



Bharatiya Doorsanchar Manch

(भारतीय दूरसंचार मंच)

(AIGETOA, BTEU, BDPS, AIBSNLOBCEWA, STEWA, FNTOBFA, BTU)

Email: bdmbms23@gmail.com, Phone: 9415000770, 8373967633

BDM/2025-26/29

Dated 22.01.2026

To,
Shri A Robert J Ravi,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
Janpath, New Delhi - 110001.

Subject: Serious concern and unrest over persistent delay in resolution of BSNL viability related issues and the long-pending HR issues - Regarding.

(With Reference to Repeated Submissions of (BDM), AIGETOA & BTEU-BSNL)

Respected Sir,

This letter is being issued to formally convey our deep concern, strong dissatisfaction & resentment over the current state of affairs in BSNL which mostly pertains to the prolonged administrative inertia at various levels, declining service standards arising out of policy formulation & execution gaps, and the persistent non-resolution of Long-Pending genuine HR issues affecting BSNL employees. The present situation continues despite repeated references, detailed representations and constructive submissions made by Bharatiya Doorsanchar Manch (BDM) in general, and AIGETOA and BTEU BSNL in particular.

Over the past one year, through numerous communications, we have consistently highlighted serious deficiencies in HR, limited policy momentum, and issues directly impacting the long-term viability of BSNL but to no avail.

Our repeated cautions and multiple submissions have drawn attention to factors affecting the implementation of revival measures, persistent deficiencies in Quality of Service, unresolved issues related to BSNL's 4G/5G rollout, revenue losses arising from administrative delays and arbitrary decisions, and procedural bottlenecks. Unfortunately, these concerns are now gradually materializing, as evidenced by continued revenue decline, deteriorating service quality, significant subscriber attrition through port-outs, and growing erosion of public confidence in BSNL. Feedback and commentary from subscribers across various social media platforms further substantiates the concerns consistently raised by BDM, AIGETOA, and BTEU.

Another matter of grave concern is the sustained demoralization of BSNL's workforce. **As consistently articulated in AIGETOA's HR-related submissions, officers and employees continue to function under severe constraints, without adequate resources and without proper Pay, Pension and Promotions.**

It is pertinent to recall that a series of communications, meetings, and assurances were extended by BSNL Management to Bharatiya Doorsanchar Manch last year, both with respect to HR issues as well as issues pertaining to BSNL viability. On the basis of these assurances, and in the larger interest of the organization and the nation, BDM repeatedly exercised restraint by deferring, postponing, and eventually discontinuing its organizational action programs. **The references of the various communications between BSNL Management, BDM, AIGETOA and BTEU are detailed in Annexures-2 to the attached letter.**

It is also relevant to mention that subsequent to the meeting of BMS delegation led by General Secretary BMS with the Hon'ble Minister of Communications on 17th July 2025, whose timely intervention and assurances were received positively, the forum decided to stop the organizational action programs initiated under the platform of Bharatiya Doorsanchar Manch. **At that time, it was assured that final decisions had already been taken by various committees and that the issues were pending only for concurrence from higher authorities, with commitments that resolutions would be implemented in a time-bound manner, preferably within two to three weeks.**

However, despite the passage of considerable time, no tangible progress is visible, particularly on HR-related issues. Employees who had shown restraint and reposed faith in the assurances provided, now feel deeply disappointed. Several reminders have been issued to the BSNL Management-highlighting growing demotivation and unrest among employees, including the latest AIGETOA letter no. GS/AIGETOA/2025-26/84 dated 16.12.2025, but without any meaningful response from the management.

Even basic but operationally essential issues -such as the revision of Touring Allowance/Daily Allowance (TA/DA)-remain undecided for years and biting the dust on files. The continuation of a DA ceiling as low as ₹145 per day, which is insufficient even for a single meal, places employees in an untenable position while on official tours/duty. **Such oversight of basic yet critical issues adversely impacts morale, efficiency, and overall organizational performance and clearly reflects the level of indifference within the BSNL HR framework towards employee's concerns.** It is perhaps only in BSNL where Policy-Makers at higher levels enjoy full benefits of 7th CPC (and now poised for the 8th CPC) without any consideration to affordability or viability, while the executing workforce remains deprived of assured entitlements & get nothing except constraints on viability and revenue growth. This disparity has also been highlighted by the Parliamentary Committee in its 6th Report to the 18th Lok Sabha on 18th December 2024.

These issues were deliberated in length during the recently held Annual General Meeting (AGM) of AIGETOA at Agra, attended by representatives from across the country. ***The house unanimously resolved that if the management fails to honor its commitments relating to long-pending HR issues and matters impacting BSNL's viability within a stipulated timeframe, the organizational action programs shall be resumed. It was further resolved to raise issues of critical importance affecting BSNL's revenue growth and decisions resulting in significant revenue loss, before all appropriate authorities, including the Secretary (DoT), the Hon'ble Minister of Communications, both individually and through Bharatiya Mazdoor Sangh (BMS).***

We have been made to understand that the various committees for resolution of HR and service matters have completed the groundwork and that concurrence from the competent authority is awaited. **If this is indeed the case, such excessive procedural intervention at higher levels could have been avoided to enable timely decision-making.** If, alternatively, **committee reports have not been finalized** even after more than **nine months, it indicates a serious lapse in administrative discipline and responsibility. Both scenarios warrant immediate attention, corrective action, and fixation of accountability.** Such prolonged delays undermine the sincere revival efforts of the Government of India for BSNL, create disillusionment among employees and **erode employee and pensioner's confidence despite the Government's continued and unprecedented support to BSNL.**

While a 71-day consolidated action plan has recently been announced by BSNL Management, it conspicuously lacks any reference to provisioning of tools and resources. Without adequate resources, the effectiveness of initiatives such as "war rooms" remains susceptible to questions.

It may be recalled that last year, association itself come forward to celebrate Feb 2025 as FTTH Month and March 2025 as Revenue Month, which resulted into never before record revenue collections in March 2025. But the commitment to observe April 2025 as HR Month was never honored by Management. Even after nearly a year, the current 71-day plan also contains no reference to HR issues, reflecting continued neglect of human capital as a critical resource in BSNL. **It is imperative for the management to recognize that the prolonged decline of BSNL can no longer be attributed solely to the external market conditions. Delayed decision-making, ineffective execution of approved measures, and continued neglect of stakeholder inputs and their issues have significantly contributed to the present situation.**

In this background, Bharatiya Doorsanchar Manch (BDM) once again urges the Management to ensure:

1. Immediate resolution of issues impeding BSNL's progress and revenue growth, as repeatedly highlighted and submitted by the Bhartiya Doorsanchar Manch (BDM) and its constituents. Copy of the demands raised by BDM is attached as **Annexure -1**.
2. Immediate submission and finalization of all pending committee reports related to assured HR and service matters and immediate resolution of the issues.
3. Time-bound implementation of decisions already committed to the BDM.
4. Fixation of accountability on committees, sections, or officers responsible for undue delays or non-compliance.

We sincerely hope that the Management will act decisively and take concrete steps to restore employee confidence which is currently at its lowest point. However, in the absence of visible and measurable outcomes within a reasonable timeframe, the Bhartiya Doorsanchar Manch (BDM) shall be constrained to review its earlier decision and resume organizational action programs from **March 2026 onwards**, the responsibility for which shall rest entirely with the Management. The matter shall also be raised at all appropriate forums to seek the attention of the competent authorities. Employees of BSNL cannot be made to suffer on account of the actions not pertaining to them and BSNL management must take immediate decisive actions to ensure the resolution of HR and BSNL viability related concerns.

Bharatiya Doorsanchar Manch (BDM) remains committed to the revival, growth, and long-term sustainability of BSNL and to the maintenance of industrial harmony. However, such harmony cannot be sustained on assurances alone. **Timely, concrete, and decisive action is now imperative and need of the hour.**

Encl: As above

With Warm Regards,



(Chairman)
General Secretary, AIGETOA
8373967633



(Convener)
General Secretary BTEU BSNL
9415000770

Copy to:

1. **Shri Jyotiraditya M. Scindia Ji, Hon'ble Minister of Communication**, Sanchar Bhavan, New Delhi for kind information please.

2. **Dr. Pemmasani Chandra Sekhar Ji, Hon'ble Minister of State for Communication,** Sanchar Bhavan, New Delhi for kind information please.
3. **Shri Amit Agrawal Ji, Secretary, Department of Telecom,** Sanchar Bhavan, New Delhi for kind information please.
4. **Ms. Sonal Mishra Ji, The Chief Labor Commissioner (Central),** Shramev Jayate Bhawan, Dwarka, New Delhi for kind information please.
5. **Shri Ravindra Himte Ji, General Secretary, Bharatiya Mazdoor Sangh (BMS),** Dattopant Thengadi Bhawan, New Delhi for kind information please.
6. **Shri B Surendran Ji, Organizing Secretary, Bharatiya Mazdoor Sangh(BMS),** Dattopant Thengadi Bhawan, New Delhi for kind information please.
7. **Shri Ram Nath Ganeshe Ji, All India Secretary & Telecom Prabhari, BMS,** Dattopant Thengadi Bhawan, New Delhi for kind information please
8. **Shri Kalyan Sagar Nippani Ji, Director (HR), BSNL Board,** BSNL Corporate Office, New Delhi for kind information please.
9. **All other Directors of BSNL Board for kind information please.**
10. **Shri Rajeev Kumar Kaushik Ji,** PGM (SR), BSNL CO New Delhi for kind information and n/a.

Annexure – 1

- 1. Implementation of 3rd PRC in BSNL for executives by waiving of the affordability clause and Finalization of Wage negotiation for non-executives.**
- 2. “One Company - One Policy” for all Employee in BSNL. The disparity in the Pay, Perks & allowances and Promotional avenues of those on deputation and those Recruited/absorbed in BSNL must be removed and equal rights must be given to all.**
- 3. Settlement of residuals of 2nd PRC recommendation, including:**
 - a. Issuance of revised presidential order for replacement of the initial two scales E2 (20,600-3%-46,500) for JTO/JAO/Equivalent grades and E3 (24,900-3%-50,500) for SDE/AO/Equivalent grades, which was approved by the BSNL full board in May 2016 and sent to DoT.**
 - b. 30% defined contribution towards Superannuation Benefit as per DPE guidelines.**
 - c. Creating the mandatory Post-Retirement Medical Benefit Fund (PRMB) for BSNL recruits as per DPE guidelines.**
 - d. Settlement of Pay Loss issues of JTOs/JAOs recruited post 1.1.2007 due to wrongful implementation of 2nd PRC benefits for BSNL Recruits (22820/-, E1+5 increments, Pay fixation of DR JE to JTO, JE period Pay Loss).**
 - e. Fixing the appropriate JE pay scale and Review of NEPP to extend sufficient career progression to the non-executives.**
 - f. Redressal of stagnation issues pertaining to the employees of BSNL.**
 - g. Restoration of Medical Coverage (Indoor + Outdoor) as per initial BSNLMRS.**
 - h. Extension of Perks & Allowances (Transport, Children Education Allowance, TA/DA etc) and restoration of All India LTC etc.**
 - i. Creation of Death Relief Fund to support the families of the deceased employees of BSNL.**
- 5. Promotions for all eligible executives and non-executives across all streams/cadres and providing smooth career progression. Settlement of all pending seniority issues. Review of deficit and surplus circle transfer policy to enable inter circle, rule-8, Spouse, PWD and Medical cases transfer. Immediate issuance of all pending promotions.**
- 6. Delinking of Pension Revision with Profitability of BSNL. Pension Revision of BSNL/MTNL Pensioners at par with Central Government Pensioners and implementation of Hon'ble PBCAT judgement.**
- 7. Implementation of E1 instead of NE-12 scale for the non-executives at par with MTNL.**
- 8. Intervention at highest level with EPFO authorities to ensure that the EPF higher pension options of BSNL Executives are accepted. Strict Directions to all the Circle**

Heads to ensure compliance and not to thrust the responsibility of such compliances to the employee. Fixing up the responsibility for the lapses made in this direction.

- 9. Cancellation of Arbitrary Transfer orders issued vindictively against executives on promotion as well as long stay. The transfer & posting orders must be issued in line with the transfer policy and past precedence.**
- 10. Granting one time option to be covered under the CCS (Pension) rules 1972 for the executives and non-executives whose recruitment process was initiated / notified by DoT before formation of BSNL.**
- 11. Scrapping of SET recruitment and any lateral entry above JTO/JAO equivalent.**

Annexure - 2

References to the various assurances made by Management, the appeals and minutes issued by management and submissions by BDM, AIGETOA and BTEU are as stated below:

1. Letter from GS BMS to Hon'ble MoC vide letter no BMS/C-22/2026/008 Dated 06.01.2026 submitting to representation of facts by BSNL Management and non-implementation of assurances given to BDM & Hon'ble MoC.
2. Letter from Hon'ble MoC issued to GS BMS vide letter no. D.O No. 60-200/2025/SU-IV Dated 20.08.2025 conveying various steps being taken by BSNL to resolve the issues raised by BDM.
3. GS-AIGETOA-2025-26_90 Letter to CMD 4G Issues & Premature 3G Shutdown dated 31.12.2025.
4. GS-AIGETOA-2025-26-82 Letter CMD- SA-Restoration of SIM Activation dtd 03.12.2025
5. GS-AIGETOA-2025-26-80_Letter to CMD on 4G Issues in Field Dated 02.12.2025.
6. BDM/2025-26/18 Dated 21.07.2025 - Stopping the Organisational Action Programs.
7. BDM-2025-26-20 Letter on Non-Resolution of Issue even after firm assurance by BSNL Mgmt. of further Organisational actions by BDM.
8. BDM-2025-26-25 Letter to Hon'ble MoC for Implementation of 3rd PRC dtd 31.10.2025
9. GS-AIGETOA-202526_57 AIGETOA Representation HR Lapses and Transfer Irregularities 07.10.2025 Seeking enquiry into transfer retention, modification and cancellation issued by corporate office, Delhi.
10. GS BMS Letter to Hon'ble MoC on BDM Organizational actions - BMS-C-22-2025-186 dated 12.06.2025.
11. BDM-2025-26-13 Reply on Appeal_09-04-2025_ Agitation Notice Dtd 04.06.2025.
12. BSNL/7-1/SR/2023 Dated 02.06.2025 - Appeal to withdraw all organizational actions by AIGETOA and BTEU, proposed from 02-06-2025 to 17-07-2025 as per schedule vide letter dated. 20.05.2025.
13. BSNL/7-1/SR/2023 Dated: 30-05-2025-Minutes of Meeting of Director (HR) meeting with AIGETOA and BTEU.
14. BDM-2025-26-10 Agitational Notice Dated 20.05.2025.

- 15. BDM-2025-26-09 Continuation of Provocative Actions by BSNL Management Dated 19.05.2025.**
- 16. BDM-2025-26-08 submission of provocative actions by nodal cells dated 09.05.2025**
- 17. BDM-2025-26-06 Letter to CMD Immediate withdrawal of orders Amidst Sensitive National Emergency Situation Dated 07.05.2025.**
- 18. BSNL/7-1/SR/2023 Dated: 05-05-2025–Minutes of Meeting of Director (HR) meeting with AIGETOA and BTEU.**
- 19. BDM-2025-26-04 Agitational Notice Dated 01.05.2025.**