23.09.2009 wherein provision for ante-dating the increment of the senior to that of the junior was envisaged. Alternatively, management can think of any other solution that will address the issue of anomaly wherein the junior does not draw more pay than the senior and also the senior does not face any drop in his basic pay which he/she will be drawing by virtue of the 3% annual increment provided in the rule.

**21.0 Two weeks of training to executives whose pay is upgraded and on every promotion under EPP:** BSNL released the letter no. 32-27/2004-Trg[Vol. VII] Dated: 18/02/2013 for relaxation in mandatory Training under Executive Promotion Policy for officers, who are of 55 years and above age on the date of their respective upgradation

order, these officers will have the option of undergoing one week Refresher Course as a part of the mandatory training under EPP followed by appearing in online exam at the respective Training Centre. We further request to withdraw the Mandatory Training.

## 22.0 Grievances of PA/ Stenographers' cadre :

- **PENDING ISSUES :**

- **Post based promotions for P.A./P.S.:** With restructuring and declaring the cadre of stenographers as 'dying cadre', the entry cadre is now Personal Assistants (Executive) with only one promotional avenue available as P.S., as against executives of other streams viz. JTO / JAO having promotional avenue upto the level of G.M. and above. In order to reach at least at the level of SG JAG (E-6) before retirement, we suggested the following post based promotion for the Personal Assistants:-
  - All the posts of Stenographers, Personal Assistants and Personal Secretaries may be pooled together and placed in the ratio of 40% (E-1) PA, 40%(E2) P.S. and 20 %(E3) PPS.
  - As per the recommendations of the H.K. Gupta Committee, all the HAG level officers may be provided with secretarial assistance at the level of E-4.
  - All Officers (PA/PS/PPS) who are in E-4 scale for a period of 5 years or have completed 23 years of service from the date of entry in the cadre may be promoted to E-5.
  - All officers who have been promoted to E-5 and have completed a minimum period of 3 years may be placed in E-6.
- **Common Recruitment Rules & Nomenclature:** Different Recruitment Rules for Stenographers, PAs and PSs have been issued by Corporate Office for field units and Corporate Office. This method does not exist in any of the PSUs and also does not exist for any other cadres in BSNL. Common RRs for field units Stenographers, PAs & PSs and corporate office stenographers, P.As and PSs should be there.
- **Introduction of Promotion Policy for Stenos (Dying cadre):** There are about **251** Stenographers working throughout the country in the field units of BSNL. Out of these **251**, majority of the stenographers have completed more than 12 years and is placed in the pre-revised executive pay scale of 9850 & 11875 as the case may be at par with PA/PS. The Stenographers who have been granted ACP in the executive pay scale ceased to be non-executives as per BSNL HQ order No. 1-22/2009-PAT (BSNL) dated 30.04.2009, yet the status attached to the pay scale has not been accorded to them. Promotion policy for non-executives has also been notified now. The only cadre which has been kept outside the purview of both the promotion policies is the Stenographers (dying cadre). Neither Executive Promotion Policy nor Non-Executive Promotion policy has been made applicable to this small group of **Stenos drawing executive pay scale**. If no promotion policy is implemented, there is no scope of any Time Bound Promotion in future and have to retire

from the present position when others may enjoy the benefits. This discrimination is against natural justice.

**23.0 EPF Statement of BSNL recruited Employees:** Yearly EPF statement is being supplied to BSNL recruited Executives in response to our detailed letter and we are continuously monitoring the same. We requested Director (HR/EB) to resolve EPF issue for BSNL recruited JTOs at the earliest. GM(Estt.) & GM (CA) met EPF Authorities to centralize the EPF accounts online. EPF authorities clarified that EPF account of employees has been centralized at Regional Level and efforts are being made to centralize it on All India level shortly. But even after a lapse of one year the EPF is not centralized. Hence, BSNL should centralized the EPF.

**24.0 Superannuation benefits to directly recruited employees as per DPE guidelines:** We requested BSNL Management to resolve superannuation benefits to directly recruited employees as per DPE guidelines. BSNL should contribute 12% as Superannuation Benefits in respect of Direct Recruits, to fulfill the limit of 30% contribution and the effective date of implementation of Superannuation benefits of BSNL Recruited Employees must be 01.01.2007.

As per DPE OM 26.11.2008, CPSEs would be allowed 30% of Basic Pay as Superannuation benefits. So, BSNL should contribute at the rate of 12 % ( Basic plus DA) on monthly basis and 8.33% Contribution of BSNL and 1.16 % of Government to EPS Fund should be continued.

As per DPE OM dated 24-1-2013, it has clarified that DPE OMs do not provide for mandatory contribution on the part of employees and suggested that employees' contribution to their post retiral benefit would enhance their social security and therefore CPSEs can frame scheme as per their requirement. We suggests that the employee contribution in this respect should not be taken mandatory.

**25.0 Inordinate delay in settlement of disciplinary cases:** We have been requesting BSNL Management for the settlement of long pending disciplinary cases. Many cases are pending more than 7-8 years and no decision is given, causing undue harassment to the executives on promotions and retirement. As per CVC guidelines all the disciplinary cases needs early settlement.

**26.0 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. It is a right step taken and needs to be implemented in many SSAs/Circles.

**27.0 Improvement in the revised policy for service GSM, RSTC & Broadband to Executives :**

- (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 the BSNL executives should be provided GSM Handsets of the cost of Rs.3000/- Rs. 4000/- &Rs 5000/- to the JTO/SDE/DE level executives instead of Rs, 1500/- , Rs 2500/- Rs 3500/- respectively.
- (d) All Executives' should be allowed CUG facility on RSTC at circle level.
- (e) 3G Mobile service to all Executives.
- (f) Retired executives should be given option to avail either land line or mobile as post retirement benefit.

- 28.0 Special drive for recruitment of JTO's/ JAO's for tenure circles:** As a onetime measure a special drive for recruitment of JTO's / JAO's for the tenure Circles should take place with relaxed conditions. BSNL Management should consider the proposal to meet the requirement of deficit Circles.
- 29.0 Meetings of Staff welfare Board / Sports & Cultural Board BSNL:** The Meeting of BSNL Staff welfare Board & Sports & Cultural Board BSNL is not being regularly hold. BSNL Corporate Office should immediately hold the meetings and issue instructions to the Circles for holding regular meetings.
- 30.0 Merger of Insp. Circle with nearby Circles:** AIBSNLEA demanded that the INSPECTION CIRCLE, which is having around 600 Executives all over India is to be attached to the nearby Circle and the Executives should be better utilised instead of wasting their energy when BSNL is in dire need of Executives to carry out the day to day work in bringing up BSNL.
- 31.0 BSNL MRS Scheme:** The cash payment without vouchers on BSNL MRS should be restored to all BSNL's working/retired employees. NIMHANS, Bengaluru should be treated as unique hospital like Vellore & Tata Jaslok and all re- imbursement for any indoor treatment at NIMHANS, Bengaluru should be allowed.
- 32.0 TA & other allowances for the transferee :** TA & other allowances for the transferee to other circle in case where re-allotment is considered, Presently executives are deprived of getting T.A. where re-allotment has been approved. This is a case of disparity and should be suitably resolved.
- 33.0 Festival Advance to the Executives:** AIBSNLEA proposed that Festival Advance should be given to the Executives also.
- 34.0 Implementation of DPE OM dated 02.04.2009 on 78.2% IDA Pay fixation for pensioners:** DoT issued the Presidential Directive for implementation of DPE OM dated 2nd April'2009 on 78.2% IDA pay fixation on 10<sup>th</sup> June, 2013. On the basis of DoT Order, BSNL Corporate Office also issued order for implementation of DPE OM dated 2nd April,2009 But DoT is yet to issue order for BSNL Pensioners on 78.2% IDA fitment benefit.

We protested against such deprivation to the pensioners and mentioned that withholding of pension arrears is against natural justice and decision by the Hon'ble APEX court. Such decision will unnecessarily drag the pensioners to court of law. AIBSNLEA demands immediate Implementation of DPE OM dated 02.04.2009 on 78.2% IDA Pay fixation for BSNL pensioners.

**35.0 Special Compensatory (Remote Locality) Allowance :** As per the GOI & Corporate Office, BSNL, New Delhi Lr Nos. (1) No. 3(1)/2008-E.II(B) Government of India, Ministry of Finance, Department of Expenditure, New Delhi, the 29<sup>th</sup> August 2008, (2) Corporate Office, BSNL, ND Lr.No. 1-33/2008-PAT (BSNL)/Comp. Allowance/4 dt. 04-09-2009 the rates of Special Compensatory (Remote Loc Allowance shall automatically be increased by 25% whenever the Dearness Allowance payable on revised pay structure goes up by 50%. When the issue had been taken up with CGMT A&N Circle, they have referred the matter to Corporate Office, ND during February 2013 for orders. But nothing is received from CO, ND.

In this connection, it is requested that Special Compensatory (Remote Locality) Allowance duly should be increased by 25% w.e.f. 01-10-2011 i.e. the date on which D.A. on revised pay had already gone up by 50% as stipulated vide letters cited under reference, so that our employees of A&N Circle will get it.

**36.0 Admissibility of HRA 20% to the BSNL employees working in A&N Circle** HRA @20% was drawn to the BSNL employees working at Port Blair based an undertaking from September, 2012 to August, 2013. As per the Corporate Office, BSNL, ND Lr.No.1 1-1/2013- PAT-(BSNL)/ dt. 12-19-2013 HRA @ 10% only is being drawn to the BSNL employees working at Port Blair w.e.f. 01.09.2013 in Andaman & Nicobar Telecom. Circle.

In this connection it is to intimate that all the Central Govt. employees including ITS Officers working in BSNL at Port Blair and BSNL employees working at Port Blair under ETR are continued to draw the HRA @20%.

In this connection, it is requested that BSNL should also issue order regarding HRA @20% to all the BSNL employees working at Port Blair, Andaman & Nicobar Telecom. Circle immediately.

**37.0 Avoidance of delay in issue of transfer/relief of the executives working in the Hard tenure Circle of A&N :** Transfer and postings of the executives have been issued in the interest of service to Hard Tenure circles like A&N circle for a period of two years. Instances have been cropped up where an abnormal delay is being experienced for the executives despite completion of their hard tenure. This is due to processing the file at late hours. This delay has ultimately caused the executives to get their transfer and posting orders even after completion of their tenure. As such, it is resolved that suitable measures should be taken to win over the satisfaction of the executives who completed their tenure in Hard Tenure place to get their transfer orders in time, so that they will be freed from mental agony.

A problem is focused by some of finance executives where issue of considering transfer and posting orders are not taken care of by SEA Branch prior to their completion of tenure on par with other executives and instances are brought into light that the cases

are being processed after completion of their two years tenure only and thereby causing further delay in getting their relief since executives posted to this circle are not immediately joining due to various reasons.

## **B. Viability of BSNL**

**1.0 Surrender of Landline Phones:** 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 to provide Quality Service. Broadband business can help us to bring back our landline customers and also retain our existing customers. 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. In this regard, maintenance kits for U/G cable, Cables of all sizes, Telephone sets with CLIP facility and drop wires are to be made available in SSA for immediate restoration of breakdowns.

**2.0 Navratna Status to BSNL:** 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 Navratna Status to help it in faster decision making & recovery.

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.

**3.0 Withdrawal of ADC:** 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 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, inaccessible 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.

- 4.0 Reimbursement of license fee and USO Charges:** 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.
- 5.0 Refund of BWA Spectrum Charges:** 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.
- 6.0 Financial support to BSNL by DoT/Govt.:** 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.
- 7.0 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.

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.

**8.0 VRS to 1 Lakh Employees in BSNL :** Imposing VRS to 1 Lakh Employees in BSNL is not justified at this juncture. The current staff strength of BSNL as on 31<sup>st</sup>Sept, 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.

**9.0 Privatisation/ Disinvestment of BSNL :** 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.

**10.0 Strengthening of Marketing & Sales units of BSNL:** 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.



- 11.0 Recoveries of dues:** 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.
- 12.0 Door to door marketing:** 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.
- 13.0 Illogical interest being paid by BSNL:** 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.
- 14.0 Instructions to all Govt. Departments/Autonomous Bodies to take telecom Service from BSNL/MTNL only:** 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.
- 15.0 DoT should immediately Transfer the Assets to BSNL as per Govt. of India Order:** 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.

- 16.0 Renting out of Land, building, A&P:** 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.
- 17.0 Payment of pension contribution of the IDA pay scales:** 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.
- 18.0 Decentralization of the Administrative and Financial powers:** 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,
- 19.0 Trainings ,Seminars, Moral education and Attractive Incentive Schemes to staff for motivation :**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.
- 20.0 Stop Vendor based installation in BSNL:** As abundant knowledge base is available in BSNL, the vendor based installation should be dispensed with. All installation must be taken up by us only. The Mtce. Support by the vendor is poor. Each and every case to be pursued for months together for rectification and due to which lot of customer dissatisfaction & voluntary closures. No foolproof method to handle faults redressal mechanism with vendors e.g. WiMAX-Gemini Communications.
- 21.0 Nomination of Executive Associations in Works Committee:** Works Committees have been formed at SSA, Circle and Central Level with Non-Executives Unions participation. Executives Associations should also be allowed to participate in works Committees, so as to monitor the works and developmental activities, to expand better customer services.
- 22.0 Opening of Engineering College and Banking services:** As we are aware that our strong and potential infrastructure spread around the Nation and kept unused and idle may be better utilized for this purpose so that at least in future our wards will have a chance to become Engineers through BSNL. While The Department of Post is planning for extending banking operations in all Rural areas, BSNL may also go for banking service for its own operation. After the implementation of ERP in all Circles there may be

sufficient Accounts Personnel to handle these operations. When the concept of core banking is in practice now, BSNL may also be included into this and save huge money it spends now under service and other Heads.

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**(Pralhad Rai)**