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General Secretary

BSNL EMPLOYEES UNION

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BSNLEU/ 604 (DEV)

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To,

**Shri P.K. Purwar,
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane,
Janpath, New Delhi – 110 001**

Sir,

Sub: - **Restarting regular interactions with the unions and associations - req.**

At the outset we wish a very Happy New Year to you, as well as to all the Directors of the BSNL Board.

BSNLEU has long been demanding that, the CMD BSNL should hold regular interactions with the unions and associations, so as to keep the latter informed about the various developments taking place with regards to the financial revival of the Company.

It is a fact that, the unions and associations of BSNL have a glorious past, of taking constructive steps for strengthening the financial viability of our beloved Company. Apart from going on struggles against the blockade of denying equipment procurement to BSNL, the unions and associations have also conducted many movements, to improve the quality of BSNL's services and thereby to enhance the customer satisfaction.

For example, the "Customer Delight Year" movement, organised by the unions and associations of BSNL, went in a big way in improving the work culture of the employees and thereby resulting in enhanced customer satisfaction. We can cite more examples of the employees' contribution to improve the financial viability of BSNL. In April / May, 2016, the BSNL Management took two innovative steps. The first step was that of introducing the "Night Free Calling". The second step was that of introducing "All India Free Roaming". With the view to popularise both these steps among the general public, the All Unions and Associations of BSNL (AUAB) launched a massive "Month Long Marketing Campaign".

As per this call, the Executives and Non-Executives of BSNL went to the general public on a war-foot basis and popularised the "Night Free Calling" and the "All India Free Roaming" schemes. It is important to mention here that, the employees did this voluntarily and beyond their duty hours. It is a matter of pride for the unions and associations of BSNL that, they were able to willingly involve employees from the rank of DGM, up to the Regular Mazdoors in this campaign. Many road-shows and rallies were organised by the AUAB, to popularise the products of BSNL among the general public.

As a result of the above efforts taken by the employees, BSNL was able to garner the highest number of mobile customers in July / August, 2016, pushing back all the private operators. BSNL also started earning operating profit during this period and it is an undeniable fact that, the employees have played a big role in it.

During that period, the BSNL Management also showed much inclination in involving the unions and associations, for improving the financial viability of the Company. The CMD BSNL was regularly holding meetings with the General Secretaries of the Recognised Unions and Associations. In these meetings, the CMD BSNL used to brief the General Secretaries of the Recognised Unions and Associations, about the plans and strategies being adopted by the Management to improve the financial condition of the Company.

The unions and associations in turn, utilised these inputs for motivating the employees to give better performance. There was a great deal of coordination between the BSNL Management and the unions and associations in those days. When the AUAB decided to organise the "Service With A Smile" movement, the then CMD BSNL, Shri Anupam Srivastav ji, was kind enough to get that movement kick-started through a huge meeting held in the Corporate Office premises.

However, we regret to say that the coordination between the Management on one side and the unions and associations on the other side, has become a story of the past. Despite our insisting upon you on many occasions, you are reluctant to have regular interactions with the unions and associations, as was done in the past. Even during this COVID-19 pandemic situation, interactions could have very well been organised with the unions and associations, through video conferencing.

Unfortunately, that has not happened. Perhaps, you are under the impression that the unions and associations are there only to raise the demands of the employees. The unions and associations are aware that, fulfilment of the demands of the employees will only remain a distant dream, if the financial condition of the Company continues to deteriorate. Hence, early financial revival of the Company is not only the agenda of the Management, but it is the agenda of the unions and associations also. The Management's mind-set of viewing the unions and associations as an headache, should be shed.

In view of the foregoing, we urge upon you to restart the practice of having regular interactions with the unions and associations, for the sake of involving the employees for the early revival of the Company.

Thanking you,

Yours Sincerely,



[P. Abhimanyu]
General Secretary

Copy to: Shri Arvind Vadnerkar, Director (HR), BSNL, Bharat Sanchar Bhawan, New Delhi – 110001