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No. GS/AIGETOA/2019/14

Dated 08.02.2019

To,
Sh. Manoj Sinha Ji,
Honorable Minister of State (Independent Charge),
Ministry of Communication,
105, Sanchar Bhawan,
20, Ashoka Road, New Delhi 110001.

Subject: Earnest plea for saving the careers of thousands and thousands of young, qualified and efficient workforce of BSNL – Kind intervention is requested for ensuring the career progression of youngsters of BSNL for a healthy, wealthy and efficient BSNL, Regarding.

Respected Sir,

With warm greetings on the new year 2019, we introduce ourselves as an operational association in BSNL which has been representing the issues of around 24000 Executives **who have been recruited/promoted by BSNL after its inception on 01.10.2000 and are professionally qualified (B.TECH, M.TECH, CA, CS, ICWAs, MBAs, Diploma Holders)**. We have been taking the challenges faced by BSNL on the ground in this competitive era and have been instrumental in running the technical operations, marketing and accounts/finance works of BSNL.

Recently, IIM team engaged by DoT for revival of BSNL has submitted its interim report and a copy of the same is making rounds in various media including social media. Some key highlights in the report w.r.t. HR vertical are as follows (Relevant Portion of the report is enclosed herewith):

- 1) Legacy workforce lacking in technical know-how, having little interest in providing quality customer care and improvement of services as one of the major factors for BSNL not performing so well in the competitive era
- 2) Current middle level management is lacking in motivational aspects
- 3) Lack of well thought out people related policies and systems as a reason for the down fall of BSNL
- 4) Lack of well thought out people related policies and systems as a reason for the down fall of BSNL
- 5) BSNL is lacking in implementation of a robust performance management system and there is no recognition of merit in BSNL.
- 6) Mediocre people are holding important positions in BSNL and there is lack of professional leadership in BSNL

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- 7) Lack of proper manpower planning in BSNL since the time it was formed and the recruitments over the years have been done in a very ad-hoc manner i.e. without any proper planning.

We are the group of BSNL recruits **who have to serve the longest in BSNL** and not covered under the government pension. Naturally, we are very much worried over the current state of affairs in BSNL and its continuously sliding graph of revenues. **Our members belong to an age profile ranging from that of late twenties to early forties with a rich and varied experience of 2 to 18 years in all domains of Telecom Technologies and operations. We are quite aware that BSNL needs to survive in this cutthroat era of competition and fast changing technologies, and hence we are in support of steps, which are taken by the government solely to ensure the viability and survival of BSNL.**

In this regard, we would like to submit a short write-up on the plight of BSNL recruited executives in BSNL for your kind consideration and perusal. **It is evident from the attached write up that the skill set of these youngest and most talented executives in BSNL has not been tapped fully by BSNL and there is an attempt to side-line them.** The condition is so pitiable of these youngsters that even they have not been given promotion from regular channel of Seniority-Cum-Fitness despite clear cut directions from the court which ultimately resulted in management being held guilty of contempt action by Hon'ble Court for non-compliance of their directions.

Such type of systematic killing of career prospects of youngsters in BSNL at a crucial juncture when BSNL is going through its toughest phase is not at all beneficial to the sustainability of BSNL and accordingly, we request your benign **intervention in protecting the genuine aspiration of BSNL recruited Executives and requesting to direct the BSNL Management to extend the promotions of to the BSNL recruited executives also and stop the unplanned Management Trainee Recruitment immediately and start the discussion on fast track promotion policy based on performance and merit.**

Incorporation of a policy which motivates young and qualified brigade of BSNL will definitely result not only in taking BSNL to its pristine glory but also in fulfilling the dreams of the Government and its prestigious program to bridge the digital divide between rural and urban India by means of BharatNet project for which BSNL is the most significant contributor.

WITH WARM REGARDS

YOURS TRULY

Sd/-

GENERAL SECRETARY

Copy to :

1. **Secretary (T), Room No-210, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001.**
2. **Sh. Anupam Shrivastava , CMD BSNL, Bharat Sanchar Bhawan, Harish Chander Mathur Lane, Janpath New Delhi-110001.**
3. **Smt. Sujata Tapan Ray, Dir(HR & Fin) Bharat Sanchar Bhawan, Harish Chander Mathur Lane, Janpath New Delhi-110001.**

Short writeup to MoC on the plight of BSNL recruited Professionally Qualified Executives in BSNL

Sir, No organization that has to face the toughest challenges in terms of technology and competition can survive without giving weightage to merit, performance and qualification in the organization. The IIM team has been quite right in its observation in the interim submitted for revival of BSNL. **The HR group of BSNL has never cared for the young, qualified and performing lot of BSNL.**

Accordingly, we would like to submit the following for kind consideration of your good self and seek your benign intervention in protecting the careers and motivation of thousands & thousands of young, bright, talented and most performing executives of BSNL:

- 1) Sir, it is very painful to inform that HR Managers of BSNL have failed to give these professionally executives **even a single promotion through Regular Channel of Promotion i.e. DPC in last 18 years**. Many of these professionally qualified executives are still waiting for their first promotion through regular channel even after passage of 18 years of BSNL formation. This has in major way contributed in de-motivation level of these executives resulting in the lack of outstanding performance by mass, which is essentially required for a change of fortune of the company in a cut throat era.
- 2) **There are several incidences in BSNL to show the step motherly treatment towards BSNL recruited Executives by BSNL Management. Some of them mentioned here as under:**
 - i) Recently BSNL issued promotion for JTO (T) to SDE (T) through Regular Channel of Promotion i.e. through Seniority-Cum-Fitness but gave promotion to only absorbed Executives and **stopped the promotion from where BSNL Recruited executives start in the list**. This happened despite clear-cut directions from Hon'ble court that any promotion if given should be **in the ratio of 1:1 ratio between PR (Promotee Quota) and DR JTOs**. BSNL even did not follow the statutory government guidelines with respect to reservation in promotion and the list belonging to ST executives was not executed. Many of the candidates belonged to DR quota. BSNL Management is facing action with respect to contempt of court in this matter but is not willing to execute the promotion orders. Now, BSNL Management is spending lakhs and lakhs of Rupees in defending Contempt in a case, which could have easily been resolved by issuing the promotion orders. **BSNL is citing ambiguity in training marks and implementation of reservation based on "Own Merit" or "On Merit", however, for the same reasons, they did not hesitate in issuing the promotion orders of other groups which mostly consisted of executives absorbed from DoT.**
 - ii) BSNL is not holding JTO (T) to SDE (T) LDCE exams to promote JTOs in competitive quota which is pending from vacancy year 2011-12 onwards. The beneficiaries will mostly pertain to the group of BSNL recruits.
- 3) One side BSNL Management is not giving single promotion to Direct Recruited JTOs in SCF quota despite while on the other side BSNL *has done Promotions in AGM/DE*

cadre out of the way by creating new vacancies through diversion of post from SDE (T) to AGM/DE Cadre in a single day. (Copy of the Note Sheet obtained through RTI is attached herewith). Many of these absorbed Executives have also got benefit of one increment in lieu of promotion and no approval of parent ministry or even board was taken before creating these posts despite having clear cut directions from DoT that any decision where issues of government pension are involved, BSNL must take concurrence/approval from DOT.

- 4) After negating the promotional aspects to the young and bright executives, **now BSNL has notified a recruitment process in the name of Management Trainee which is virtually intended towards creating a havoc in the minds of these executives who possesses all qualities and qualifications to reach to the higher strata of their careers through a fast track promotional methodology based on their performance, qualification, experience and merit. IIM Team is quite right in its observation that recruitments over the years have been done in a very adhoc manner i.e. without any proper planning. Now the workforce is beyond the sanctioned strength and BSNL is intending to recruit more executives in the same cadre, which is against the settled principles. No exercise has been done to know, how the promotions to the next level is going to be done as there is a 1:1 criteria in BSNL Management Services RRs while the current intake in the AGM Cadre is in the ratio 1:10 (Between DR and Promoted Quota). So, it is very clear that career aspects of the younger generation are being subjected to complete doomsday in future.**

The process of creating a new designation MT (at E3) and recruiting people is another futile and misconceived idea of BSNL management. BSNL requires competent people in senior middle level management and the new entrant at MT will not serve the purpose as they will reach to DGM level in next eight years and that too only if there are no obstructions in their promotions. Instead, a fast track promotion mechanism for AGM and DGM level from among the internal qualified executives will be a full proof idea as it will provide the much needed senior middle level management immediately, who will be well qualified, competent and telecom experienced people.

- 5) The lack of performance-oriented policy has also been rightly pointed out by the IIM team in its report. Instead of working on a performance oriented mechanism, **BSNL has preferred to go for lateral recruitment which is basically based on the performance of a candidate in an exam and not in execution & discharge of his duties.** The competence level is being checked is that of theories studied in past and not of the knowledge associated with Telecom Domain. **An executive can either study or he can perform in the roles and responsibilities assigned to him.** *The need of the department is to get maximum performance from executives and not to test his educational competency.* That is the reason; we want a performance oriented policy and not a recruitment of new cadre. With this recruitment, BSNL management is not only denying the promotional aspects of the professionally and technically qualified BSNL Recruits but also pushing them to take long preparatory leaves and study for these exams and that too at the most crucial months of year in terms of performance of revenue of BSNL i.e Feb and March.

- 6) Executives of BSNL since long time have requested for introduction of a fast track promotion policy to take them to middle level Management based on Qualification, Experience and Performance but BSNL management is not ready to give such opportunities to its youngest, most qualified, working and efficient lot. **Even they are reluctant to issue normal channel of promotions to these executives.** We have failed to understand the intent of BSNL Management behind this denial, which is definitely not in the best interests of the organization.
