



Bharatiya Doorsanchar Manch

(भारतीय दूरसंचार मंच)

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

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BDM/2025-26/

Dated .06.2025

To,
Shri Narendra Modi Ji,
Hon'ble Prime Minister of India,
Prime Minister's Office (PMO)
South Block, Raisina Hill
New Delhi - 110011

Subject: Appeal to resolve critical issues impacting expeditious implementation of Swadeshi 4G/5G technology, BSNL's revival and execution of projects of national importance along with resolution of long pending HR issues pertaining to BSNL employees - Request for kind intervention – Reg.

"Jai Hind, Jai Bharat"

Respected Sir,

We, the office bearers of BDM (Bharatiya Doorsanchar Manch), a forum consisting of the like-minded groups of BSNL aligning with the **Bharatiya Mazdoor Sangh's vision of "Nation First" followed by "Organisational interests" followed by the "employee's interests are compelled to submit this representation with deep concern over the continuing failure of BSNL in addressing the strategic and operational priorities essential to the revival of our national telecom asset and realization of telecom goals which the Government of India has set for our beloved company BSNL.**

Today, our esteemed BSNL is grappling with numerous challenges due to the mismanagement of the pivotal Swadeshi 4G/5G Project, which holds immense strategic importance for both BSNL and the nation. A successful indigenous 4G launch will catapult India into an elite group of nations with its own 4G/5G core technology.

Despite the full support extended by the Government of India for the development and deployment of Swadeshi 4G/5G technology, the handling of the development of the indigenous mobile core network by BSNL Management and lack of accountability from vendors has led to unwarranted delays, issues in service quality, and massive subscriber churn, ultimately leading to significant revenue losses. The growing dissatisfaction among customers and employees alike is a clear indication that corrective measures must be undertaken without delay but no tangible action in this regard has been witnessed so far despite bringing the teething issues many a times before management.

BSNL's struggles extend beyond 4G, with fundamental issues in the FTTH segment also being overlooked, allowing competitors to gain the upper hand in this highly competitive market. Despite persistent warnings about backhaul, network, and the infrastructure issues, the management has failed to take decisive action, leading to customer dissatisfaction and revenue losses.

The root cause of these problems lies in the management's ineffective implementation strategies and failure to manage vendors efficiently, resulting in missed opportunities and stagnation. Due to the continued inaction, there is a growing discontent and feeling of uncertainty among the BSNL employees and ex-employees. **This unrest stems from the management's apathetic approach towards addressing critical concerns vital to BSNL's viability and resolving the long pending HR issues which are again the offshoots of the management's failure to ensure a substantial increase in the revenue in BSNL's Core Business area i.e. Telecommunication Services despite unparalleled support extended by Government of India through a series of revival packages and other supportive measures.** Specifically, the management's failure to ensure a smooth and expeditious rollout of the indigenous 4G/5G Core technology and allocate adequate resources for operational and maintenance issues has further exacerbated the situation.

Despite being a strategic PSU with national presence and immense significance, BSNL continues to function without a regular appointment at the apex position where continuity is a must for executing the projects of national importance like Swadeshi 4G and Bharatnet. The presence of a full-time and regular leadership is very much essential for taking expeditious strategic decisions, avoiding setbacks to critical projects and avoiding the organization getting pushed into another phase of uncertainty.

BSNL management has not only been inconsiderate on the issues of BSNL viability but the crucial HR concerns of the BSNL employees and retirees have also remained ignored. **The unsung warriors of BSNL who have devoted themselves for the cause of nation largely remain affected from lack of proper pay, lack of proper social security, lack of proper pension, lack of proper health care, lack of proper resources/equipment's for maintenance and lack of a smooth career progression despite almost all of them being professionally/technically qualified.**

There is huge disparity in the Pay Structure, Pension, Promotional Avenues, Perks & Allowances within the BSNL wherein one group of the officers on deputation from outside organization has been extended all benefits and preferential treatment while those recruited/absorbed in BSNL are being denied everything in the name of the profitability despite BSNL being a Strategic Telecom PSU in India. **The disparity in the Pay, Pension, Perks & allowances and Promotional avenues of those on deputation and those Recruited/absorbed in BSNL has been acknowledged even by the Parliamentary Committee on Public Undertakings (COPU) in its sixth report for BSNL submitted to 18th Loksabha which included the recommendations on the operational, viability and HR issues of BSNL.** Despite, such high level recommendations, the recommendations of the COPU remains largely unaddressed by Management.

Employees are getting increasingly frustrated due to the management's failure to address critical problems hindering BSNL's growth which is further resulting into the denial of the long-standing HR issues. The disparity in pay structure including pay revisions, perks and allowances, pensionary benefits and non-accountability on the part of management is directly affecting the morale of the workforce. The management's lack of recognition for employees' hard work and dedication is further demotivating. **It will be worth to mention that during COVID-19 period, the BSNL warriors kept the communication services up and running without fearing for their life & family. More than 380 BSNL employees**

died due to Covid 19 infection, most of them while attending the Telecom emergency duties. It is indeed sad to mention that families of these unsung corona warriors have been left to their own by BSNL without any appreciable social security benefits. The devotion of BSNL employee, which often remains unacknowledged, have been clearly demonstrated during various national emergencies, including the recent tense geopolitical situation. These telecom warriors risked their lives to ensure uninterrupted communication services across the nation and border areas. We earnestly request for honouring these sacrifices through just and timely policy action by rewarding them with the resolution of their long pending dues of Pay, Pension, Promotions and 3rd PRC.

In view of the continued inaction and non-caring attitude of BSNL, Bhartiya Doorsanchar Manch has organized a memorandum serving campaign with charter of demands related to BSNL viability and resolution of long pending HR issues. We solicit Your kind intervention in resolution of the following core issues raised by the Bharatiya Doorsanchar Manch:

DEMANDS:

A] BSNL's viability Issues:

1. Enquiry into the circumstances leading to the failure of BSNL to expeditiously launch the full-fledged 4G and 5G services PAN India under Atma Nirbhar Bharat. Issuance of white paper on the actions taken by BSNL to resolve the problems in smooth rollout of the 4G services (Voice fine tuning issues etc.) and to arrest the growing customer dis-satisfaction.
2. Implementation of recommendations given by the Committee of Public undertakings (COPU) in its 6th Report for BSNL dated 18th December 2024 submitted to the 18th Loksabha.
3. Overhauling and strengthening of backhaul and other fibre network of BSNL. Alternate mechanism to arrest the frequent media outage leading to consistent problems in backhaul and low network availability.
4. Provisioning of adequate resources to the field officers for Network and FTTH maintenance, including tools and mobile handsets for field staff.
5. Issuance of white paper on the assets of BSNL which has been taken by DoT after 01.10.2000 without providing adequate compensation to BSNL and transferring its ownership back to BSNL as envisaged in the terms and conditions formulated while incorporating BSNL.
6. White paper on utilisation of various "Revival Packages" by BSNL vis-à-vis the investment made and its associated outcome.
7. White Paper on the outcome of the Consultant appointed for Organisation Transformation in Strategic Area vis-à-vis the expenditure made.
8. Posting of a Regular CMD, CGMs and BA heads at the earliest in BSNL for continuity in the implementation of the various decisions/projects and telecom objectives of the government especially that of Atma Nirbhar Bharat in Telecom.

B] Resolution of Long Pending HR Issues:

1. Implementation of 3rd PRC in BSNL for executives by waiving of the affordability clause in view of the BSNL's status as strategic PSU and its involvement in the "Make in India" initiative for development of Swadeshi 4G/5G Technology. Finalization of Wage negotiation for non-executives. (Pending since 01.01.2017)
2. 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. (Pending since 01.01.2017)
3. "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.
4. Settlement of residuals of 2nd PRC recommendations, (Pending since 01.01.2007)
 - 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.
5. Promotions for all eligible executives and non-executives across all streams/cadres and providing smooth career progression with minimum span of years to the employees of BSNL by provisioning of sufficient promotional posts through restructuring review. 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. Implementation of E1 instead of NE-12 scale for the non-executives at par with MTNL.
7. 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.

8. 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.
9. 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.

We reaffirm our unwavering commitment to supporting the Government of India's ambitious telecom objectives, with a strong focus on promoting indigenous technologies such as 4G and 5G. Our dedication extends to the BharatNet initiative, aimed at connecting rural areas and fostering digital inclusivity. We remain steadfast in our pursuit of national telecom goals, aligning our efforts with the vision of a digitally empowered India. Our work is driven by a passion to advance BSNL's interests while contributing to the nation's growth and development.

We trust that this appeal will prompt timely intervention from your esteemed self, ensuring the safeguarding of the Swadeshi Mobile Technology, BSNL's revival and continued relevance in the rapidly evolving telecom landscape. We are confident that with proactive measures and strategic support, BSNL can regain its glory and play a vital role in India's digital growth story, ultimately benefiting the nation and its citizens and also get resolve of long pending HR issues of the BSNL employees.

(_____Signature of BDM_____)

Copy for kind information please:

- 1. Shri Jyotiraditya M. Scindia Ji, Hon'ble Minister of Communications, Govt of India, Sanchar Bhawan New Delhi.**
- 2. Dr. Pemmasani Chandra Sekhar Ji, Hon'ble Minister of State in the Ministry of Communications**
- 3. Dr. Neeraj Mittal Ji, Secretary (T), Dept of Telecom, Govt of India, Sanchar Bhawan, New Delhi.**
- 4. Sh A Robert J Ravi Ji, CMD BSNL, BSNL Corporate Office, H. C. Mathur Lane, Janpath, New Delhi.**
- 5. The CGM, Telecom Circle,**