

महाराष्ट्र परिमंडल, छठी मंजिल,
बी विंग, प्रशासकीय इमारत,
जुहू रोड, सांताक्रुज(पश्चिम), मुंबई- 400054.
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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LTD.
(A Govt. of India Enterprise)

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Dated : 12/06/2025

**MINUTES OF THE 3RD CIRCLE COUNCIL MEETING WITH RECOGNISED UNIONS HELD
ON 26TH APRIL, 2025**

The Circle Council Meeting with Representative Unions (BSNEU and NFTE) under the Chairmanship of Shri Harinder Kumar, CGMT, MH Circle was held on 26.04.2025 at 11.00 Hours in the 2nd floor conference hall, BSNL Admn bldg., Mumbai. The list of office side members and staff side who were present at the meeting is enclosed at Annexure –I.

At the outset, Shri K.H. Morey, DGM (Admn), MH Circle, welcomed the Chairman, CCM Menbers, and all senior officers. The session began with the observance of a two-minute silence in memory of those who lost their lives in the recent Kashmir incident and then meeting commenced with the introduction of all members.

All CCM members welcomed CGM with a bouquet as a gesture of respect and appreciation.

Address by Chairman(CGM)

CGM addressed the gathering and highlighted the steps being taken at the Circle and Corporate levels to improve operational efficiency.

- The CGMT began by appreciating all employees for their hard work and dedication, which has contributed to making the Maharashtra Circle net profitable.
- He informed the gathering about the ongoing MAAN installation and the deployment of Optical Fibre Cable (OFC), which is being executed smoothly across the Maharashtra Circle. While some minor network issues may arise in the deployed MAAN network, the CGMT emphasized the importance of continuing to follow BSNL Corporate Office directives in support of the "Make in India" initiative. He expressed confidence in forming mission-driven organizations and contributing meaningfully to national development.
- With respect to BTS sites, installations have been completed across all circles, including Maharashtra. Out of the target of 2,500 saturation sites, 2,100 have already been installed. The Ministry of Communications (MoC) and the Maharashtra State Government are closely monitoring these developments.
- In the rental business, the Maharashtra Circle is leading with strong progress. Substantial savings have been achieved in electricity costs through a systematic approach, made possible by the continued support of the team. The CGMT also mentioned that the Circle's cash flow position is improving.
- Looking ahead to the next financial year, the CGMT emphasized the need for even greater efforts. He urged everyone to focus on SIM selling services, especially bulk SIM sales across all channels. Maximizing SIM sales will provide an immediate boost to both revenue and customer base.
- The CGMT highlighted a promising business opportunity of ₹1.5 crore per month from the BharatNet project. To capitalize on this, the BharatNet network must be strengthened, and high-quality services ensured through proper maintenance of the OFC network.
- He stressed that we should not rely solely on vendors or consultants. Instead, we must understand and take full ownership of our systems and operations. This sense of accountability

must flow from BA/OA heads down to every BSNL employee. He called upon all staff to move forward with pride, ownership, and a commitment to rebuilding and strengthening BSNL.

- The CGMT expressed disappointment with the quality of services in the Maharashtra Circle, citing major issues in the maintenance of mobile towers and the OFC network. He stressed the need to keep maximum network uptime and called for a change in working patterns to resolve issues more efficiently.
- A combined NOC (Network Operations Center) for 4G Mobile, Transmission, and CFA is being established in Pune. This NOC will enable first-level fault tracking and immediate communication with field teams. The system will ensure coordinated response among Transmission and other verticals.
- Lastly, the CGMT emphasized the importance of a healthy working environment. He urged all offices to maintain hygiene and cleanliness and suggested space optimization by weeding out old physical files in line with standard record retention guidelines. A clean, organized, and positive workplace will help improve staff morale and productivity.

BSNL Maharashtra Circle – Vision for the Year: This year is a critical turning point for BSNL in terms of network usage and customer experience. With a capable workforce of over 3,000 employees in the Maharashtra Circle, we have the strength and intelligence to drive this transformation. No other network possesses the depth of understanding and adaptability that BSNL has developed.

Vision and Commitment: We must work toward delivering a better future for the next generation of BSNL. It is essential that we clearly define when and how the transformation in BSNL will happen, and communicate that vision both internally and to our customers.

Services to customers: Customers should view BSNL as a trusted and reliable service provider. SIM activation from home is now a reality. Customers can complete KYC online from the comfort of their homes. Self-KYC and SIM activation via platforms like Flipkart are available, making the process seamless and modern.

Speech by CCM Leader Shri Ranjan Dani

Shri Ranjan Dani extended a warm welcome to all CCM Members and officers. During the meeting, he conveyed an important message from the CGMT:

“Let us not differentiate between the Management side and the Staff side – we are all working as one team.”

- He noted that the CGMT's address covered both achievements and challenges, providing valuable insights into the strengths and weaknesses of the organization. The address was not only informative but also inspirational, reinforcing the collective purpose and direction of BSNL.
- It was suggested that CCM meetings should be held every three months to ensure timely review and action on key matters.
- Shri Dani acknowledged that, despite challenges such as the PRC, transfers, and other issues, the Maharashtra Circle managed to achieve a profit of ₹150 crores, which he credited to the dedication and devotion of the staff.
- He recommended that Business Area (BA) Heads should be entrusted with greater responsibility, especially in handling local issues. He requested that BA Heads be empowered to resolve such matters at their level to avoid unnecessary escalation to the Circle office, thereby reducing the administrative burden on CGMT.
- Shri Ranjan Dani wondered about holding frequent video Conferences and asked necessities of such meeting and requested to discuss pending HR issues along with development issues in such VC's. CGMT agreed for this.
- Highlighting healthcare concerns, he pointed out the poor condition of the cashless medical facility in the Maharashtra Circle and requested that each BA must ensure at least one empanelled cashless hospital is available for employees.

- It was also emphasized that the Main Customer Service Centres (CSCs) should be operated by BSNL staff to maintain service quality and accountability.
- Regarding medical reimbursements, Shri Dani suggested that a target be set for clearing all pending medical bills of retired employees.
- On the 4G front, he recommended that wherever 4G sites have been activated, proper publicity should be done to inform the public and promote SIM sales. He stressed that publicizing the success of 4G would help in customer acquisition.
- Shri Dani strongly advocated for both motivational and technical training for non-executive staff, recognizing their significant contributions to BSNL's productivity and growth.
- He reiterated that the Junior Engineer (JE) cadre is the backbone of BSNL, but there is currently a shortage of JEs in Maharashtra. Many JEs are performing the duties of JTOs/SDEs, leading to work overload. He therefore demanded that JE recruitment be prioritized.
- Basic workplace facilities were also discussed. He urged that essential amenities such as drinking water, cleanliness, and basic infrastructure be ensured. Computers with internet connectivity and printers should be readily available and accessible to all staff to support efficient operations.
- On the matter of transfers, Shri Dani pointed out that BSNL Corporate Office transfer guidelines are not being followed in some SSAs. He requested that instructions be issued to all SSAs/BAs to strictly adhere to these guidelines.

In conclusion, Shri Ranjan Dani thanked the CGMT and assured full support from the unions and staff for the continued improvement and growth of BSNL.

Speech by Shri Ganesh Hinge, Secretary Staff Side:

Shri Hinge expressed heartfelt thanks for the ongoing developments, both in terms of technical advancements and HR-related improvements. He appreciated the positive approach being taken to address various issues raised by staff and stakeholders.

- It is encouraging that April has been declared as HR Month, and commendable efforts have been made to reach out to the grassroots level, maintaining regular communication on various matters.
- He expressed hope that within the next two to three months, another fruitful and productive meeting will be held. Shri Hinge affirmed that everyone is united in purpose and continues to feel motivated by the consistent support and guidance provided by the leadership.
- However, he also highlighted that the current network situation in the Maharashtra Circle is not satisfactory. He expressed sincere hope that by the time of the next meeting, BSNL's network will have seen significant improvement.
- He told that now BSNL has taken over telecom services of MTNL Mumbai. However, services in MTNL are very poor and it is hampering growth of MH. Circle. Because BSNL customers from nearby Districts like Thane, Palghar, Raigad, Pune & Nashik are travelling daily for official or business purpose. But they are not getting minimum telecom service in Mumbai Area. That's why they are porting to other operators. The number of such customers are in lakhs. So there is a need of hour to retain these customers by providing minimum services.
- Looking ahead, Shri Hinge expressed optimism that in the financial year 2025-26, BSNL's revenue should exceed ₹1,000 crores. Achieving this milestone will pave the way to fulfill long-standing demands such as the PRC and other employee benefits.

He concluded by expressing confidence in the leadership and guidance of the CGMT, under which the Maharashtra Circle is poised to witness substantial progress and transformation.

Old Agenda Items discussed in CCM meeting date 29.08.2024:

1) Recruitment in Junior Engineer cadre:

Discussion/Decision: Letter in this regard sent to corporate office, New Delhi, it was informed by Union to keep the agenda point open. The CGM instructed to issue a reminder letter to Corporate office. The Union side also decided to raise the issue at the National Council level.

Remark: Action to be taken by DGM (HR)

2) Provision of Basic necessities:

Discussion: It is demanded to provide Basic amenities like drinking water, cleanliness, and basic necessities to create good working environment like computers with internet connectivity and printer should be available at workplace and accessible to all staff.

Decision: HR Agenda should be discussed and Compliance should be obtained from BA Heads, in video conference (VC). And as decided in previous meeting Custodian in charge will be appointed, letter in this regard will be issued by Admin section.

Remark: Action to be taken by Admin/Civil/Electrical/IT

3) Special Training to Telecom Technician and Asstt. Telecom Technician (Field level)

Discussion/ Decision: A comprehensive training program will be chalked out with the help of RTTC and present need of BSNL/Customers will be considered for effective transformation of Human Resources.

Remark: Action to be taken by DGM (HR)

4) Non-settlement of medical bills of covid period of Ahmednagar BA.

Discussion: There is no issue with regard to medical bills of working employees in medical bills. CGM suggested to bring specific case if any. Case of retired employee Shri Apte, Ahmednagar discussed. CGM emphasised that cases of retired employees do not come in the system. A provision has been made for retired employees that however bills are deposited, there will be simultaneous entry in Intranet and receipt will be generated through which status of bill can be monitored. Instruction given to IT team to make this provision.

GM (F) informed that, A list of retired employees whose medical bill is settled, but payment could not be made due to non-availability of latest/correct bank details in system.

Case of Shri Shedame, in Nagpur SSA where that employee also passed away but till now the medical bills have not been cleared. Details of Nagpur case may be brought to the notice of CGM.

It was also told that Medical bills (observing all formalities) received from BA/OA will be settled within 3 months at Circle Level and abnormal delay will be avoided Specific instructions will be issued to BA/OA for settlement of medical bills within stipulated period observing BSNLMRS guidelines.

Decision: Instruction will be given to IT team to make provision on the Intranet for retired employees to ensure timely processing of their medical bills.

Remark: Action to be taken by IT/Finance section

5) Non-availability of manpower and non-allocation of adequate fiber for Sindhudurg OA.

Discussion: None of the officers who were assigned postings to Sindhudurg SSA have joined their respective roles. There have been numerous complaints regarding the non-allocation of adequate fibre.

a. Smt. Savith Gupta, AGM from Pune, was posted to Sindhudurg and had requested retention until March 2025. However, she has yet to join Sindhudurg SSA. Similarly, b. Shri Rajendra Gaikwad, AGM from Aurangabad, was assigned to Sindhudurg with retention approval until 2026, but he has not yet joined either.

c. Shri Chetan Jadhav, JTO from Jalgaon, was also posted to Sindhudurg, and all officers were relieved from the ERP system in December. Despite this, none of these officers have reported to Sindhudurg SSA as of now. As per the latest order issued yesterday, one JTO has been assigned to Sindhudurg.

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Four officers were relieved from Sindhudurg SSA, but only two JTOs have been assigned in their place, creating an imbalance in staffing.

It was suggested that officers with the longest tenure in Kolhapur SSA could be transferred for a period of two years. After this period, they would be returned to Kolhapur, and then the next longest-serving officers would be transferred in turn. This approach would help maintain a fair and systematic transfer process.

Decision: After receiving New T&P guidelines from COND, the issue will be addressed, and replacements will be provided to resolve the staffing imbalance in Sindhudurg SSA. Retention is granted to employees for various reasons, including personal grounds, issues related to female employees, immunity, and medical reasons. It is not the case that there is any reluctance to offer retention in Sindhudurg SSA.

Remark: Action to be taken by DGM (HR)

6) Non settlement of EPF claims:

Discussion: Case of Smt. Suraj Pawar: MH EPFO Circle nodal and Nodal Officer Kalyan along with Suraj Pawar visited Bandra EPFO office. Documents were asked by EPFO, copies are already submitted by nodal officers Kalyan and further persuasion is taken by nodal officer, Kalyan. This issue has not been resolved for a long time.

Decision: 2 cases have been identified. Case of Shri Ramesh Mane from Jalna and Smt Suraj Pawar from Kalyan. It was suggested that CCM Secretary will coordinate with Circle/BA nodal officers for early settlement of long pending EPF cases of non executive employees. He will provide details to GM(F) as and when required for settlement.

Remark: Action to be taken by GM (Finance)

7) Maintenance activity of Civil/Electrical wing:

Discussion: Appointment of Custodian and Maintenance Activities

The meeting discussed the appointment of a custodian in charge for maintenance activities. These activities are to be carried out based on requisitions received from various BA Heads. The Civil Wing was instructed to take a follow up on this matter and ensure that instructions are issued to the BA Heads accordingly.

Decision: It was emphasized that civil works should commence before the rainy season. This matter will be further addressed after discussions with the BA Heads to ensure timely execution.

Installation of Red Lights on Towers: A decision was made to install red lights on every tower to ensure safety and compliance with regulations.

Structural Audit of Old Buildings: It was decided to conduct a structural audit of old buildings in rural areas. BA Heads were requested to raise demands for the necessary audits and assessments.

Remark: Action to be taken by CE (Civil)/CE(Electrical)

8) Reduction in downtime:

Discussion: 1. To reduce downtime of CNTX routes tender for hiring dark fibers for (Mumbai-Nagpur Mumbai-Pune) route is in progress by CNTX which is in final stage.

2. DG downsizing work is being carried out by Electrical wing in all OA/BA.

As per requirement sent by BA, rehabilitation plan of OFC routes of 130 KM has been approved and budget for same is allotted. In the meeting to improve uptime of OFC network it is decided to rehabilitate 2241 KM and replacement of 5587 KM OFC route for Fin year 2025-26. CCM members suggested to deploy auto start the generator at unmanned stations.

Decision: CGM suggested that High rating battery backup should be used in place of DG where no manpower is available. Instructions to be issued to BA heads to review DG locations where battery backup can be used as alternative.

Remark: Action to be taken by Pr. CE(Electrical).

9) Staff strength of MH Telecom Circle.

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Decision: It was suggested the actual staff strength of working employees and the sanctioned strength are to be made available on MH Intranet, so that issues can be taken up at a higher level. Therefore, it is directed to provide details of both the current staff strength and the sanctioned strength.
Remark: Action to be taken by DGM (HR)

10) Forwarding Rule-8 and Rule-9 applications in JE Cadre (Inter Circle):

Discussion: All Rule-9 applications of JE have been sent to BSNL Corporate Office New Delhi. Relieving orders of JE for whom the approval has been received are issued by Circle Office. At present pending Rule -9 cases are NIL. Rule 8 as on date only 4 applications of JEs applied in shortage Circle are pending.

The CCM members expressed their gratitude to CGM for issuing all Rule 8 and Rule 9 transfer orders, effectively addressing those matters. However, it was noted that in three cases under CNTX, although Rule 8 transfer orders have been issued, the employees have not been relieved, as CNTX is insisting on substitutes. The matter is to be taken up with the CNTX office for resolution.

A specific case of transfer from Akola CNTX to Akola SSA was raised. CCM members requested that at least medical ground cases be considered sympathetically. A meeting with the CNTX office is scheduled for Wednesday, where this issue will be discussed, and a list of critical cases may be provided to CGM.

The Rule 8 and Rule 9 intra Circle transfer of three JEs from Bhandara to Nagpur, Chandrapur to Pune remains pending. CCM members requested to release waiting list of JE.

Decision: It was emphasized that this matter will be addressed upon the implementation of the new transfer policy being formulated by BSNL Corporate Office, New Delhi. The Circle Admn will convince to CN TX (west) Admn to relieve the JEs in time whose transfer orders are issued by MH. Circle. Intra Circle request of JEs from Bhandara to Nagpur, Pune to Chandrapur or other BAs will be considered positively.

Remark: Action to be taken by DGM (HR)

11) No review meeting against minutes issued.

Decision: There is no need for a separate review meeting, as meetings are already being held regularly.

Remark: Case closed.

12) Conversion of LDC (TA) into TOA/Sr. TOA pattern- Avenues of promotion to left out LDC(TA).

Decision: Letter has already been sent to BSNL Corporate Office. It was decided to keep the matter open until the matter is resolved.

Remark: Action to be taken by DGM (HR)

13) Celebration of Women's Day

Decision: CCM members suggested that unions and associations be included in the Women's Day celebration organized by TWWO and the same was agreed too.

Remark: Action to be taken by DGM (Admn)

14) Transfer policy for Non-Executives.

Discussion: Case of Shri Pradeep Gaikwad – Rule-8 Transfer (Satara to Pune)

The CCM members requested to review the Rule-8 transfer application of Shri Pradeep Gaikwad, who is currently posted in Satara. Initially, he had requested a transfer from Pune to Satara and was posted to Satara. Shri Gaikwad is known to be a sincere and efficient employee, with commendable contributions, including work related to CGHS and medical points at Pune BA. However, at his current posting in Satara, he has been kept idle, leading to an underutilization of his skills and experience. In light of his genuine personal circumstances, and a good worker, it is requested that Shri Gaikwad be considered for reposting from Satara to Pune.

Decision: Case will be reviewed.

Remark: Action to be taken by DGM (HR)

1) Case of Smt. Niware not getting pension.

Discussion: Case of Smt. Niware not getting pension..CCM leaders suggested to speak to DOT and get a settlement in her pension. The official has got break in service as she was absconding. Letter in this regard sent to BSNL Corporate Office New Delhi. In response reply received in Feb 2025 which is under process.

Decision: There is no genuine reason or matter to defended nor qualifying service for taking up the matter at higher level. CCM Secretary will speak to union representative of NP BA and try to obtain additional information for justifying the case.

Remark: Action to be taken by GM (Finance)

2) 20% HRA for Kupwda Exchange.

Discussion: Both employees at Kupwada exchange and MIDC store are getting 10% HRA.

Decision: It was suggested that each Business Area (BA) should maintain only one centralized store. In this context, it was proposed to relocate the existing store, and no additional employee postings are required for this purpose.

Remark: Action to be taken by DGM (Admn)

3) CDMA connections given to R/M and TTA without prescription of limit. As a result, employees started getting huge bills. Money deduced from pensionary benefits from 30-40 employees in Satara.

Discussion: As on date no representation along with bills are submitted by employees to BA/OA as per information received from AGM Admn Satara.

Remark: Case Closed.

4) Closure of cases in which reservation benefits not availed during appointment and promotion.

Discussion: Out of the 45 applications received, 8 are CGA-based cases. These cases, submitted by various Business Areas (BAs), have been reviewed by the committee. During the review process, the committee requested additional documentation to determine whether the deceased employee had availed any benefits, such as promotions, prior to their demise. At present, the relevant files are with the CCA Office.

Decision: It is suggested to hold a video conference (VC) with BA Heads to facilitate resolution of the pending issues. It was informed that BAs are not in a position to confirm whether the deceased employee had availed of the benefit in question. However, CGM emphasized that such information can be verified through the records available in the employee's service book and personal file. CGMT will review the cases through Video Conference and meetings.

Remark: Action to be taken by DGM (HR).

New Agenda Items:

1) Inordinate delay in conducting DPC's related to NEPP:

Discussion: Complaints are received from BA/OA level that DPCs are not conducting well in time and it causes abnormal delay. More than 65% non-executive employees are already suffering from stagnation issue due to non-implementation of recommendation of 3rd PRC in BSNL and non-introduction of new NEPP policy on the similar line of EPP. Scheduled Tribes Employees who are facing charges of fake/false caste certificate are also deprived from financial benefits. As per NEPP guidelines, it is a time bound upgradation not promotion. In spite of specific instructions from Circle Office about extending NEPP benefits to officials who are appointed on compassionate ground, cases are being delayed deliberately.

Decision: To ensure timely promotions and avoid delays instructions have been given to conduct Departmental Promotion Committees (DPCs) twice a year, preferably in January and July through E Office. Also all non-executive employees who are eligible for time bound financial upgradation under NEPP including employees facing charges of fake/false caste certificate are to be considered for timely promotion.

Remark: Action to be taken by DGM (HR)

2. Review of curtailment in EOI & abnormal delay in floating tenders:

Discussion: (A) Under the austerity measures, specific instructions are given to BA/OA to reduce the manpower of EOI. But day by day, staff strength of regular employees is also being reduced due to retirement/VRS/resignation. It is resulted in tremendous pressure on existing regular staff. (B) Now each and every tender is being floated at Circle Office level. BA/OA Administration who are mainly responsible for maintaining telecom networks and providing security round the clock to BSNL establishment and store depot are helpless due to abnormal delay in EOI (Security & House Keeping) and TIP and Maintenance tenders.

Decision: The CGM highlighted that the tender process has now been centralised, and a comprehensive review is underway. A committee comprising with 3 to 4 CGMs has been formed and responsibility for handling the tender has been assigned at both the BSNL Corporate Office and Circle level. It was clarified that all relevant information related to tenders is available on the GEM portal, and concerned officers should extract complete details from GEM to assess tender eligibility. The matter has been appropriately raised and discussed in the HOCC. Dependency remains on physical documentation, which must be carefully managed alongside the digital processes. CGMT also told that BSNL CO has instructed to curtail the expenditure in EOI and accordingly instructions to BA and OA are issued. It is BA's responsibility to execute tenders also extension will be given as per requirement.

Remark: Action to be taken by CPC section

#Problems related to CSC and SIM sell process (Additional point):

Discussion: The Union side raised concerns regarding the working of CSCs in Pune indicating irregularities. The Union side raised multiple issues concerning the functioning of CSCs, notably: Problems have been observed in the SIM replacement process.

Decision: In response CGM has instructed strict action be taken against such vendors. Further, CGM emphasized the need for active involvement and ownership from the concerned officers at the circle level. Even if tenders are floated by the Corporate Office or by agencies like TCS, it remains our responsibility to ensure that the work is executed properly. The importance of transparency in systems and processes, highlighting the emergence of a new system called VIPA was highlighted.

- The VIPA system is being introduced to enhance vendor management and streamline operations, potentially offering better tracking, accountability, and compliance. Timely payment to vendors brings multiple benefits, both operationally and financially.

In response to SIM replacement, CGM emphasized that retired employees can be engaged as DSAs, and they should be entrusted with tasks such as SIM replacement. The SIM replacement responsibility should be officially assigned to DSAs and streamlining the process. To facilitate DSAs, the CGM proposed DSAs will not be required to report daily to the office. Instead, a system will be implemented where they are expected to visit the office only twice a month.

3.Provisioning of FTTH connections through BSNL OLTs & gradual disengagement of TIPs:

Discussion: It is bitterly complained that the customers are frustrated over the deteriorating quality of service of BSNL's FTTH connections. It was also pointed out that, BSNL's FTTH connections are getting massively surrendered. Inordinate delay in the clearance of faults have become the order of the day. Poor maintenance of BSNL's FTTH connections is the main reason for the deterioration. The engaged TIPs are not deploying qualified personnel for carrying out the maintenance works. (B) Existing FTTH connections are not working properly. Day by day, condition of FTTH devices is deteriorating and it is resulted in poor speed and high latency affecting service quality.

Decision: CGMT instructed to identify such nonperforming TIP's and remove them from System. Further it was added that FTTH fault monitoring and rectifying process is to be improved to retain customers and to achieve FTTH target given by Corporate office.

Remark: Action to be taken by CFA section.

4. Cash payment in lieu of supply of Soap, glass, tumbler, ball pen & refills etc.:

Discussion: MH Circle has already issued instructions for cash payment and payment also made to the non-executive employees working at BAs/OAs in May 2024. However, some BAs (Ahmednagar, Satara, Aurangabad etc.) could not issue sanction memo in time. On enquiry, it is informed that now HCM Team, Corporate Office, New Delhi is refusing to make payments to remaining employees of MH Circle.

Decision: Payment of non-executive employees on remaining BAS/OAs for the year 2023 & 2024 will be made by moving separate file by Admn & Accounts Section. Letter written to GM (Estt), CO, New Delhi regarding clarification will be dealt by CGM. In addition, minutes of National Council will also be obtained for more clarity on this issue.

Remark: Action to be taken by DGM (Admn)

5. Allotment of Staff Quarters:

Discussion: It is observed that no type I Quarters are available for ATT, Office Peon, Group D whose basic pay or pay scale is very low. When he/she applies for departmental quarters through General pool, their applications are rejected on the basis of low pay scale.

Decision: There are no Type I Quarters in any of the colonies of BSNL in Mumbai Area, so the employees who are entitled for Type-I quarters will be allowed to opt for Type-II quarters as default eligibility with 3 times license fees.

Remark: Action to be taken by Admin/estate section.

6. Monetization of BSNL assets specially staff colony:

Discussion: Instructions are issued by Estate wing/ Admin Section one sided to vacate the existing staff quarters and shift to other locations for monetizing the property as per monetization policy laid down by DoT/BSNL. It creates dissatisfaction among the regular employees as decisions are taken all of sudden & without proper consultations. For example: Bambolim Goa & TF Mumbai. It was noted that, similar to the temporary allotment of Powai and Dadar quarters, a request has also been made for the temporary allotment of Panch Bungalow quarters.

Decision: CGM emphasized that quarters are to be vacated upon changes in designation or status of assets to be monetized. Only after such changes, the quarters become eligible for monetisation under the applicable policies. It was further informed that monetisation of quarters in Goa and Mumbai is at an advanced stage and nearing finalization.

As alternate arrangement for accommodation substitute quarters shall be repaired immediately and Instructed to BA heads to monitor such repair work to ensure that allotted quarters are in liveable condition.

Remark: Action to be taken by Admin/Civil section.

7. SC/ST Cast verification in MH Telecom Circle:

Discussion: There are specific guidelines available on this subject and DOP&T is also issuing clarification from time to time. But, unfortunately MH Circle Administration is insisting for caste validity through scrutiny committee. This issue is discussed at various platforms by Unions/Associations since last 5 to 6 years. In this regard, our administrative ministry i.e. DoT has also issued clarification on this issue and requested to BSNL to take necessary action in light of clear cut instructions vide letter No. 40-09/2022-Pen(T) dated 22.03.2022 for working as well as retired employees. Implement instructions of above said OM in MH Telecom Circle and resolve the long pending issue.

The Union has proposed the formation of a joint committee comprising representatives from both the Union and the Administration to develop a mutually agreeable proposal aimed at resolving the pending SC/ST caste verification cases.

Decision: CGM will convene a special meeting of Union/Association representatives to find out fruitful solution at Corporate Office, New Delhi level.

Remark: Action to be taken by DGM (HR)

8. Screening Test for TOA to Sr. TOA promotion:

Discussion: TOAs who are working at Pune, Satara, Solapur could not pass screening tests of Sr. TOA held in past. They are deprived from financial benefits since long period despite of having sufficient vacancies of Sr. TOA in MH Circle. Conduct a Screening test of Sr. TOA amongst the left out officials (TOA) to accommodate them as special case.

The Union side brought up a specific case of Pune to highlight issues related to the screening test for TOA to Sr. TOA promotion. It was suggested to review the case of Pune.

Decision: As the matter falls under the purview of BSNL Corporate Office, a letter has been sent to the Corporate Office in New Delhi for consideration of the demands and issuance of necessary instructions. The CGMT has instructed that the matter be pursued with the Corporate Office on a priority basis

Remark: Action to be taken by DGM (HR).

9. Examination centres for Departmental LICE:

Discussion: Complaints are received from examinees who had appeared for LICE at Kurla and Bhayander on 08.09.2024. 1) Exam centre located at non familiar locations of Mumbai. 2) Exam conducted during Mega Railway Block Sunday. 3) No proper seating arrangement for examinees and no food facility nearby. 4) No proper ventilation in Exam Hall and no clean toilet facility particularly women. The staff side highlighted concerns regarding the LICE examination centres, stating that the locations are unfamiliar, lack proper seating arrangements, have no canteen facilities, inadequate ventilation, and unhygienic toilet conditions, particularly affecting women candidates. The Union side suggested utilizing BSNL Training Centres as venues for conducting LICE examinations.

Decision: It was decided to send the proposal in this regard to BSNL Corporate Office New Delhi.

Remark: Action to be taken by DGM (HR)

10. Immediate relieving of Shri. Mahesh Kumar, GM Jalgaon:

Discussion: The Officer is relieved from Jalgaon BA. CGMT informed that GM level officer is expected to be posted next week. Staff side thanks to CGMT for hearing their issue in AUAB meeting and prompt action.

Remark: Closed.

11. Voice calling issue for C-DoT Numbers:

Discussion: It is observed that specially 295/297 level connections working through Juniper BNG have issues related to voice calling either completely down or one-way speech. C-DoT core is of opinion that the subscriber should change indicator. But it is not possible as the indicator is advertised by subscriber for his contact, no solution has been worked out for this yet.

Decision: Instruction given to Work out suitable solution for this technical glitch at the earliest.

Remark: Action to be taken by PGM (CFA)

12. Mobile service interruption in 4G saturation project:

Discussion: Mobile towers covered under 4G saturation are giving hard time for subscribers as services are not working effectively and properly. Band 2100 is not supporting mobile handset of subscribers and it is creating discomfort to the subscribers. It is resulted in increasing SIM surrender ratio as issue is not resolved in prescribed time period. When BSNL team asks for support, TCS comes up with a letter asking for time to resolve the issue.

Decision: CGM emphasized that two meetings at the Secretary level have been conducted to address these issues. Some improvements have been observed, and efforts are being made to strengthen power supply and radio optimization."

"Mumbai and Delhi ICR arrangements with Vodafone have been completed, and the POIs have been set up. Testing of the ICR providers are set to begin for both cities, with services expected to commence shortly. Approximately 80 to 90 percent of the work has been completed, and efforts are going on to resolve issues in the existing network. Emphasis was placed on issuing suitable instructions to M/s TCS for the early resolution of major pending issues."

Remark: Action to be taken by GM (CM)

13. Procurement of Power plant:

Discussion: Operating old large power plants are very costly and increasing financial burden on OPEX. Power plant having bifurcation of critical and non-critical load for effective utilization is required. It will help us to minimize the expenditure. Staff side requested to Scrap old and faulty power plant and Procure new DG sets with auto start facility.

Decision: As per the year-wise power plant projections and centralized allotment for the Maharashtra Circle, the overall power plant status is satisfactory. However, for effective utilization and cost optimization, it is necessary to bifurcate the power load into critical and non-critical categories. This matter has already been taken up with the BSNL Corporate Office, and all relevant details will be made available.

Remark: Action to be taken by PGM (CFA)

14.: Reopening of Customer Service Centre:

Discussion: After VRS-2019, manpower of BSNL is reduced drastically. Mobile market share of BSNL is also come down from 13% to 7%. Consequent upon this, we closed or outsourced our CSC at various prominent places. Now BSNL is once again trying vigorously to grab market share by introducing various attractive schemes and implementation of prestigious projects like 4G Saturation, 4G/5G indigenous technology. CSC is directly showcasing BSNL's products and helping interaction with customers.

Staff side requested to Re-open CSC at prime locations and depute trained BSNL staff for promoting BSNL's products.

Decision: In response, CGM emphasized that retired employees can be engaged as DSAs, and they should be entrusted with tasks such as SIM replacement. The SIM replacement responsibility should be officially assigned to DSAs and streamlining the process. To facilitate DSAs, the CGM proposed DSAs will not be required to report daily to the office. Instead, a system will be implemented where they are expected to visit the office only twice a month. Additionally, an incentive scheme is being considered to motivate the DSAs in delivering better service.

Remark: Action to be taken by Sr. GM (Marketing)

15. Maintenance of Staff Quarters:

Discussion: Residents are complaining about poor maintenance of staff quarters in spite of repeated requests from individual residents in complaint registers and Residential Welfare Associations. On enquiry, Civil Authority informs that sufficient funds are not allotted by Corporate Office so contractors are not ready to carry out petty works also.

Staff side demanded to Take up the issue with Corporate Office and arrange to allot required funds to Civil Authority for maintenance of staff quarters on priority.

Decision: The meeting discussed the appointment of a custodian in charge for maintenance activities. These activities are to be carried out based on requisitions received from various BA Heads. The Civil Wing was instructed to take a follow up on this matter and ensure that instructions are issued to the BA Heads accordingly.

It was emphasized that civil works should commence before the rainy season. This matter will be further addressed after discussions with the BA Heads to ensure timely execution.

Remark: Action to be taken by CE (Civil)

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Other points discussed:

1) The cases of ST candidates from Nanded, Shri Prakash waghade Nagpur were taken up during the discussion.

Decision: It was suggested that the status of these cases be verified and communicated accordingly."

2. **Second Saturday Off:** An issue was raised regarding not giving second Saturday facility to Sangli and Satara SSAs. Remark: Instruction issued in this regards are clear, instructions to be implemented.

3. "It was suggested that cashless hospital and multi-specialty hospital facilities should be available in all BAs/SSAs. However, these facilities are not available in the Nashik, Pune, and Solapur SSAs. The matter was decided to be raised in the next HOCC meeting."


4. **Hindi Samcharika:** Hindi Samcharika is to be uploaded on both the Corporate Office Intranet as well as the Maharashtra Intranet.

Remark: The same is uploaded on Intranet. Matter closed.

5. **Scrapping of Old Exchange:** It was emphasized that the scrapping of items during exchange closures should be carried out on an 'as-is-where-is' basis. Instructions to this effect should be issued to all BAs/SSAs. It was suggested that a committee be formed to assess the items, and based on this assessment Committee, the procedures of scrapping should be carried out as per the guidelines.

In the end of the meeting, CCM leaders appreciated Hon'ble CGMT and HR/Admin section for co-operation and assured full support for development of BSNL in MH Circle.

The meeting concluded with **VOTE OF THANKS!**


12.06.2025
(Anil D. Bhoge)

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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LTD.
(A Govt. of India Enterprise)

ANNEXURE-I

Management Side	Staff side
Shri Harinder Kumar, CGM, MH Circle.	Shri. Ganesh Hinge, AOS, Secretary Circle Council
Shri Dhananjay Kumar, PCE (Electrical)	Shri. John Verghese, Retd OS, Circle Council Member
Smt. Vandana Sethi, PGM (CFA)	Shri. Kautik Baste, TT, Circle Council Member
Shri Prashant Pati singh, PGM (Trans)	Shri. Sandeep Gulunjkar, OS, Circle Council Member
Shri Suresh Nakhale, Sr. GM (HR&Admin)	Shri. A.J. Shaikh, Sr.TOA, Circle Council Member
Shri Vivek Mahawar, Sr. GM (Finance)	Shri. Nilesh Kale, JE, Circle Council Member
Shri Suhas Mankar, Sr. GM (S&M/EB-MH)	Smt. Amita Naik, JE, Circle Council Member
Shri Vinod Dwivedi, GM (CM)	Shri. Gaurav Sonar, JE, Circle Council Member
Shri K H Morey, DGM (Admin)	Shri. Ranjan Dani, Retd OS, Leader, Circle Council
Shri A Pradeepan, DGM (HR)	Shri. Deepak Jadhav, Retd JAO, Circle Council Member
Shri M A Kulkarni, EE (Civil)	Shri. Harendra Pandey, TT, Circle Council Member
Shri Anil Bhoge, AGM (Admin)	Shri. Anand Mudvikar, JE, Circle Council Member
Shri Sudhir Jere, AGM (Staff)	
Smt. Hema Ram Kumar (PA to Sr. GM (HR/Admin))	
Shri Prashant Gajre (AD (Staff-A))	
Shri Ravichandran, SDE (Civil)	
Shri Prashant Pathak, JTO (Admin)	
Shri Nitin Gaikwad, JTO (Admin)	

Copy to:

1. PS to CGMT, MH Circle office, Mumbai for information.
2. Sr. GM (HR & Admin) MH Circle office, Mumbai for information.
3. All BA Heads Maharashtra Telecom Circle.
4. All Head of units of Circle Office, Mumbai.
5. ALL CCM Members, MH Circle.

[Signature]
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