



BHARAT SANCHAR NIGAM LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)

SR Cell, Corporate Office
8th Floor, Bharat Sanchar Bhawan,
Harish Chander Mathur Lane,
Janpath, New Delhi-110 001

No. BSNL/7-9/SR/2013

Dated, the 1st May, 2014

To

1. All Chief General Managers/
Heads of Administrative Units,
2. GMs - (Pers.)/(Estt.)/(Admn.), BSNL C.O.

Sub: Redressal of staff grievances at field units and avoidance of agitations - regarding

Occasional references have been made to this office by the representatives of various unions/associations regarding not-so-compassionate attitude of some of the field units towards the genuine grievances of the staff as brought forward by these representatives from time to time.

2. This office is appreciative of the fact that performance, strength and market perception of BSNL rest substantially on the foundation block of healthy, cordial and constructive industrial relations between staff and the management. While staff is expected to be positively responsive towards discipline, mutual respect and overall well being of the organisation, the management is equally expected to be sensitive towards genuine grievances of the staff and should strive for all possible resolutions. This organisation has maintained a long history of such healthy staff practices in the past.

3. It is in the light of above, it is reiterated that our field units may please continue to be vigilant and sensitive in mitigating staff grievances to the best of their capabilities and resources so as to encourage prevalence of industrial peace in the organisation and least of agitational thoughts/actions from the Staff side.


(Neeraj Verma)
GM (Trg/SR), BSNL C.O.

Copy for info to :

1. ES to CMD, BSNL
2. PPS to all Functional Directors, BSNL
3. GSs, Recognised Unions/Associations.