



BSNL EMPLOYEES UNION

Central Head Quarters

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General Secretary

Main Recognised Representative Union.
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BSNLEU/604 (DEV)

27.05.2024

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi – 110 001

Sir,

Sub: - **Feedback on interaction with the Recognised Unions and Associations - req.**

We appreciate the initiative taken by the CMD BSNL to engage in discussions with the recognized unions and associations. This interaction was aimed at reporting the current activities of the company and the decision of the Management to engage the Boston Consulting Group (BCG). You may recall that, BSNLEU has consistently suggested for periodic interactions with the unions and associations to keep them informed about the Company's developmental activities. Such interactions would place the unions and associations in a better position to motivate employees for the effective implementation of various schemes and projects initiated by the Management. We hope that the CMD BSNL will continue to hold these periodic interactions in the future.

Ever since BSNL incurred losses in the fiscal year 2009-2010, the Management has engaged consultants such as Deloitte and KPMG, and their recommendations have been fully implemented. Despite these measures, the condition of BSNL has deteriorated further, indicating that the root of the problem lies elsewhere. Basically, the decline of BSNL is attributable to the company's inability to expand its networks with state-of-the-art technology. From 2007 to 2012, BSNL was unable to procure equipments necessary for the expansion of its mobile networks. Subsequently, the Management's failure in the timely deployment of 4G and 5G technologies has significantly contributed to the current crisis.

Although the discriminatory policies of the government have greatly impacted BSNL's financial condition, the Management cannot fully absolve itself from its failures. We have no hesitation in stating that, government-imposed obstacles, such as the denial of permission for the upgradation of BSNL's 4G-compatible BTSs and prohibiting BSNL from procuring 4G equipments from global vendors on par with private operators, have hindered BSNL's progress. Had BSNL launched its 4G services on time, the company would not be experiencing massive exodus of customers and could have substantially expanded its customer base and increased revenue. It is pertinent to state that, BSNLEU has proposed concrete alternative solution to tide over the present crisis.

Without addressing the core issue, it is regrettable that BSNL Management has resorted to undertaking cosmetic exercises. In the view of BSNLEU, the engaging of BCG is a futile exercise. It has resulted in the unnecessary expenditure of Rs.132.16 crore. We suggest that the Management leverage the existing talent and experience within its workforce. It is unfortunate that this talent and experience are not being utilized to their full potential. In a recent meeting, the CMD BSNL informed BSNLEU that, 90% of the Company's work would be outsourced in future. This approach will lead to further wastage of resources and under utilisation of existing manpower.

During the meeting held on May 24, 2024, unions and associations expressed their deep concern over the non-settlement of burning HR issues, such as the non-settlement of wage revision, which is demotivating the employees. The Management needs to address these concerns in the appropriate manner.

We are bringing the aforementioned views to your kind notice, with the fond hope that they would be viewed in the right perspective by the Management.

Thanking you,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'John Verghese', with a stylized flourish at the end.

(John Verghese)
Acting General Secretary

Copy to: All Functional Directors of BSNL Board.
