



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

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Dated 11.01.2022.

To

Shri. P. K. Purwar,
Chairman and Managing Director,
BSNL, New Delhi.

Sub: Leaving various What's App Groups used for business communication by BSNL Executives reg:

Ref: DO letter No: Dir.(HR) BSNL Board/2022/Misc./02 dated 06.01.2022.

Respected Sir,

We are astonished to go through the DO letter issued by Director(HR) on the above subject, insisting the employees to follow unlawful use of What's App for business communication. At the outset, we would like to state that use of What's App for business communication is illegal and BSNL management should not have allowed it since beginning.

Insisting for joining What's App group is illegal in many ways in the absence of guidelines, especially on the Right to Privacy and on security reasons.

1. There is no official guideline issued by BSNL to form What's App group for official purposes. Further, there is no Official What's App Group formed by BSNL Management. All the groups available so far are private one.

In the absence of specific guidelines, non-joining of What's App Group cannot be termed as in-subordination or disobedience.

2. It is in violation of Right to Privacy of the individuals. So, BSNL cannot insist for joining What's App Group.
3. The Govt of India and BSNL instructions is that official communication is to be strictly made on NIC server only though already various officers are using other email ids. In the case of What's App, the server is outside India and is against the Govt of India policy. Govt is even planning to develop a platform like What's App as What's App is not secure. **If the employees are using What's App for business communication on their personal mobile devices, they are exposing the company to serious data breaches and security risks.** Even for opening BSNL mail, BSNL had put "Kavach" Application for protection, then what is the security for What's App chat?

Due to serious security reasons, BSNL should not insist for joining What's App Group.

4. Private groups cannot be used for business purpose as it is against the What's App rules. According to What's App, it cannot be used for non-personal use. Professional usage of What's App for Business chats is strictly prohibited by What's App.
5. **Delhi High Court had made it clear that downloading and usage of What's App is not mandatory. So, insisting for joining What's App Group is illegal.**
6. The What's App group is not created by BSNL management, it is done by the individuals. Group Admin is not appointed by the management.

7. BSNL did not provided any Mobile sets which can be used for What's App messages.

Sir, without knowing the Rules and the security guidelines, some field officers are insisting for joining What's App group which is illegal. It is requested to give proper directions to the Officers in this regard to follow the guidelines of GoI and protect the Privacy of the individuals. If the Officers continue to harass the Executives on this, we will be compelled to take legal remedy against such officers.

With regards,


(Sebastin. K)

10/01/2022

Copy to: 1. Shri. Arvind Vadnerkar, Director (HR), BSNL Board for info and n/a pl.
2-5. All other Directors of BSNL Board for info and n/a pl.
6. Smt. Anita Johri, Sr GM(SR), BSNL CO for information and n/a pl.