



Bharatiya Doorsanchar Manch

(भारतीय दूरसंचार मंच)

(AIGETOA, BTEU, BDPS, AIBSNLOBCEWA, STEWA, FNTOB EA, BTU)

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BDM/2025-26/41

Dated 27.03.2026

To,

Shri A Robert J Ravi,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
Janpath, New Delhi - 110001.

Subject: Reminder with regard to the non-resolution of the crucial issues related to BSNL Revival and Survival by BSNL Management and breach of trust in resolving the long pending HR issues despite firm assurance by BSNL leading to complete frustration in the employees - Regarding.

Reference:

1. AIGETOA Letter no. GS-AIGETOA-2025-26/114 dated 13.03.2026, Reminder regarding the complaint against functioning of PGM (Estt/Recruitment/admin/Trg) and continued posting of the officers on sensitive post beyond the stipulated CVC guidelines.
2. BDM Letter no. BDM/2025-26/40 dated 13.03.2026 regarding ambiguous and incorrect information being furnished by BSNL with respect to the reply of Parliament Question.
3. BDM Letter no. BDM/2025-26/37 dated 05.03.2026, Regarding Continuance of the SET Recruitment Process despite categorical assurance for deferment.
4. AIGETOA Letter no. GS-AIGETOA-2025-26/107 dated 24.02.2026 on the issue of Benevolent Fund Creation in BSNL.
5. AIGETOA Letter no. GS-AIGETOA-2025-26/107 dated 19.02.2026 for restarting the sports activities and allowing participation of BSNL employees in state/national tournaments & leagues.
6. AIGETOA Letter no. GS-AIGETOA-2025-26/103 dated 17.02.2026 on the implementation of one company one Policy and removal of pay/perks disparity between the two groups of employees working in same company i.e BSNL.
7. Letter no. Letter no. GS-AIGETOA-2025-26/101 dated 13.02.2026 with respect to inordinate delay in resolution of committed issues by Estt/Recruitment/Admin/Trg cell and posting of officers on sensitive post for a longer duration in contravention to the CVC guidelines.
8. BDM Letter no BDM/2025-26/29 dated 22.01.2026, Reminder for the Resolution of the issues as per the commitments made by Management.
9. BDM Letter no. BDM/2025-26/30 dated 22.01.2026, strong opposition of the SET Recruitment.
10. Letter from GS BMS to Hon'ble MoC vide letter no BMS/C-22/2026/008 Dated 06.01.2026 submitting to representation of facts by BSNL Management and non-implementation of assurances given to BDM & Hon'ble MoC.
11. Letter from Hon'ble MoC issued to GS BMS vide letter no. D.O No. 60-200/2025/SU-IV Dated 20.08.2025 conveying various steps being taken by BSNL to resolve the issues raised by BDM.

12. **GS-AIGETOA-2025-26_90 Letter to CMD 4G Issues & Premature 3G Shutdown dated 31.12.2025.**
13. **GS-AIGETOA-2025-26-82 Letter CMD-SA-Restoration of SIM Activation dtd 03.12.2025**
14. **GS-AIGETOA-2025-26-80_Letter to CMD on 4G Issues in Field Dated 02.12.2025.**
15. **BDM/2025-26/18 Dated 21.07.2025 - Stopping the Organisational Action Programs.**
16. **BDM-2025-26-20 Letter on Non-Resolution of Issue even after firm assurance by BSNL Mgmt. of further Organisational actions by BDM.**
17. **BDM-2025-26-25 Letter to Hon'ble MoC for Implementation of 3rd PRC dtd 31.10.2025**
18. **GS-AIGETOA-202526_57 AIGETOA Representation HR Lapses and Transfer Irregularities 07.10.2025 Seeking enquiry into transfer retention, modification and cancellation issued by corporate office, Delhi.**
19. **GS BMS Letter to Hon'ble MoC on BDM Organizational actions - BMS-C-22-2025-186 dated 12.06.2025.**
20. **BDM-2025-26-13 Reply on Appeal_09-04-2025 Agitation Notice Dtd 04.06.2025.**
21. **BSNL/7-1/SR/2023 Dated 02.06.2025 - Appeal to withdraw all organizational actions by AIGETOA and BTEU, proposed from 02-06-2025 to 17-07-2025 as per schedule vide letter dated. 20.05.2025.**
22. **BSNL/7-1/SR/2023 Dated: 30-05-2025–Minutes of Meeting of Director (HR) meeting with AIGETOA and BTEU.**
23. **BDM-2025-26-10 organisational action program Notice Dated 20.05.2025.**
24. **BDM-2025-26-09 Continuation of Provocative Actions by BSNL Management Dated 19.05.2025.**
25. **BDM-2025-26-08 submission of provocative actions by nodal cells dated 09.05.2025**
26. **BDM-2025-26-06 Letter to CMD Immediate withdrawal of orders Amidst Sensitive National Emergency Situation Dated 07.05.2025.**
27. **BSNL/7-1/SR/2023 Dated: 05-05-2025–Minutes of Meeting of Director (HR) meeting with AIGETOA and BTEU.**
28. **BDM-2025-26-04 Organisational Action Notice Dated 01.05.2025.**

Respected Sir,

Your kind attention is invited to the letter under reference above vide which we have requested for your kind intervention on resolution of various long pending HR and operational issues pertaining to BSNL and its employees. We are deeply concerned over the current state of affairs in BSNL which mostly pertains to the prolonged administrative inertia at various levels, declining service standards arising out of policy formulation & execution gaps, and the persistent non-resolution of Long-Pending genuine HR issues affecting BSNL employees. **The present situation continues despite repeated references, detailed representations and constructive submissions made by Bharatiya Doorsanchar Manch (BDM) in general, and AIGETOA and BTEU BSNL in particular.** Over the past one year, through numerous communications as referred above, we have consistently highlighted serious deficiencies in HR, limited policy momentum, and issues directly impacting the long-term viability of BSNL but to no avail.

Our repeated cautions and multiple submissions have also drawn attention to the factors affecting the implementation of revival measures, persistent deficiencies in Quality of

Service, unresolved issues related to BSNL's 4G/5G rollout, revenue losses arising from administrative delays and arbitrary decisions, and procedural bottlenecks. Unfortunately, these concerns are now gradually materializing, as evidenced by continued revenue decline, deteriorating service quality, significant subscriber attrition through port-outs, and growing erosion of public confidence in BSNL. Another matter of grave concern is the sustained demoralization of BSNL's workforce. **As consistently articulated in BDM/AIGETOA/BTEU's HR-related submissions, officers and employees continue to function under severe constraints, without adequate resources and without proper Pay, Pension and Promotions.**

It is pertinent to recall that a series of communications, meetings, and assurances were extended by BSNL Management to Bharatiya Doorsanchar Manch since last year, both with respect to HR issues as well as issues pertaining to BSNL viability. **On the basis of these assurances, BDM repeatedly exercised restraint by deferring, postponing, and eventually discontinuing its organizational action programs after a very assuring meeting of BMS delegation with Hon'ble MoC.**

It is also relevant to mention that subsequent to the meeting of BMS delegation led by General Secretary BMS with the Hon'ble Minister of Communications on 17th July 2025, whose timely intervention and assurances were received positively, the forum decided to stop the organizational action programs initiated under the platform of Bharatiya Doorsanchar Manch. **At that time, it was assured that final decisions had already been taken by various committees and that the issues were pending only for concurrence from higher authorities, with commitments that resolutions would be implemented in a time-bound manner, preferably within two to three weeks.**

However, despite the passage of considerable time and repeated reminders, no tangible progress is visible, particularly on HR-related issues. **BSNL may be the only PSU where the Policy-Makers at higher levels including the highest chair enjoy full benefits of 7th CPC (and now poised for the 8th CPC) without any consideration to affordability or viability, while the executing workforce which doesn't have any role in policy making remains deprived of the entitlements & gets nothing except constraints on viability and revenue growth.** This disparity has also been highlighted by the Parliamentary Committee in its 6th Report to the 18th Lok Sabha on 18th December 2024 which are also being ignored completely by BSNL Management.

We have been made to understand that the various committees for resolution of HR and service matters have completed the groundwork and that concurrence from the competent authority is awaited. If this is indeed the case, such excessive procedural intervention at higher levels could have been avoided to enable timely decision-making. If, alternatively, committee reports have not been finalized even after more than nine months, it indicates a serious lapse in administrative discipline and responsibility. **Both scenarios warrant immediate attention, corrective action, and fixation of accountability.**

Added to this neglect, management has went one step forward **which is almost equivalent to a blatant abuse and slap on the qualifications, experience and unparalleled commitment of BSNL employees** to keep the BSNL flag high even in most adverse and difficult circumstances, **when management chose to recruit fresher's with same qualification and zero experience and place them above the heads of similarly or even greater qualified experienced executives selected through tougher exams conducted by GATE and IITs.** This can happen only in BSNL PSU where freshers are given entry at higher level while the experienced and similarly qualified executives are kept stagnated without any career progression for years together. **Added to this, management took a U turn on their own commitment made to defer the recruitment process which clearly indicates the approach of management on this as well as on other issues.**

Despite repeated attempts of the BDM to reach to the management for resolution through amicable means and to represent the issues with sufficient justification, supporting documents and proper reasoning, management has not been able to move an inch on any of the issues and on the contrary have shown consistent U turns on the commitments made.

All these aspects are leading to a huge discontent and frustration in employees. However, if management continues to ignore issues, ultimately this will result into turbulence in the organisation. **Still, with the high hope of an amicable resolution, we are once submitting the demands as stated below:**

A] BSNL's viability Issues:

- 1. Posting of Regular CMD in BSNL for continuity in the implementation of the various decisions/projects and telecom initiatives of the government especially that of Atma Nirbhar Bharat in Telecom.**
2. Immediate directions to the 4G vendors of BSNL to resolve the power, coverage and quality of service-related issues pertaining to the prestigious Swadeshi 4G Network to arrest the growing customer dis-satisfaction.
- 3. Implementation of the recommendations given by the Committee of Public undertakings (COPU) in its 6th Report for BSNL dated 18th December 2024 submitted to the 18th Lok Sabha and implementation of one company-one policy by ending the disparity between regular employees of BSNL vis-à-vis the employees on deputation.**
4. Immediate steps to arrest the continued downfall in the operational revenue of BSNL and consistent churn out of subscribers from BSNL. White Paper on various initiatives launched during last two years along with the associated cost benefit analysis. White paper on reasons for revenue decline despite unparalleled support from government.
- 5. Immediate Steps to ensure mandatory use of Swadeshi 4G Service provided by BSNL for all the Government organizations and PSUs including its employees wherever the reimbursement is made by the company/organization against the use of Telecom Services. By this way, the Swadeshi 4G will reach to each household of India and in the process will lend sufficient support to BSNL: The Flag Bearer of the Swadeshi Mobile Technology.**
6. White Paper on the outcome of the Consultant "BCG" appointed for Organization Transformation in Strategic Area vis-à-vis the expenditure made including the details of additional resources provided like Office Space, electricity etc. for their day to day working.
- 7. White paper on all the pending Committee Reports on HR issues where committee has taken time more than three months to submit the recommendations and fixation of responsibility for delay in submission of these Reports.**
8. White Paper on Expenditure made on Mass Transfers along with cost benefit analysis and the reasons for deviation from the approved transfer policy. Routine mass Transfer should be avoided to save expenditure and only need based Transfers should be done.

B] Resolution of the Long Pending HR Issues:

1. Implementation of 3rd PRC in BSNL for executives by waiving of the affordability clause in view of the BSNL's status as strategic PSU and its involvement in the **"Make in India"** initiative for development of Swadeshi 4G/5G Technology. Finalization of Wage negotiation for non-executives.
2. Delinking of Pension Revision with Profitability of BSNL. Pension Revision of BSNL/MTNL Pensioners at par with Central Government Pensioners and implementation of Hon'ble PBCAT judgement.

3. **"One Company - One Policy"** for all Employee in BSNL. The disparity in the Pay, Perks & allowances and Promotional avenues of those on deputation and those Recruited/absorbed in BSNL must be removed and equal rights must be given to all.
4. Settlement of residuals of 2nd PRC recommendation, including:
 - a. Issuance of revised presidential order for replacement of the initial two scales E2 (20,600-3%-46,500) for JTO/JAO/Equivalent grades and E3 (24,900-3%-50,500) for SDE/AO/Equivalent grades, which was approved by the BSNL full board in May 2016 and sent to DoT.
 - b. 30% defined contribution towards Superannuation Benefit as per DPE guidelines.
 - c. Creating the mandatory Post-Retirement Medical Benefit Fund (PRMB) for BSNL recruits as per DPE guidelines.
 - d. Settlement of Pay Loss issues of JTOs/JAOs recruited post 1.1.2007 due to wrongful implementation of 2nd PRC benefits for BSNL Recruits (22820/-, E1+5 increments, Pay fixation of DR JE to JTO, JE period Pay Loss).
 - e. Extending appropriate JE pay scale as demanded by the Junior Engineers of BSNL and Review of NEPP to extend sufficient career progression to the non-executives.
 - f. Redressal of stagnation issues pertaining to the employees of BSNL.
 - g. Restoration of Medical Coverage (Indoor + Outdoor) as per initial BSNLMRS including the DA unfreezing which is under freeze since the start of the covid period i.e. 01.04.2020.
 - h. Extension of Perks & Allowances (Transport, Children Education Allowance, TA/DA etc) and restoration of All India LTC etc.
5. Immediate Scrapping of SET Recruitment process which is an insult and abuse to the qualified and experienced workforce of BSNL.
6. Creation of internal management hierarchy for BSNL by ensuring the promotions for all eligible executives across all streams/cadres in line with the proposal submitted by the recognized associations of BSNL which not only provides smooth career progression opportunity to the employees of BSNL but also saves a lot of expenditure in the form of unnecessary litigation expenses. Settlement of all the pending seniority disputes in line with the DoP&T guidelines. Immediate issuance of all pending promotions in Executive and non-executive cadres.
7. Withdrawal of the charge sheet issued to the AIGETOA Circle office bearers of Chennai Telecom Circle.
8. Review of deficit and surplus circle transfer policy to enable inter circle, rule-8, Spouse, PWD and Medical cases transfer. Issuance of the Revised Transfer policy in line with the suggestions submitted by the recognized associations which has been kept pending for more than a year after finalization.
9. Implementation of E1 instead of NE-12 scale for the non-executives at par with MTNL.
10. Granting one time option to be covered under the CCS (Pension) rules 1972 for the executives and non-executives whose recruitment process was initiated / notified by DoT before formation of BSNL.
11. Holding of Membership Verification through democratic Process of Secret Ballot rather than the undemocratic Check-Off System which will tilt the advantage in favor of existing recognized unions and associations.

We wish to inform that having restrained ourselves from coming on to the street in the best interest of the company, the frustration of the employees is reaching its peak due to the indifference shown by the management despite the best cooperation and commitment shown by the employees on the issues pertaining to BSNL viability and the long pending crucial HR issues.

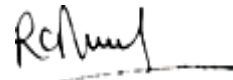
Due to continued inaction on the crucial issues pertaining to BSNL and its employees, **Bharatiya Doorsanchar Manch shall proceed on "work according to rule" as mark of Protest starting from 16.04.2026. If the issues remain are not addressed with utmost urgency even now, BDM will be left with no option but to serve a full-fledged Organisational Mass action Programs Notice in due course.** The responsibility for any industrial unrest in that scenario shall lie solely with BSNL Management.

We sincerely believe that still at this belated stage, management will seize the opportunity to address the lost trust and ensure immediate settlement of the BSNL viability related issues along with our long pending HR issues as per the commitments made earlier and address the serious concerns as above to maintain a harmonious Employee - Employer relationship.

With Warm Regards,



**Ravi Shil Verma
(Chairman)
General Secretary, AIGETOA
8373967633**



**R C Pandey
(Convener)
General Secretary BTEU BSNL
9415000770**

Copy to:

1. **Shri Jyotiraditya M. Scindia Ji**, Hon'ble Minister of Communications, GoI, Sanchar Bhavan, 20 Ashoka Road New Delhi for kind information.
2. **Dr. Pemmasani Chandra Sekhar Ji**, Hon'ble Minister of State for Communication, Sanchar Bhavan, New Delhi for kind information.
3. **Shri Amit Agrawal Ji**, Secretary, Department of Telecom, Sanchar Bhavan, New Delhi for kind information.
4. **Ms Sonal Mishra Ji**, Chief Labor Commissioner (Central), Shramev Jayate Bhavan, Dwarka, New Delhi for kind information and intervention.
5. **Shri Surendra Kumar Pandey Ji**, General Secretary, Bharatiya Mazdoor Sangh (BMS), Dattopant Thengadi Bhawan, New Delhi for kind information.
6. **Shri Ashok Kumar Ji**, All India Secretary & Telecom Prabhari BMS, Dattopant Thengadi Bhawan, New Delhi for kind information.
7. **Shri Kalyan Sagar Nippani Ji**, Director (HR), BSNL Board, BSNL Corporate Office, New Delhi for kind information.
8. **All other Directors of BSNL Board** for kind information.
9. **Shri Rajeev Kumar Kaushik Ji**, PGM (SR), BSNL CO New Delhi for kind information and necessary action.