**Organization of BSNL Unions & Associations**

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18th July, 2016

To

Shri Manoj Sinha,

Hon’ble Minister of Communications,

Sanchar Bhawan 20,

Ashoka Road,

New Delhi 110001

Respected Sir,

We have a great pleasure to extend our whole hearty congratulations to you on your assumptions as Minister of Telecommunications. On behalf of Organization of BSNL Unions & Associations and also welcome you as head of Telecom family.

We are fully aware that you will be extremely busy in your new assignment. Even though we feel that it will be appropriate to bring in your kind notice some important issues faced by BSNL, a fully government owned company. Now days, BSNL is facing serious crisis in its growth and providing better services to the people. We expect your full support which needs serious initiative to strengthen the BSNL and improve the services.

It is constrained to bring the following issues to your kind notice and your personal attention in the interest of BSNL as well as working class.

**1. Honour of assurance given at the time of formation BSNL in 2000.**

When BSNL was formed on Oct, 2000, the then NDA Government assured that BSNL will subsidize in order to provide services in rural areas on reduced rental. Assurance was also given to reimburse the Licence Fee paid to Govt. to fulfill the Govt. obligations in respect of providing Telecom Services in rural and remote areas. The funds were to be provided from USO fund to compensate the losses. But when UPA Govt. came into power almost all the assurance were not fulfilled. Now we request to your honour that all the assurance given at the time of BSNL formation be honoured in true sense i.e. payment of ADC which was discontinued in July-2011 exemption of license fee. Provision of USO fund etc.

**2. Refund of interest on notional loan of Rs 7500 crores.**

At the time of corporatization a notional loan of Rs 7500/- crores was shown against BSNL on paper. BSNL is forced to pay interest @ 14.5% per annum on this notional Loan and so far BSNL paid more than Rs. 12000/- crores as interest alone. BSNL was ready to repay the entire amount when it was having cash reserve but that was not permitted by the Govt., This notional loan should be written off and whatever interest BSNL paid along with the notional loan returned may be refunded to BSNL.

**3. Refund of Spectrum Charges paid by BSNL to Government.**

More than Rs 18,500 crores have been paid by BSNL to the Government towards And BWA spectrum charges for providing pan India services. But at the same time the private companies are allowed to provide pan India services even with Licence in a few circles, the amount for which comes to less than one third of the spectrum charges paid by BSNL. While BSNL was not allowed to bid in the auction. It was Arbitrarily for BSNL was assured that the spectrum charges will be refunded for the spectrum surrendered, it has not paid so far

It is requested that the entire amount paid by BSNL towards spectrum charges be refunded, It is also requested that considering the fact that BSNL is a fully state owned company, spectrum be allowed free.

**4. Formation on new /subsidiary companies disintegrating BSNL be stopped.**

The UPA Government formed another company called BSNL from BSNL providing Broadband services in the Panchayats etc. There is no need for a separate company as BSNL itself has been providing these services. It has also proposed formation of a Tower Company by bifurcating BSNL. It is also understood that there is a proposal to form a Cable Company utilizing the huge cable/optical fiber cable infrastructure of BSNL. These will completely result in disintegration of BSNL and ruin its financial strength, which is at low ebb even now. These proposals may be dropped and BSNL be allowed to function without carving out new companies out of it.

 **5. Pension contribution on the basis of the actual pay instead of the maximum of the Pay scale.**

At the time of corporatization in 2000, it was assured by the Government that the DOT employees who will be absorbed in BSNL will be paid pension by the Government, since they were Government employees. Accordingly, pension contribution is being paid by BSNL to Government for all BSNL absorbed employees till retirement on the basis of the maximum of the IDA pay scale of the employee concerned. According to the Government orders, pension contribution is to be paid only on the basis of the actual pay of the employee while on deputation etc. But BSNL is compelled to remit an extra huge amount since it is directed to pay the contribution on the maximum of pay-scale. This may be changed in to payment on the basis of the actual pay of the employee.

**6. BSNL services to be made mandatory for Central/State/PSU establishments.**

As in the case of Air India. BSNL services should be made mandatory for all the establishments in Central/State Govt. and their PSUs.

**7. 4G Services should be started by BSNL.**

Like 3G and BWA spectrum, government should provide free spectrum to BSNL for 4G services in advance.

**8. Request for Constitution of Wage Revision Committee for Non Executive Employees in BSNL:**

We appreciate and thank you for your good efforts for the Resolution of setting up of 3rd PRC for the Executives of PSUs.

Our Forum is requesting you sir kindly pass the necessary guidelines to the BSNL authorities to process the 3rd PRC for Non-Executive Cadres at an early date.

**8A. Niti Aayog recommended for sale of BSNL, MTNL for strategic disinvestment because of BSNL is suffering a loss of Rs. 8000 crores and MTNL Rs. 2000 crores:**

Our Forum’s concern is that the loss in the both Department are not in the loss just because of working culture of the workers. We also concern that the Policies are adopted in BSNL/MTNL are very delay and delay in procuring the Material for development of the Department.

We request you sir kindly Stop this proposal immediately.

**9. Interference of recognized unions in each and every Posting & Transfer:**

There is no ruling and norms followed in most of the offices for posting and transfer of non-executive employees. The guidelines issued by the Corporate Office to follow certain norms in posting and transfer are treated as mere ritual in the Circles/SSAs. Each and every posting & transfer order is issued only as per the terms and dictates of the two recognized unions. The members of the recognized unions are getting all sorts of transfers as they like. The other union members and non-members are allured by the recognized unions to get the transfer for them in the place they like even though there are no vacancy in such places. Now the posting & transfer has

become a main area for the recognized unions to increase their membership or to collect money for getting the transfer/posting. Because of this not only the services of the BSNL badly affected as no/less work areas are dumped with more staff and the overloaded areas are suffering due to acute shortage of manpower but also the sincerely/loyal workers could not get any relief from the overloaded seat. They are not getting any transfer on their request even after completion of so many years in the tenure based posts. Even if the orders are issued such officials are not relieved on the plea by the concerned officers that the section cannot survive without them as they are best workers (but the same officers relieve the officials on the interference/pressure of the recognized unions). Thus a sincere worker could not get any relief from the overloaded area, even when he is suffering from severe domestic and health problems. This has resulted in the worst form of frustration among the sincere workers and the looser is the BSNL as the frustration is affecting the output.

Our Organization should insist on the administration to follow transparent method in posting and transfer of non-executive employees to keep the morale and ensure fair output in the day to day services.

**10. Relieving of ITS Officers & sufferings of BSNL:**

There was prolonged agitations on the demand that all the ITS officers who have not opted for BSNL should be sent out. The argument focused/being focused is that they will not be loyal and sincere to BSNL. This demand was originally from the Officers Associations for their own interest. Subsequently in the name of officers and employees unity the demand was supported by the non-executive unions and then converted the demand of Non-executive Unions and Executive Associations. Now majority of the ITS officers sent out. The ultimate looser is BSNL organization at this critical juncture. Because, without ensuring any alternative arrangement in the place of the ITS officers they were relieved. Now, almost all the Circles are suffering as one GM is looking after 3 to 5 Areas and DGMs are posted only on Looking After arrangement. Such officers are doing their work for name sake as they could not concentrate on all the 3 to 4 Areas. Day to day administration and maintaining quality services of BSNL are adversely affected due to this shortsighted demand and follow up actions on the exit of ITS officers. Our Organization should demand that without ensuring any alternative administrative arrangement the ITS officers should not be relieved merely on the pressure and to satisfy the vested interests who are not at all caring about the survival and strengthening of BSNL.

**11. New Recruitment in all cadres for high tech area / services:**

For the steady growth of any organization new recruitment with updated technology and knowledge is necessary. It is more needed in BSNL which is facing stiff competition from the private operators. But on the contrary in BSNL the officers at the helm of affairs were relieved without any alternate arrangement. To offset the shortage due to the relieving of ITS officers the BSNL should have resorted to new recruitment in the Executive cadre. Even the belated initiatives in this direction by the BSNL management were stalled by the Executive Associations in the name of protecting and improving their promotional avenue. Due to this, innovative thinking in marketing and speedy/ effective handling of high tech areas lagged behind in BSNL and thus giving room for the private operators to defeat us even in landline & Broad Band services. Recently there were notifications issued by the BSNL CO for the recruitment of Management Trainee-200 from internal candidates and 200 from external candidates. It is in the scale of Sr.SDE (erstwhile ADET). The examination was also scheduled to be held on 9.8.2015. But unfortunately the Executive Associations stalled the same and there is no scope for recruitment of MT cadre for further one year. If the MTs had been recruited from 2010-11 periods BSNL would have improved its performance, especially the delay and confusion we are facing in the handling of CDR & ERP systems could have been avoided. If at all we love our organization and save from the crisis it is facing we should place its survival/improvement in the top and then only our cadre/career interest. But in BSNL the things are the other way about. This Organization should demand recruitment of new blood in all cadres according to the requirement for the survival/growth of BSNL and condemn the delay in the recruitment of the already notified recruitment of Management Trainees. In the interest of BSNL and to ensure new recruitment in BSNL for our younger generation who may be our beloved sons & daughters we may consider, any proposal such as VRS, with the condition that it would create sufficient space for new recruitment.

**12. VRS by middle level officers:**

It is regrettable that the work culture, among a section at all levels in BSNL has gone down. The interference of recognized non-executive unions in the day today administration taking undue advantage of the recognition has contributed a major portion in this aspect. Instead of ensuring discipline and maintaining/improving the work culture the officers preferred running the administration without any confrontation with the recognized unions. This attitude encouraged the indiscipline, non working attitude among a section of non-executives especially the union activists. This –ve trend in the work culture spread to the executives also to some extent. At this crucial stage of BSNL struggling for its survival the role of both the administration and the recognized unions is irresponsible. A section of middle level officers, especially SDEs, who are not able to extract the required minimum quantum of work from their staff and in the absence of any help from the higher officers to deal with such cases are quitting BSNL availing VRS under frustration. Our Organization should focus this important aspect and expose the hypocrisy of the recognized union leaders and higher officers who are doing high throat lip service to save BSNL.

**13. Deterioration of services & Root cause for forming separate wings:**

A serious review on the performance of BSNL upto 2009-10 and from 2010-11 shows some disturbing trends in our services and falls in the revenue. Gradually various services of BSNL were outsourced in front of our eyes. The recognized unions showed their protest as a formality without probing the background for such developments. Now the Broad Band section is separated from the mainstream of BSNL services followed by Separate Tower organization. When there are more than sufficient work forces why these areas are separated from the main stream? Either for the outsourcing or for separate formations for BB ant towers the reason is there exists overall dissatisfaction of our performance. When a section of the employees and officers are doing their work with much sincerity and beyond their capacity another section is dodging at their level best. Nobody is daring enough to question or take any action against such non-performing persons as they are very much afraid of resistance from powerful unions. From its own experience, now the BSNL CO has come to conclusion that the required output cannot be expected from such non-performing persons and at the same time it is too late to correct and make them work to meet the expectations of BSNL.

 “To repose faith on the work force by dialogue and discussion with unions BSNL can find solution for improving the QOs of BB and growth of BB utilizing the internal manpower fully.”

The unions & associations are well aware of the fact that for the down fall of BSNL the declining work culture also contributes equally. At the same time it is too late for the unions to make the work force, which was spoiled in the last 5 years by the unions themselves for immediate narrow gains, understand the situation and change their style of working. Because they are accustomed/addicted to non-performing their duty. Even the recent improvement seen in the mobile services almost in all Circles is the result of sincere workers/officers who made use of the opportunities provided by the recent customer friendly offers of BSNL CO.

Our Organization should demarcate itself from the recognized unions in its approach towards protecting/improving work culture and at the same expose the role of the recognized unions in the down fall of work culture in BSNL.

**14. Grant Bonus to all BSNL Workers:**

The BSNL Staff are not getting Bonus for last six years causing irritation and resentment amongst them. The Dussehra festival and Durga Pooja are fast approaching before which the entire employees belonging to public, private and Govt. Sectors will get bonus. You will appreciate that in the present circumstances the largest and biggest PSU, BSNL should not disappoint the BSNL staff.

The BSNL Management has constituted a PLI Committee to finalise the formula for payment of PLI to the BSNL workers, but the Committee has not in a position to finalise it recommendations even after 2 years of Time.

