



**BHARAT SANCHAR NIGAM LTD.**

**BHARAT SANCHAR NIGAM LIMITED**  
(A GOVERNMENT OF INDIA ENTERPRISE)  
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F. No. BSNL/20-11/SR/2012

Dated, the 4<sup>th</sup> July, 2012

To,

All General Secretaries of Unions/Associations of BSNL Employees.

Ref: Member (S), DoT DO letter no. 25-07/2009-SR dated 22.06.2012 addressed to CMD, BSNL.

Sub: Espousing the service matters of BSNL employees by the unions / associations - regarding

Kind attention is invited to this office letter no. BSNL/39-1/SR/2009 dated 19th March, 2009 followed by reminder dated 26th April, 2011 advising the unions and associations in BSNL to desist from addressing directly the Department of Telecom on issues related to their grievances & demands; and to follow the procedure outlined in DOT letter no. 10-12/87-SRT dated 05.05.1987. Despite issue of these instructions, some of the unions/associations are still addressing the Department of Telecom directly inviting its attention to their demands. In this regard, the Department of Telecom has taken a strong objection to letter no. UF/CHQ/Secy(T) DOT/12-13 dated 15th June, 2012 written by the United Forum of BSNL Executives' Associations and re-iterated that channel of communication has already been defined in DOT letter dated 5.5.1987. It has further been pointed out that the Government is not supposed to enter into correspondence with the Associations on their service matters unless they have been granted recognition by the Government. Considering the fact that the service associations are now being recognised by BSNL and not by DOT and as such, as per laid down principles, the unions/associations should not correspond directly with the Department of Telecom.

2. To avoid recurrence of such incidents in future, the General Secretaries of all the unions & associations of BSNL employees are advised to scrupulously follow the guidelines contained in Part II relating to 'Channel of communications' of DOT letter dated 5.5.1987; and to avoid addressing either the Hon'ble MOS(C&IT)/MOC & IT or the senior officers in the Department of Telecom directly for redressal of their issues and grievances. They are further advised to take up the issues with BSNL management at appropriate level. In turn, the BSNL management shall take up the issues with the DOT wherever the issue warrants DOT consideration or specific approval of DOT is required. The General Secretaries may also impress upon other union office bearers of their unions/associations not to address the DOT directly and adhere to the prescribed procedure.

*Mukesh Meena*  
(Mukesh Meena)  
DGM (SR), BSNL C.O.

Copy for information to:

1. PPS to Member (Services), DoT.
2. PPS to CMD, BSNL.
3. PPSs to All Functional Directors, BSNL.
4. All CGMs, BSNL
5. All PGMs / GMs, BSNL C.O.