



राष्ट्र हित

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All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(A Recognised Association of BSNL Executives)

(Affiliated to BMS)



Regn. no. HR/019/2018/02138

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GS / AIGETOA / 2023-24 / 126

Dated 28.12.2023

To,

Shri P K Purwar Ji,
Chairman and Managing Director,
BSNL, New Delhi 110001.

Subject: Request to put the implementation of the latest orders with regard to marking the attendance through mobile APP on hold and to revisit the mobile reimbursement policy to increase the reimbursement allowance for mobile handsets to at least Rs. 20000/- per officer to empower BSNL Executives in effectively addressing operational requirements – Regarding.

References: 1. Letter No. 2-22/2002-PHA dated 19.03.2008.

2. Letter No. 3-1/2013-PHA dated 02.12.2013.

3. Letter No. 15-02/2009-PHP.II dated 30.03.2016.

4. Letter No. TNCO-11/20(13)/2/2021-HR UNIT-CO/Dated 13.11.2023.

5. Letter No. GM (N/N)/GENL/23-24/1 Dated 15.11.2023.

6. Letter No. BSNLC)-Admin/62/6/2020-Admin dated 12th Dec 2023.

Respected Sir,

With reference to above subject and reference letters, we wish to express our concerns regarding the existing policy for the reimbursement of handset costs in BSNL, as outlined in the referenced letters. The policy, established in 2008, outlined partial reimbursement for handset costs. However, it has not been revised in the last 15 years despite significant advancements in mobile handset prices, technology, utilities, and their pervasive use in office operations within BSNL. **The revision in handset reimbursement becomes furthermore relevant in view of the latest orders for marking the attendance through mobile APP vide letter under reference 6.**

The policy was partially reviewed in 2013 for senior officers at the JAG level and above, doubling the reimbursement amount from Rs 4000 to Rs 8000. Regrettably, this review neglected officers below the JAG level for the past decade. This approach is impacting the efficiency of the majority of officers in BSNL. Approximately 80% of officers, totalling 25,000 out of 29,000 nearly, are being reimbursed a meagre Rs 1500 to Rs 3500, which is insufficient given today's technological demands, BSNL's requirement and market costs of mobile handsets.

Implementation of App based attendance:

Vide letter under reference 6, BSNL is going to implement App based attendance system which mandates the use of Android based mobile phone. BSNL has been reimbursing a meagre amount of Rs 1500-3500 as the cost of Mobile for the AGM and below grade officers which is not sufficient to purchase an android enabled phone. In view of this meagre amount as mobile cost

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reimbursement, implementing the app-based attendance system will be nothing but an unnecessary harassment for the executives who may not be able to purchase an android enabled hand set with this amount. It will be pertinent to mention that many of the BSNL Executives are not having a good quality android enabled phone and even if anybody is having, they have purchased it on their own cost. It will not be prudent on the part of BSNL to force employees to spend the money from their own pockets for official purpose. **Hence it is imperative for BSNL to not to make it mandatory for executives to mark their attendance through app-based attendance system without revisiting the mobile reimbursement policy.**

Digitalization and App-based Work Requirements:

The Digital India Initiative and the ongoing digitalization efforts within BSNL have led to a surge in mobile-dependent office works. Majority of tasks are now reliant on various mobile-based apps or systems. BSNL has mandated the use of these apps for day-to-day operations, leaving officers heavily dependent on high-quality app-based Android handsets.

The current reimbursement of Rs 1500 for JTOs and equivalent officers and much higher amount for higher level officers beyond AGM grade illustrates an inequality in technology access among different officer levels. **This discrimination in technology access is detrimental to efficient office functioning and hence revisiting the mobile cost reimbursement policy is an absolute necessity.**

Necessity for Enhanced Reimbursement:

It's imperative to understand that mobile handsets are no longer just status symbols; they are indispensable tools for office work in BSNL. Empowering officers at lower levels with adequate technological tools aligns with the Digital India mission.

A unified reimbursement of Rs 20,000 for all officers or a higher reimbursement for JTOs and equivalent officers is crucial to address technological needs and ensure effective office operations.

Calculations suggest that increasing the reimbursement to Rs 20,000 per officer, regardless of level, would result in additional expenses. However, this is a justifiable investment that will significantly improve office efficiency and reduce operational costs associated with desktop PCs.

Therefore, we earnestly advocate for fair and equitable compensation for mobile handsets for BSNL executives. In today's digital age, mobile devices are essential for both personal and professional purposes. Adequate reimbursement is vital to ensure productivity.

We request your good self to consider our justified proposal and enhance the reimbursement for mobile handsets to Rs 20,000 per officer, emphasizing the need for effective and efficient working in the competitive telecom sector.

We further request to put the implementation of App based attendance system on hold or to make it optional, till a review is made on the mobile reimbursement policy to make the reimbursement at par with the official needs associated with mobile handset of the executives.

We also would like to submit our concern with respect to the recent incidence learnt from News that Subscriber data had been hacked. Hence, until, BSNL ensures a proper security mechanism through our Own GPS system or secured firewalls, such apps and

data should not be used as the same may make employees vulnerable to the data leak and financial losses.

Anticipating a positive consideration of our suggestion as stated above.

With Regards,



**[Ravi Shil Verma]
General Secretary**

Copy to:

- 1. The Director HR, BSNL Board, New Delhi for kind information please.**
- 2. PGM (Admin), BSNL Corporate Office, New Delhi.**