



# SANCHAR NIGAM EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS

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General Secretary

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All Communications  
to the General Secretary

To,

Shri. P. K. Purwar ji,  
Chairman and Managing Director, BSNL,  
3<sup>rd</sup> Floor, Bharat Sanchar Bhavan,  
Janpath, New Delhi 110001

**No. SNEA CHQ/Corr/CMD BSNL/2022-23**

**Dated 20<sup>th</sup> November 2023.**

**Subject: Request for enhancement of Mobile Handset reimbursement Amount for all the executives in BSNL.**

**Ref:** 1. Letter No. 2-22/2002-PHA dated 19/03/2008.

2. Letter No. 3-1/2013-PHA dated 02/12/2013.

3. Letter No. 15-02/2009-PHP.II dated 30/03/2016.

4. Letter No. TNCO-11/20(13)/2/2021-HR UNIT-CO/ Dated 13/11/2023.

5. Letter No. GM (N/N)/GENL/23-24/1 Dated 15/11/2023.

**Respected Sir,**

With reference to the above subject and letters, vide letter under reference 1, BSNL has a well defined policy introduced in Year 2008 for partial reimbursement of Handset cost. But same is not reviewed since last 15 years even though there is much increase in Price of Mobile Handsets, Uses of Mobile Handset, Utilities & Technologies used in Mobile Handsets and use of Mobile handsets in the office working in BSNL.

This policy was partially reviewed in Year 2013 vide letter under reference 2, **but this revision was done only for senior officers i.e. JAG and the reimbursement amount was doubled from Rs 4000 to Rs 8000.** Unfortunately the amount fixed for Mobile handset reimbursement for officers below JAG level officers is never reviewed in the last 15 years. But BSNL has started compelling these officers in middle level Management to use High Quality App based Mobile handset for many office works.

It has been normal practice in BSNL that first policy is approved for higher officers and after analyzing it same is applied for other officers, but in the review of Policy for Mobile Handset cost, after partial review of Policy for JAG and above level officers in Year 2013, nothing has been done for its review for below level officers in last Ten years and it is matter of concern for all of us and hence we are drawing your kind attention on this burning issue of the executives due compulsions by BA/Circle Heads for using Mobile based Apps.

This partial review of the policy by keeping JAG and above officer at Centre and depriving the offices below JAG level officers is directly impacting efficiency of majority of officers working in BSNL out of 29000 Officers in BSNL 25000 are paid Rs 1500 to maximum Rs 3500 which is nothing as compared todays requirement and market cost of the Mobile handset on which BSNL management is expecting Officers to work effectively.

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With this limit of Rs. 1500 to Rs 3500 which is applicable to 80% officers in BSNL, about all Executives in BSNL finding it difficult to purchase a good quality Mobile handset and meet the requirement of professional office working as expected in this digital era and also personal requirements.

Due to Digital India Initiatives by Hon. Prime Minister of India and with your great efforts as CMD BSNL over the years there is much digitalization of office work done in BSNL and everyone has to be in digital mode. If we analyse properly, it is seen that majority of works are to be completed through different Mobile based Apps or app based systems and the use of Mobile Handset has increased in Multifold. It will not be an exaggeration if we say that without App Based Mobile handset, no work is possible in BSNL in coming days.

One side BSNL Management is adding each and every work in Online Mode and no hard copy or hard files are allowed except few cases to be counted on figure tips and other side supporting system for digital working is not supported or developed for the Majority of officers in BSNL to meet the speed or to compete in digitalization era.

It may also be seen that different units of BSNL are issuing binding and compulsory orders for utilizing Whats App on service mobiles registered in their names and in SAP/Attendance Portal and threatening that non-compliance to the official instructions on What Sapp shall attract disciplinary action in terms of BSNL CDA rules. The copy of letter under reference 4, issued by GM HR Admn Tamilnadu Circle is attached for ready reference. Further GM Network Jaipur TD Rajasthan Circle has issued a letter under reference 5 with the same content and its copy is attached for ready reference.

We must appreciate your sincere efforts in revival of BSNL and to go ahead with priority to the growth and total revival of BSNL and to meet these targets, there is need to arrange the Digital system which can support Mission digitalization in Office working of BSNL. We have analyzed and listed the BSNL office works which need to be done on Mobile handset or for which android Mobile handset is must and we found that majority of works are being shifted on App based system. The details of compulsory Apps required to be used by Officers in BSNL are as follows.

1. WhatsApp.
2. Teevra App
3. Prabal Plus App
4. CNMC App
5. iGot Karmayogi App
6. e-CAF verification
7. Sanchar Aadhar App
8. KAVACH App,
9. PRAJWAL App,
10. SAMPANN App,
11. CM Sales port App,
12. Central Govt CBud App.
13. Call before u Dig App,
14. FIORI App
15. GEO-TAGGING App

16. My BSNL App,
17. Mini OTNM App,
18. BBNMS App,
19. Bill Suvidha App,
20. BITS App,
21. SFAS App,
22. Mela App,
23. FMS App
24. OLA App
25. BSNL email App
26. Transnet App,
27. MDI App
28. Google Maps App
29. Zoom Meeting App
30. Google Meeting
31. Webex Meeting
32. BSNL online meeting App
33. BSNL lead management EB App
34. Online attendance
35. Some apps for FTTH and CM Vertical activities are under development stage.

This is a partial list which we could consolidate and practically many more Apps are being used by the officers working in Field units. Apart from these compulsory Apps for day to day working, BSNL management expects that the officers in BSNL have to be active on social media to improve image and reach of BSNL among customers and for that access to the following Apps is mandatory. Many orders have been issued in these directions which makes it compulsory to the Executives in BSNL to use the following Apps.

1. Twitter (X)
2. Facebook
3. Instagram
4. Telegram
5. LinkedIn
6. You tube
7. Speed test
8. Yahoo
9. Rediff mail

As per change in working pattern, Mobile handset is also useful for following digital activities

1. Explaining OTT platforms to customers
2. Showing speed of GSM services
3. FTTH Speed test
4. Online attendance
5. GPS location for online attendance

6. FTTH lead Management
7. FTTH compliance
8. Fault Compliance of OFC/FTTH
9. Scanning official documents
10. Speed testing demo to customers
11. e Mails
12. e files through e office
13. ESS/ERP Portal
14. Survey of 4G sites
15. For online attendance
16. For making the video call to get the update.
17. To keep /store the office data, documents etc.
18. Taking Photos of office works like trenching for Cable laying,
19. Creating Videos online & upload in the transnet for AT
20. Processing bills in SAP for the contractor bills.
21. Monitoring Transnet app
22. OFC Route Monitoring
23. Battery light in case of emergency
24. Intranet access
25. Explaining EB plans to customers

All above activities makes it crystal clear that BSNL has made it mandatory to use all app based handsets which are available on android based mobile handsets and no Mobile handset of request quality and technology is supplied. The Android Mobile handsets are costing Minimum Rs. 20000.00 and this cost is multiple of Rs 1500 being paid to the Officers in lower management of BSNL.

With partial review in Year 2013 for JAG and above level officer, the reimbursement of Mobile handset is done @ Rs 1500 for JTOs and equivalent Officer and @RS 20000 for SAG level Officers.

The senior officers are given reimbursement of Rs 20000.00 and they fully deserve it and we do not compare Junior level officers with these senior officers, but this discrimination among the officers in using technology and supporting system has compelled us to request for giving minimum amount required for using Mobile handset of that quality as required at level at which BSNL Management expect all BSNL officers to work.

Sir, BSNL Mobile handset is no more status symbol but it has become mandatory tool in office working and hence JTOs/JAOs needs to be motivated at least by giving some respectful treatment under mission for making them more techno savvy to be competent enough to be part of Digital India mission by Hon Prime Minister of India which is need of time.

Some of the officers in senior Management are of the opinion that already many officers rather all are using android and high quality Mobile handset and there is no need of reimbursement of even partial cost of Mobile handset as being done now and we feel that such analysis and thinking is unfortunate and against interest of BSNL. There is need to reimbursement of minimum Rs 20000.00 equally to all officers as it is required for office works and not as status symbol, if it is status symbol then officer with higher salary can afford it or may be paid extra as the Management thinks fit, **but the officers at level of JTO/JAOs to DGMs may be allowed for reimbursement of Rs. 20000.00 for mobile handset.**

It is a fact that the different activities to be done in Mobile are to be done by JTOs/JAOs who are at the front and as such they are in real need of the High Quality Mobile handsets. Technologically also the young generation is techno savvy and can best utilize the facilities available in the Mobile handset.

Further JTOs/JAOs are lowest paid officers in BSNL and due to different actions over the period, these JTOs/JAOs are facing many pay anomalies /loss and hence the cost of Mobile handset reimbursement should be higher for JTOs and if not, higher it should be equal for all the officers so that they can use it in better way for efficient and effective office working.

In today's digital age, mobile devices are essential tools for both personal and professional office communication and overall productivity of the officers. By raising the limit for handset purchasing, BSNL can empower its employees to access more advanced and feature-rich smartphones, which can significantly enhance their efficiency and connectivity.

By understanding this, vide letter under reference 3, **DoT has revised the ceiling limits for the purchase of mobile handsets with the upper ceiling is Rs. 22,500.00**, even though there are not much app based day to day works involved in DoT work pattern as compared with similarly placed officers in BSNL. **Copy Attached.**

As such it is need of time that BSNL has to review the policy for reimbursement of Mobile Handsets and Laptops required in support of total digitalization of BSNL and **hence starting with this mission of digitalization, we will request your Honor to review the cost of Mobile Handset and make it Uniform Rs 20000.00 per officer regardless of his level.**

We have calculated the total additional expenditure involved if the Mobile handset cost is reimbursed @ Rs 20000 per Officer regardless of his/her level and the same is as follows.

Sr	Level	Total	Present	Total	Revised@ 20K	Net addition
1	JTO or equivalent	12939	1500	1,94,08,500	25,87,80,000	23,93,71,500
2	SDE or equivalent	12515	2500	3,12,87,500	25,03,00,000	21,90,12,500
3	DE or equivalent	3398	3500	1,18,93,000	6,79,60,000	5,60,67,000
4	JAG or equivalent	181	8000	14,48,000	36,20,000	21,72,000
	<b>Total</b>	<b>28980</b>		<b>6,40,37,000</b>	<b>58,06,60,000</b>	<b>51,66,23,000</b>

Thus the present Expenditure for BSNL on Mobile handset reimbursement is Rs 6.4 Crore and with revised rate of Rs 20000.00 per officer it will be 51.66 Crore. This is expenditure for three years as mobile handset cost is reimbursed every three years, hence the expenditure per year will be just Rs 17.22 Crore which is well within the power BSNL Board headed by your Honor.

Further about 30% Executives do not opt for reimbursement of Mobile handset and practically the amount which may be reimbursed by the executives will be further reduced and may be just about Rs 11.48 Crore per year.

This revised amount of Rs 20000.00 **will not be total cost** of best quality handset available in market and till BSNL officers will have to pay from the pocket, but this action and initiatives on part of management to increase Mobile handset reimbursement cost **will not only motivate to all the officers in BSNL, but it**

**will be very effective in improving office working of the Officers and also cost on operation of Desktop PCs will be reduced to better extent as majority of works will be done on such high quality Mobile Handsets provided by Office.**

Sir, with special efforts and support of Hon MoC & IT GoI, shortly BSNL will be inaugurating its Indigenous 4G services to be converted into 5G services within span of one year and at this time the executives in BSNL may be please given opportunity to serve esteemed customers with good quality handsets so that they can beat the present competition in present Telecom market and BSNL achieves the targets given by GoI.

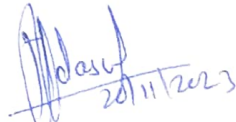
In conclusion, the Mobile Handset Reimbursement SNEA is steadfast in its commitment to advocating for fair and equitable compensation for mobile handset to the executive fraternity. We firmly believe that an increase in reimbursement rates is not only justifiable but also essential in today's rapidly evolving technological landscape. As the Executives in the BSNL continue to rely on their mobile devices for both personal and professional purposes, it is crucial that they are adequately reimbursed for their usage.

We look forward to a positive response and the implementation of revised reimbursement rates that will better serve the interests of BSNL and our Executives. If required, we are always ready for productive discussions and submission of documents justifying our demand and please give us opportunity for the same.

Sir, we are confident that our genuine and fully justified request will be given consideration by your high office and the Cost of Mobile handset reimbursement will be enhanced @ 20000.00 per officer by removing present barrier levels by stressing on requirement for effective and efficient working of BSNL executives to meet the competition in present Telecom sector.

With Warm Regards,

Sincerely Yours,



M. S Adasul  
General Secretary  
SNEA CHQ

**Encl: AA**

**Copy to:**

1. Director HR BSNL Board for kind information please.
2. Director CFA/CM/EB/Fin BSNL Board for kind information please.
3. OSD to CMD BSNL for kind information please.
4. PGM SR BSNL CO for kind information please.
5. PGM Admn BSNL CO for kind information and n/a please.