



F. No. BSNL/39-1/SR/2009

Dated, the 26th April, 2011

To,

All General Secretaries of Unions/Associations of BSNL Employees.

Sub: Espousing the service matters of BSNL employees by Unions/Associations - reg.

Please refer to this office letter of even no. dated 19.03.2009 on the above referred subject. The Department of Telecom. has brought to the notice of this office that albeit taking up the issues by the unions and associations of BSNL employees directly with DOT has drastically reduced, yet some of the Unions / Associations of BSNL employees are still corresponding directly with Department of Telecom. With a view to avoid any unpleasant situation, it is imperative that the instructions contained in DOT OM NO. 10-12/87-SRT dated 05.05.1987 on 'channel of communications' are scrupulously followed.

2. The General Secretaries of all the unions & associations of BSNL employees are once again advised not to refer their grievances directly to Department of Telecom., but instead take up the matter with concerned authority in BSNL as per the prescribed mechanism. Moreover, it has also been observed that ignoring the channel of communication as contained in the aforesaid instructions dated 5.5.1987, the District / Circles Secretaries of the unions / associations directly correspond with the Corporate Office. This needs to be discouraged. The General Secretaries are accordingly advised to ensure that the instructions dated 5.5.1987 are followed scrupulously by all the office bearers of their union / association functioning at different levels.

*N.K. Narang*  
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Sr. GM (SR), BSNL C.O. 26/4/2011

Copy for information to:

1. PPS to CMD, BSNL.
2. PPSs to All Functional Directors, BSNL.
3. All CGMs, BSNL.
4. All PGMs / Sr. GMs, GMs, BSNL C.O.
5. Director (SR) DOT, Sanchar Bhavan, New Delhi. w.r.t. his letter No.25-07/2009-SR dated 15.04.2011