



To

Chief General Managers Telecom Circles
BSNL

No: Dir. (HR) BSNL Board/2022/Misc./02

Dated: 06.01.2022

At the outset, I would like to wish you and all members of the BSNL family in your respective circles, a healthy and prosperous New Year 2022.

The year 2021 was a very challenging period from an HR point of view. We coped with untold human suffering because of the pandemic and whereas we took speedy action in terms of constituting the BCF, the grief of having lost so many of our colleagues remains with us.

Frequent lockdowns affected our cash flow but as at December 2021, we have bounced back on the growth trajectory. Sim sale and FTTH connections have picked up and our collection has also crossed Rs 1400 crores in December, 2021. I accord full credit to your dedication and the commitment of your self-motivated team of officers, officials and field staff.

On the HR front, our major achievements were completing the restructuring exercise, giving the organisation a lean structure in line with the objectives of VRS 2019. We were also successful in carrying out promotions of about 4500 employees from JTO to SDE cadre and I would like to congratulate all of them.

The times are challenging for BSNL and progress shall be achieved step by step, by keeping a positive frame of mind and by having focused approach and by team work. But, it seems that a small section of our employees are hesitant in fully being a part of the team. Circles have reported that some employees have started quitting official WhatsApp groups and are not taking instructions readily. These groups have been formed to quickly transfer official instructions and are very useful in providing best customer care.

The management has taken a very serious view of this. BSNL is an essential services provider and we rely on all *lawful* modes of instruction, including SMS and whatsapp, to communicate to our teams and provide uninterrupted services to our customers. Clearly, if any employee refuses to take instructions by not being part of this very strong medium of

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communication, it will be construed as an act of wilful insubordination and disobedience, calling for disciplinary proceedings.

CGMs may direct all such employees to join the whatsapp groups immediately and may remind them that they are bound by the BSNL conduct Rules 2006 which treat the following acts, clearly, as misconduct:

(5) *Willful insubordination or disobedience, whether or not in combination with others, of any lawful and reasonable order of his superior.*

(8) *Neglect of work or negligence in the performance of duty including malingering or slowing down of work.*

(23) *Participation and/or inciting others to participate in strikes, gherao, go- slow and similar other agitational activities, or abetting, inciting, instigating or acting in furtherance thereof.*

. (25) *An act to lower the image of the Company in the eyes of the public.*

I urge all employees to follow the model code of conduct and work hard with renewed enthusiasm and dedication and take BSNL to new heights of progress in the new year 2022.

Warm Regards,



6.1.2022

(Arvind Vadnerkar)
Director(HR), BSNL Board