



राष्ट्र हित

विभाग हित

अधिकारी हित

All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi
(The Recognised Association of BSNL)
(Affiliated to BMS)



Regn. no. HR/019/2018/02138

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GS / AIGETOA / 2025-26 / 03

Dated 25.04.2025

To,
Shri Kalyan Sagar Nippani Ji,
Director (HR)
BSNL Board, New Delhi.

Subject: Submission of resolutions taken by AIGETOA (The Recognized association of BSNL) in its CHQ, CS-CP Meeting held on 15.04.2025 - Regarding.

Dear Sir,

As per the provisions of constitution of AIGETOA, the meeting of AIGETOA Central Executive Committee meet was held through online mode on 15th April 2025. The meeting was attended by all the Circle Secretaries, Circle Presidents, Members of AIGETOA Central Headquarters and the members of various committees constituted by AIGETOA CHQ. The office bearers present in the meeting held discussions on various agenda points as attached herewith in the form of resolutions for your kind information and further necessary action please.

Your kind attention is sought towards **the increasing unrest among the executive fraternity as a whole due to the uncaring attitude of BSNL management in clearance of pending and legitimate HR issues. Added to this, there is growing concern on viability issues of BSNL mostly pertaining to the non-addressing of the problems associated with development of Swadeshi Mobile Core and non-provisioning of proper resources to handle the operation and maintenance issues.** This consistent failure in addressing the issues of Core, RAN, Backhaul coupled with non-provisioning of proper resources (Maintenance staff, Maintenance Funds, Proper Equipment, Maintenance Material and Vehicles etc) is not only making executives subject to the ire of customers but also is creating huge mental fatigue due to unnecessary stress created on them for no fault of their own.

The BSNL executive as a whole are feeling themselves as a dejected lot today because of the non-fulfillment of promises made by management with respect to the settlement of long pending HR issues. The de-motivation in the minds of employees is in every sphere like be it on Pay matters, be it on Promotion / career progression matters, be it on pension/superannuation concerns or be it on transfers and posting or even at working places. The executives in BSNL are denied with legitimate pay scales (more than half of the employees are working with a lower pay scale than the Group C/D employees of other PSUs or the like in state governments.

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In fact, we had high hopes on the present management and this association has continuously highlighted the real concerns of executives including the matter related to operation and maintenance to the new team from July-2024 onwards but to no avail except words of assurance. **Management assured to us that the issues will be resolved within a specific time frame and sought the support of the association/employees for its initiatives. All the employees have been working very hard and the results of such hard work is now visible on the results of this FY 2024-25 and its worth mentioning that that BSNL has delivered a net profitable quarter after almost 17 years in the Q3 results of FY 2024-25.**

While employees came forward to celebrate February 25 FTTH month where emphasis was on increase in connections and succeeded to some extent despite lack of proper resources, **employees gave their full efforts to the management call of celebrating March 25 as Revenue Month** and the efforts were visible in the record-breaking revenue collection for the month of March 2025. **Despite such strong results of togetherness,** management has comprehensively forgotten their own promise of celebrating April Month as HR Month with complete focus on resolution of long pending issues of Pay, Pension and Promotion.

The difference in the promises made and the actions of management on ground is indeed visible from **analysis of a simple and straight forward issue like issuance of AGM LICE promotion orders which is in its 55th day of declaration of results. Never before in the history of BSNL, has such a delay in issuance of promotion happened after completion of all formalities and vigilance clearance.** This incidence itself proves the fact that Management declaration of HR month was mere assurance with no intent of doing anything actually on ground. The consideration of transfer requests of the executives displaced through long stay was another simple issue which was assured to AIGETOA but instead of issuance of the OTP, **even relieving persons completing their hard tenures six months back has been put on hold.** Such type of things gives a clear picture that all that management is interested in are mere words and no action either wrt HR issues or with respect to other network related issues.

Employees had very high expectations in the so-called HR month and its very unfortunate to see that none of the expectations have found resolution. All the three recognized associations came together with a will to address and resolve the concerns together and the same was conveyed clearly with the management on 02-04-2025 itself, by trusting the assurances from present management. But now we are in the fourth week of the month, and there are no visible results / resolutions on the matters of concern and this situation has created an absolute chaos in the employee's mindset, especially due to the U turn of the management from its own commitment.

The company is reeling due to the poor implementation strategy of 4G rollout and further non addressing of fierce competition in FTTH / EB segments without addressing of the backhaul issue and without serious marketing efforts, other than nomenclatures, we are of the view that the present focus of the management needs to be revisited on the business issues also.

The Central Executive Committee (CEC) meeting of AIGETOA CHQ was successfully conducted online on 15th April 2025 to discuss the HR, 4G/5G network related issues, recent media reports with respect to the Non-Billing of JIO for the Infra by BSNL etc. The discussions held in the meeting and resolutions taken in the meeting are the clear pointers of the growing

unrest in the minds of employees **not only due to the non-resolution of HR issues but also due to the non-satisfactory approach of management on the BSNL growth and development issues especially on the launch of 4G/5G services and persisting network problems which are making the life of the executive difficult.** Our executives are being taken as sacrificial lambs whose job is only to prepare the reports, attend the never-ending VC Meetings, to face the ire of the customers because of the problems in the network and **then despite shedding their sweat and blood to the cause of BSNL, being branded as useless/inefficient by the higher brass of Management.** This is nothing but an absolute state of confusion and utter disregard to the contribution of BSNL employees. **BSNL is lagging behind not due to employees but due to the policy makers in management who have never bothered to get into the root cause of the issues and are keeping executives engaged in Meetings, Report making etc than due actual output-oriented work.**

We consider ourselves duty bound to convey this state of Mind of the executives to your good self. Accordingly, the record of discussions and decisions taken in the Central Executive Committee meeting are enclosed herewith for your kind information please. Being the last week of the so-called HR month, still there are six days to take corrective action failing which **this association shall serve the notice of organizational actions in the first week of May 2025 against this breach of trust as per the resolutions taken in the Central Executive Committee Meeting and then unanimous opinion received from office bearers Pan India.**

The association expect that the concerns will be taken in the right perspective and will result in a positive resolution on the matters at the earliest.

With Regards

**Sd/-
(Ravi Shil Verma)
General Secretary**

Copy to:

1. Shri Neeraj Mittal Ji, Hon'ble Secretary Telecom for kind information with a request for urgent intervention in smooth rollout of the Swadeshi 4G/5G services by BSNL which is matter of national prestige. The issues faced in the rollout are apparently being not addressed properly either by the vendors or by BSNL Management leading to a huge churn in subscribers as evident from the latest TRAI data.
2. Shri Ravindra Himte Ji, General Secretary BMS with a request for immediate intervention and taking up the issues at the highest level.
3. Shri A Robert J Ravi Ji, CMD BSNL with a request for immediate intervention in settling the issues as per the promise made by your good self to deliver the resolution of HR issues in the month of April which was assured to be celebrated as HR Month.
4. Shri Ramnath Ganeshe Ji, National Secretary and Telecom Prabhari BMS for information please.
5. The PGM (SR), BSNL CO New Delhi for kind information and urgent necessary action please.

Minutes, Discussions and Record of Resolutions

CS, CP & CHQ Meeting of AIGETOA CHQ

Meeting Notice No: GS/AIGETOA/2022-26/01 Dated:07 .04.2025

Venue/Mode: Online Mode **Date of CEC meet:** 15th April 2025

The Central Executive Committee (CEC) meeting of AIGETOA CHQ was successfully conducted online on 15th April 2025, in accordance with the provisions of the AIGETOA Constitution. The meeting was attended by CHQ office bearers, Circle Secretaries (CS), and Circle Presidents (CP) from various circles. The session was presided over by All India President Shri G. Veerabhadra Rao. The meeting was also honored by a brief address from the Chairman and the All-India Convenor of AIGETOA CHQ, adding valuable insights to the proceedings.

Agenda of the Meeting:

1. Assessment of Progress made on the HR issues of importance in the HR Month 2025 observed by BSNL Management and the outcome of the actions initiated by management. Discussion on future course of action of association as per the assessment of the progress on HR issues.
2. Deliberation on major HR concerns, **3rd PRC** implementation and pending dues of **2nd PRC, Promotions for all eligible executives across cadres** and other issues related to **Pay, Pension, and Promotion**.
3. Discussion on the actual status of **implementation of 4G/5G rollout**, status of the development of the Swadeshi Core and issues being faced by the executives in maintenance of BSNL Mobile Network, and deliberation on **strategic intervention approach and methodology for engaging with the Hon'ble Prime Minister's Office, Hon'ble Finance Minister, Hon'ble Home Minister, Hon'ble Minister of Communications and other government departments** for **timely provisioning of 4G/5G network rollout in BSNL**.
4. Discussion on the initiatives suggested by the Standing Committee for Public Sector Undertakings (COPU) and **engaging with the members of the COPU for implementation of the committee's recommendations in BSNL**.
5. **Discussion on taking the active intervention of Bhartiya Mazdoor Sangh for a tri-party meeting with the DoT, BSNL and BMS Affiliated Unions and Associations** and taking up of the critical HR issues of 3rd PRC, Pay Scale and Pay Loss related issues, 30 Percent Superannuation Benefit contribution by BSNL, Post-Retirement Medical Benefit Fund Creation, Promotion to all eligible executives and other HR issues of critical importance with the highest echelons of government including our Hon'ble Prime-Minister.
6. **The discussion on the state of core network, backbone, Media etc and approach of association for corrective actions to be taken to avoid unnecessary harassment of executives in the name of special initiatives like Customer Service Month.** Provisioning of Proper Resources to Executives like equipment, spares and vehicles etc. Customer experience will automatically be improved, if the resources are provided and network quality is improved.

7. Discussion on the recent media report highlighting the CAG report mentioning that BSNL didn't bill RJIL, resulting in loss of ₹1757 crores and **deliberation of the course of action by the association to highlight the same for remedial measures.**
8. Deliberation on the **use of social media platforms** (X/Twitter, Facebook, etc.) and electronic media **to highlight the HR issues of employees and the issues faced by BSNL for its growth and development like non availability of Proper 4G/5G services, non-availability of proper resources.**
9. Discussion on **output associated with hiring of consultants like BCG** and the return on investment by BSNL on this account. No visible progress is made with respect to the Business Process Reengineering of BSNL as was being informed by Management during the deliberation with unions and associations. Deliberation on the associated outcome and methods for stoppage of wasteful expenditure by BSNL.
10. Plan of action on the **concerning issue of EPFO higher pension rejection cases because of non-supply of documents to EPFO by BSNL and future course of action with respect to this gross inaction of BSNL** in addressing this critical matter.
 1. Discussion on the need for **organizational activities** and **future course of action.**
 2. Following agenda was also discussed as per the request received by the attendees:
 - a. **Cases of Mis-Utilization of Public Money, Wasteful Expenditure and Revenue Loss to be taken up with Management. Celebration of RTI month.**
 - b. **Rule 8 Cases to Surplus Circles on Special/medical grounds**
 - c. **Failure of BSNL in implementation of some major projects.**

Discussions and Decision Taken

1. **Assessment of Progress made on the HR issues of importance in the HR Month 2025 observed by BSNL Management and the outcome of the actions initiated by management. Discussion on future course of action of association as per the assessment of the progress on HR issues:**

Regarding the HR Month initiative, the GS reported mixed progress. GS Conveyed that While management has shown a positive intent on key issues such as the 3rd PRC, Pay Scales, Pay Losses, Increase in SAB contribution, Promotions for all eligible, review of TA/DA, Review of Perks and Allowances including increase in Transport Allowances, LTC etc, Provisioning of Laptops to field units and many of the major issues which have been submitted by the three recognized associations **but at the same time because of absence of firm actions in black & white, its difficult to foretell what will be the final conclusion on the issues. The pace of actual implementation remains very slow and unsatisfactory.**

However, GS emphasized that chance should be given to discussion and requested members to wait until the third week of April 2025 before considering any other action programs.

The house decided to authorize CHQ to monitor the progress and based upon the outcome to take a call on organizational action programs after assessing the progress in the last week. It was decided that in the absence of any firm outcome, AIGETOA should launch organization action programs against the breach of trust

and for resolution of long pending HR issues. The house suggested that Operation Sacrifice Part-II must be launched thereafter.

2. Deliberation on major HR concerns, 3rd PRC implementation and pending dues of 2nd PRC, Promotions for all eligible executives across cadres and other issues related to Pay, Pension, and Promotion:

It was resolved that is BSNL Management/DoT doesn't comes up with resolution of the above important and crucial issues in favor of executives, AIGETOA should consider serving the organization action notice and authorized CHQ to take a call on the same after assessing the progress in the last week of April 2025.

3. Discussion on the actual **status of implementation of 4G/5G rollout**, status of the development of the Swadeshi Core and issues being faced by the executives in maintenance of BSNL Mobile Network, and deliberation on **strategic intervention approach** and **methodology for engaging** with the Hon'ble Prime Minister's Office, Hon'ble Finance Minister, Hon'ble Home Minister, Hon'ble Minister of Communications and other government departments for timely provisioning of 4G/5G network rollout in BSNL:

The participants in the house categorically emphasized upon the problems being faced in the roll out of the Swadeshi 4G/5G mobile network and **emphasized that the vendor is not at all responding the problems faced in the network and QOS of BSNL Mobile network is going down like anything as evident from the TRAI reports also.** There are problems faced in the Core as well as RAN and the vendors are doing buck passing **and no evident action is being seen despite reporting the matter to the highest authorities in BSNL.**

GS informed that the matter was taken up with Hon'ble CMD BSNL also and he had earlier assured for positive changes and corrective actions. It was informed by the participants that the Vendor is not at all responding and the uptime of the network can very well be gauzed from the traffic report of the BTSs which are radiating. **They further informed that only switching on the BTSs will not serve any purpose till basic problems of core, radio and back bone network is taken care of.** The 4G core is facing many issues and despite highlighting the same, corrective actions are not visible. **It was also emphasized that instead of taking vendors to task employees are being asked to do the job and pressure is to so much extent that even AT is being asked to be completed in urgency.** The house expressed complete dissatisfaction over the way of handling of such a prestigious project which not only holds extreme importance for BSNL but also for the Nation.

It was resolved that as a responsible citizen of India and also as a responsible executive of BSNL, it becomes paramount duty of all of us to ensure that Swadeshi Mobile Technology which is a national pride for all of us must be rolled out in an effective, expeditious and flawless manner and hence any shortcomings on the part of any one must be informed at the highest level. Accordingly, it was decided that issues of 4G/5G must be taken up with the highest priority not only with BSNL management but also with DoT and Hon'ble MoC. It was resolved that BMS has assured for their intervention with the highest offices including that of Hon'ble Prime Minister, Hon'ble Home Minister, Hon'ble Finance Minister and Hon'ble Minister of Communication. It was also resolved that AIGETOA must launch a memorandum campaign in this regard, if the issues related to 4G/5G are not resolved.

4. Discussion on the initiatives suggested by the Standing Committee for Public Sector Undertakings (COPU) and **engaging with the members of the COPU for implementation of the committee's recommendations in BSNL:**

The house deliberated that **COPU has given important recommendations with regard to the HR issues of BSNL.** It was sad to note that the same has not been given any weightage by BSNL and the issues mentioned in the report of the COPU submitted to parliament has not even been deliberated either in BSNL or in DoT.

The house resolved that the issues mentioned in the COPU Report shall be followed with DOT, Hon'ble MOC, and Hon'ble Chairman of the COPU. It was also decided to seek the support of BMS for this.

5. **Discussion on taking the active intervention of Bhartiya Mazdoor Sangh for a tri-party meeting with the DoT, BSNL and BMS Affiliated Unions and Associations** and taking up of the critical HR issues of 3rd PRC, Pay Scale and Pay Loss related issues, 30 Percent Superannuation Benefit contribution by BSNL, Post Retirement Medical Benefit Fund Creation, Promotion to all eligible executives and other HR issues of critical importance with the highest echelons of government including our Hon'ble Prime-Minister:

General Secretary informed that a high-level meeting with BMS central leadership including General Secretary BMS, President BMS, Organizing Secretary BMS, National Secretary and Telecom Prabhari and Central Executive Committee Members is scheduled to be held on 23rd April 2025 with AIGETOA and BTEU for discussion on way forward. GS Informed that BMS has committed their full support and they shall be taking up the issues with the highest level including our Hon'ble Prime Minister. House welcomed the information.

6. **The discussion on the state of core network, backbone, Media etc and approach of association for corrective actions to be taken to avoid unnecessary harassment of executives in the name of special initiatives like Customer Service Month.** Provisioning of Proper Resources to Executives like equipment, spares and vehicles etc. Customer experience will automatically be improved, if the resources are provided and network quality is improved:

House resolved that CHQ must take all necessary action to highlight the matter before management and if necessary corrective actions are not taken, the issue must be highlighted before Secretary DoT and Hon'ble MoC and if needed to PMO also.

7. Discussion on the recent media report highlighting the CAG report mentioning that BSNL didn't bill RJIL, resulting in loss of ₹1757 crores and **deliberation of the course of action by the association to highlight the same for effective recovery by BSNL.**

It was decided to that CHQ will seek a status report from management and shall also take up the matter with DoT.

8. Deliberation on the **use of social media platforms** (X/Twitter, Facebook, etc.) and electronic media to highlight the **HR issues of employees** and **the issues faced by BSNL for its growth and development** like non availability of Proper 4G/5G services, non-availability of proper resources:

It was decided to launch an active social media campaign to highlight the HR issues of BSNL executives and the root cause for the loss of business and loss of revenue i.e. non-availability of 4G/5G.

9. Discussion on output associated with hiring of consultants like BCG and the return on investment by BSNL on this account. No visible progress is made with respect to the Business Process Reengineering of BSNL as was being informed by Management during the deliberation with unions and associations. Deliberation on the associated outcome and methods for stoppage of wasteful expenditure by BSNL:

It was decided to seek a status report on the output extended by the consultant and also launch an RTI campaign in next two months wherein the various activists will seek a status report on the various expenditures made by BSNL and its associated output. RTI shall also concentrate on reasons behind holding up of various business initiatives and non-finalization tenders.

10. Plan of action on the **concerning issue of EPFO higher pension rejection cases because of non-supply of documents to EPFO by BSNL and future course of action with respect to this gross inaction of BSNL** in addressing this critical matter:

It was decided to take up the matter with Director Finance and EPFO. GS informed that matter has been taken up with BMS who have assured us for arranging a meeting with one of the EPFO trustees to discuss the issues of EPF pertaining to BSNL Recruits.

11. Discussion on the need for **organizational activities and future course of action:**

*It was resolved that if management doesn't come up with resolution of the pending HR issues in April Month to serve the notice in the first week. All efforts shall be taken to bring all associations under common banner. However, if others don't come forward or take time to serve the notice, AIGETOA should move ahead as we cannot afford to lose any more time on mere assurances of management. It was decided that members must be asked for **Immediate Mobilization** of members at both Circle and District levels.*

12. **Discussion on how to increase the Revenue from 4G Saturation sites and strategy to increase the BSNL customer base in the mobile sector**

- Many inputs were received from field officials on how BSNL can capitalize the market through 4G saturation sites.
- BSNL Should start delivery of SIM at Home like Pvt. SP's and take Rs. 50/- as one time Registration charges
- These towers are at the unserved area so as such if BSNL can take the advantage of being the only service provider with a special tailored plan for the customers under their area. The Plan may be paired with a combo handset plan, this may help increase the penetration., Special melas on local market Day may be organized by Franchisee or FoS person, targeting each household by engaging all the stakeholders may increase the chances further.
- Offer Localized Data Plans targeting rural and underserved areas with affordable pricing.
- Activation of 2100 Mhz spectrum as many sites have 700Mhz spectrum only. 80-90% of customers are not getting network due to absence of 2100 Mhz setting in BTS.

13. **Discussion on how to synchronize BSNL Mumbai and Delhi BA teams with corresponding MTNL teams to approach customers for connectivity businesses.**

- Mumbai and Delhi have revenue prospect more than many of the BSNL Circles, so for CM and EB services sales a Dedicated team may be formed for both Delhi and Mumbai initially for 6 months for marketing and selling of CM, SIP and EB services. Door step

delivery of SIM may be started at both locations through some agency and an APP based services for lodging complaints, SIM purchase, Plan changes, etc may be started.

- A Special launch of BSNL services advertisement at Mumbai and Delhi is needed for public awareness after complete launch of CM services.

Before conclusion, The General Secretary urged all Circle Secretaries and Circle Presidents to mobilize grassroots members, educate Circle Executive Members and District Executive Committee (DEC) leaders about the significance of HR Month and the current status of HR issues, and prepare the leadership to follow CHQ directives in the future. This preparation is essential to ensure support for strong organizational actions if issues remain unresolved as expected during HR Month 2025.

Meeting concluded with the vote of Thanks from AGS-2 Vivek Kumar Singh.
