



# All India Graduate Engineers & Telecom Officers Association

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GS/AIGETOA/2020/19

Dated 26.03.2020

To,

Shri P. K. Purwar Ji  
The Chairman & Managing Director,  
BSNL, Corporate Office, New Delhi

**Subject: Safety of BSNL Employees as well as dispensing of National duty as citizen of the country on call of the Hon'ble Prime Minister to check the spread of contamination by staying at home in Lock-down in view of COVID-19 vis-à-vis Operation & Maintenance of Telecom Services.**

**Reference: 1. F. No 1-02/2020-PAT(BSNL) dated 23.03.2020 of AGM(Estab.I), BSNL CO, New Delhi**

**Respected Sir,**

Everything would be needless if we discuss about various aspects of the COVID-19 as volumes have been uttered about the pandemic by all class of people around the world. Whether it is scientist, doctors, politicians, civil society, law enforcement agencies, media, universities, research labs and most importantly the more than half a million people around the world who are suffering from the disease. So, I just want to draw your considerate and proficient attention towards the issues, which we are receiving from our office bearers, members and executives in general across the BSNL, specially after the announcement of 21-days Lock-Down by the Hon'ble Prime Minister to check the spread of contamination of the deadly Virus in interest of the Nation and its People. Although BSNL Corporate Office has issued a detailed guidelines and instruction vide letter under reference at #1, but the situation on ground is still grimy in many cases and needs intervention. We have been apprised that even after direction by the Corporate Office, the people in field units are facing stiff challenges to maintain network in absence of proper implementation. Following discrepancies have been observed:

1. No proper arrangements of basic precautions e.g. Mask, Sanitizers etc available in many of the office locations, putting severe life hazard to people attending the office/network.
2. Work to Home concept is not fully exploited by providing VPNobB connection to all concerned.
3. The officials who are involved in field works to maintain urgent maintenance works of the network are exposed to the police abuse and other threats in absence of proper support of the departmental vehicles etc.
4. The officers deputed in urgent maintenance have not been provided sufficient temporary advance to meet the sanitization and maintenance exigencies.

***I am bringing the above facts to your kind knowledge as these are being regularly reported to us and I would like to quote here one specific and terrible incident happened on 25<sup>th</sup> March, 2020 with one of our colleague officer (JTO), who is in-charge of the Arwal SDCA in Gaya SSA of Bihar Telecom Circle. As reported by the officer, he was physically assaulted by the Kinjer PS Officer In-charge and held captive in police lockup for one hour, while he was on his way to the exchange on personal vehicle. The matter has already been reported to the SSA and Circle BSNL Authority but the action is***

***awaited (Copy enclosed). In this regard, I request your kind intervention to direct the concerned authority in BSNL to take up the matter at appropriate level in the State and District administration to impart justice to the officer and restore his faith and respect, who is recovering at home from the agony of his physical and mental torture, happened in duty hours. The BSNL Executives fraternity is highly enraged due to this incident and if suitable action not initiated by the management, it may lead to a serious unrest.***

In the light of above facts and circumstances, I have few submissions for your kind consideration and issuance of necessary instructions to fields units in view of the present situation due to Nationwide Lock-Down and COVID-19 Threat.

1. Essentiality of telecom services should be restricted to upkeep of Communication Infra and urgent maintenance works dealing with the Law & Order, Health and Essential Services. In case of network failure due to power outage, electricity department should be brought into picture through State as well as sufficient HSD backup should be ensured to avoid any mid-night crisis.
2. The field officers should be given sufficient temporary advance and fund should be released immediately to meet exigencies wrt this Pandemic such as sanitization of office and materials for worker/staff coming on duty along with urgent maintenance.
3. In changed circumstances of nationwide lock down, everybody must be given liberty to work from location as per his suitability keeping in mind transmission of epidemic and health hazard.
4. The VPNoBB connections should be provided on top priority to all those who are inclined to Work from Home to carry out the urgent works. Our many of account professionals want the facility as their job profile suits them to WTH to meet exigencies. Hence a directive may be issued to Circles to extend the facility invariably to all officers on request.
5. As there is strict restriction over movement under National Lock-down, employees should be called only to meet urgent exigency and not regular jobs. While one is called to meet urgency, departmental vehicle in compliance to all state directives should be made available for pick and drop of the concern official. All the works except the urgent maintenance of dying eventualities must be restricted in totality. It is being raised as some circles are calling officials on daily basis without providing departmental vehicle, putting his/her life at risk.
6. The non-availability of official vehicles complying state directives is exposing our people to abuse and threat as we have seen in the case of JTO of Bihar as mentioned above. Hence, the directive may be issued to hire vehicles as a temporary measure to meet the requirement.
7. If any person feeling contagious and need arises for self isolation, he must be provided paid leave for period of 14 days without insisting of formal prescription, considering present threat.

It must be noted that stoppage of community transmission of disease is everyone's responsibility as per the State directives. If any officer is involved in violation of the government directives and forced engagement of officials for non-essential works, it would be in direct contravention of national spirit and message of our Hon'ble Prime Minister in the light of COVID-19. It's needless to add that this association and BSNL Recruit fraternity never shy away to serve BSNL and people of the Nation in any circumstances i.e. calamity, disaster, earthquake or current exigency. We once again commit to upkeep all essential Telecommunication Infra with legitimate resource provided to serve the BSNL.

**We are in great hope to avail your head of the family favour in this grim situation of world emergency to protect ourselves and to break chain of furtherance of the pandemic which has already taken around half a million people in its grip.**

With warm regards,

Sd/-

**[MD. WASI AHMAD]  
General Secretary**

Copy to:

1. The Director (HR), BSNL Board, New Delhi for kind information pl.