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

President
G Veerabhadra Rao
9440648648

General Secretary
Ravi Shil Verma
8373967633

Finance Secretary
Yogendra Jharwal
9414000877

All communication at E-mail - "chqaigetoa@gmail.com" only

No. AIGETOA/CHQ/2026-27/41 **Dated: 19.07.2026**

To,
Shri Amit Agrawal Ji,
Secretary (Telecom), GoI
Sanchar Bhawan, 20, Ashoka Road
New Delhi - 110001.

Subject: Urgent intervention sought into the arbitrary transfer and posting process in BSNL without any consideration to the approved transfer policy and SOPs, complete disregard of genuine hardship cases and the need for an independent inquiry following the recent unfortunate demise of a BSNL executive who was under severe stress and was fit for immunity against transfer being the caregiver of a specially-abled child.

Reference:

1. AIGETOA Letter No. GS/AIGETOA/2026-27/19 dated 14.05.2026.
2. AIGETOA Reminder Letter No. GS/AIGETOA/2026-27/29 dated 03.07.2026.

Respected Sir,

AIGETOA is constrained to seek your urgent intervention in a matter of grave concern affecting thousands of BSNL executives across the country with respect to the consistent neglect of the existing approved transfer policy and the associated directions/SoPs. Despite repeated representations submitted by AIGETOA vide our letters under reference, the issues raised have neither been addressed nor corrected. On the contrary, the transfer process has continued in complete disregard of the approved Transfer Policy, established Standard Operating Procedures (SOPs) and the principles of transparency, fairness and natural justice.

Today, we write this letter with profound grief. A recent unfortunate incident involving the demise of a BSNL executive following a massive cardiac arrest has deeply saddened the entire BSNL fraternity and raised serious concerns regarding employee welfare and well-being. While the medical cause of death is known, the circumstances preceding this tragedy raise extremely serious concerns regarding the functioning of the present HR administration and its complete insensitivity towards genuine humanitarian cases.

The deceased executive had recently been transferred from Nagpur, Maharashtra to Tamil Nadu despite being the officially recognised caregiver of his daughter suffering from nearly **70% Intellectual Disability**. **His caregiver status had already been recorded in the ERP system.** Despite representations requesting cancellation of the transfer on humanitarian grounds, no decision was taken for nearly two months. **His representations remained pending, leaving him under prolonged mental stress and uncertainty.**

Whether viewed from the perspective of administrative fairness, natural justice or humanitarian responsibility, this incident reflects a disturbing failure of the HR System

of BSNL to respond even to one of the most deserving categories recognised under the transfer policy itself.

The Association is not attempting to attribute this unfortunate demise to any single factor. However, the prolonged uncertainty, repeated non-consideration of a recognised caregiver case and the severe stress reportedly experienced by the concerned executive unquestionably warrant an independent examination and enquiry on why the approved transfer policies and previous orders issued with regard to handling of transfer cases are repeatedly being ignored.

Sir, this unfortunate incident cannot be viewed in isolation. It is symptomatic of a much larger administrative crisis which AIGETOA has consistently brought to the notice of the BSNL Management as well as the Department of Telecommunications (DoT) through its earlier representations. The Association has observed several serious discrepancies during the recent transfer exercise, including:

- Non-adherence to the approved Transfer Policy and selective implementation of policy provisions.
- Failure to publish the Long Stay List in advance and non-observance of the established practice of obtaining option preferences from executives coming under the zone of consideration.
- Complete disregard of genuine immunity and hardship cases, including Persons with Benchmark Disabilities (PwBD), caregivers of specially-abled dependents, executives suffering from serious medical ailments, spouse cases, executives above 56 years of age, those nearing superannuation and executives eligible under hard tenure and OTP provisions.
- **Inordinate delay in disposal of representations, despite BSNL's own transfer orders prescribing a timeline of fifteen days, resulting in prolonged uncertainty and avoidable hardship**.
- Non-implementation of judicial directions and approved administrative instructions in certain cases, further undermining confidence in the HR administration.
- **Absence of transparency, objectivity and accountability in the decision-making process, resulting in widespread apprehension that transfers are being governed by individual discretion rather than approved policies and institutional procedures.**

The unfortunate loss of a dedicated executive should serve as a wake-up call for the entire system. Every public sector organisation is expected to balance administrative requirements with compassion and fairness. **While organisational needs are important, they cannot override genuine humanitarian considerations recognised under approved policies.** An administrative system that fails to respond to such exceptional circumstances ultimately risks eroding employee confidence and organisational morale. Even the private companies follow standard operating procedure but despite BSNL being a 100 percent government owned company, it is violating all defined policies and norms.

In view of the above, AIGETOA most respectfully requests your kind intervention for the following:

1. **Institute an independent inquiry from DoT** into the implementation of the recent transfer and posting exercise, particularly with reference to policy deviations, selective implementation and handling of genuine hardship cases.
2. **Enquiry should also be conducted on the unjustified delay** in modifications, retentions and cancellations despite cases being found fit for such consideration under defined policy and norms. Why BSNL failed to respond to such cases even after two months of issuance of orders despite a window of 15 days given through its own orders.

3. **Call for the records pertaining to expenditure made by BSNL in defending the court cases and the number of cases lost by BSNL across various courts/tribunals.** Enquiry should in instituted, responsibility should be fixed and recovery of such expenditure should be made from the person found responsible for the lapses in adherence to the set policies, norms and prevailing orders.
4. **Call for the complete records relating to the transfer of the deceased executive**, including all representations submitted by him, internal file noting's, recommendations and reasons for non-consideration of his recognised caregiver status, so that the circumstances leading to the prolonged pendency of his case may be independently examined.
5. **Direct BSNL to immediately review all pending transfer representations** involving PwBD, caregivers, serious medical conditions, executives nearing retirement and other genuine hardship categories as submitted by this association.
6. **Direct BSNL to strictly implement the approved Transfer Policy** with complete transparency, uniformity and accountability while ensuring adherence to prescribed timelines for disposal of representations.
7. **Fix responsibility and initiate action for the policy violations, negligence or unreasonable delays in deciding on representation** so that accountability is ensured and similar situations do not recur in future.

Sir, BSNL executives have stood firmly with the organisation during its most difficult years and continue to contribute wholeheartedly towards its revival despite severe manpower shortages and unprecedented operational challenges. **They deserve an administrative system that is fair, transparent, accountable and compassionate, a system which works as per the defined policies, norms and hierarchical structure.**

AIGETOA is not seeking sympathy. It is seeking justice, accountability and systemic reforms. The recent unfortunate incident must become the catalyst for restoring humanity, transparency and natural justice in the administration of transfers and postings within BSNL.

We earnestly request your immediate intervention so that the confidence of thousands of BSNL executives in the administrative system may be restored and such unfortunate incidents are never be repeated.

With Regards

(Ravi Shil Verma)
General Secretary

Copy to:

1. **Shri Jyotiraditya M. Scindia Ji, Hon'ble Minister of Communications & DoNER**, Government of India, Sanchar Bhavan, New Delhi for kind information.
2. **Dr. Pemmasani Chandra Sekhar Ji, Hon'ble Minister of State for Communications and RD,** Government of India, Sanchar Bhavan, New Delhi for kind information.
3. **Shri A. Robert J. Ravi,** Chairman & Managing Director, BSNL for kind consideration for resolution of all pending highlighted discrepancies as submitted.
4. **Shri K Balaji Ji, JS (Admin),** Sanchar Bhawan, Ashoka Road New Delhi for kind information.
5. **Shri Kalyan Sagar Nippani Ji, Director HR BSNL Board** for kind information and necessary intervention in this matter.
6. **Shri Rajeev Kumar Kaushik Ji, PGM (SR/Pers) BSNL**, New Delhi for information and necessary action.