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SCT Cell

Corporate Office

H.C. Mathur Lane, Janpath,

New Delhi-110001

No. BSNLCO-COMN/18(11)/3/2024-CLO/SCT

Dated: // .11.2025

To,

- 1) All Head of Telecom Circles / Administrative Units, BSNL
- 2) Cadre Controlling Units, BSNL Corporate Office, New Delhi.

Subject: - Registration of Equal Opportunity Policy (EOP) as per Section 21 of the Rights of Persons with Disabilities Act, 2016.

Madam/Sir,

With reference to letter no 41849/CCPD/2025 dated 04.11.2025 from O/o Chief Commissioner for Persons with Disabilities (CCPD), it is hereby informed that the "Equal Opportunity Policy (EOP)", as per Section 21 of the Rights of Persons with Disabilities Act, 2016, of Bharat Sanchar Nigam Limited (BSNL), vide letter no BSNLCO-COMN/18(11)/3/2024-CLO/SCT dated 09.05.2025 has been registered in the office of The Chief Commissioner for Persons with Disabilities (CCPD) vide registration no. 0049/CCPD/2025 dated 04.11.2025.

2. Accordingly, it is requested to take necessary steps for compliance, in strict adherence to the "EOP" as stipulated therein.

This issued with the approval of the Competent Authority.

Encl:- As above.


(Mahesh Chandra Naik D.V.)
Asst. General Manager (SCT)
E-mail ID: scticcbsnl@gmail.com

Copy to:-

1. BSNL Intranet.



कार्यालय मुख्य आसुक्त दिव्यांगजन

OFFICE OF THE CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES
दिव्यांगजन सशक्तिकरण विभाग/Department of Empowerment of Persons with Disabilities
सामाजिक न्याय और अधिकारिता मंत्रालय/Ministry of Social Justice & Empowerment
भारत सरकार/Government of India

5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364
Email: ccpd@nic.in; Website: https://ccpd.nic.in/

F.No. 41849/CCPD/2025
2025

Dated: 4 November,

To,

The Assistant General Manager
Bharat Sanchar Nigam Limited (BSNL)
SCT Cell, Corporate Office
H.C. Mathur Lane, Janpath
New Delhi-110001
Email: scticcbsnl@gmail.com

Subject: Registration of Equal Opportunity Policy Under Section 21 the Rights of Persons with Disabilities Act, 2016.

Sir,

Please refer to your letter no. BSNLCO-COMN/I8(11)/3/2024_CLO/SCT dated 09.05.2025 on the above subject forwarding therewith a copy of the Equal Opportunity Policy of your establishment for registration.

2. It is hereby informed that the Equal Opportunity Policy (EOP) of your establishment has been registered in this office vide registration no. 0049/CCPD/2025.

Yours faithfully,

Digitally signed by
Satyajeet Prakash
Date: 04.11.2025
12:48:40 (Satyajeet Prakash)
Desk Officer



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SCT Cell
Corporate Office
H.C. Mathur Lane, Janpath,
New Delhi-110001

No. BSNLCO-COMN/18(11)/3/2024-CLO/SCT

Dated: 05.05.2025

To

Chief Commissioner for Persons with Disabilities
(DIVYANGJAN)
5TH Floor, NISD Building, Plot No.G-2
Sector-10, Dwarka
New Delhi-110075.

Subject: - Revision and Re-submission of the "Equal Opportunity Policy" as per Rights of Persons with Disabilities Act, 2016- regarding

Kindly refer to your office letter no 41849/CCPD/2024 dated 21-04-2025 on above cited subject vide which your kind office observed that the detail of the appointment of Liaison officer / Grievance Redressal Officer (GRO) has not been mentioned in the "EOP 2024" submitted to the Hon'ble CCPD vide this office letter no BSNLCO-COMN/18(11)/3/2024-CLO/SCT dated 03.12.2024 and advised BSNL to review the policy and submit the requisite details for registration.

2. In compliance of above directions, it is submitted that the requisite details of Liaison officer / Grievance Redressal Officer (GRO) has been incorporated in the revised "Equal Opportunity Policy of BSNL" for your kind consideration / appraisal and registration please.

This is issued with the approval of the Competent Authority.

Encl: - Revised "EOP of BSNL" (Nine Pages).


(Mahesh Chandra Naik D.V.)
Assistant General Manager (SCT)
E-mail ID: seticebsnl@gmail.com

"Equal Opportunity Policy of BSNL"

1. Preamble:

Bharat Sanchar Nigam Limited recognizes the value of diverse workforce. BSNL is committed to provide equal opportunities in employment and creating an inclusive work place and work culture in which all employees are treated equally with respect and dignity.

2. Policy:

This Equal Opportunity Policy is in accordance with the provisions of "The Rights of Persons with Disabilities Act, 2016 hereinafter referred as the Act and "The Rights of Persons with Disabilities Rules, 2017, hereinafter referred as the Rules. It is the policy of BSNL(hereinafter referred as the "Company") to provide equal employment opportunities, without any discrimination on the grounds of disability, caste, tribe, race, region, religion, marital status, beliefs, colour or sex. The Company strives to maintain a work environment that is free from any discrimination based on above considerations.

The Equal Opportunity Policy will be consistently applied throughout the period of employment.

3. Scope:

- (a) The Equal Opportunity Policy covers all Persons with Benchmark Disabilities (as defined in the "The Rights of Persons with Disabilities Act, 2016 and shall be applicable to all Classes and Categories of workforce irrespective of their terms and conditions of engagement.
- (b) Applicability of the Policy for Employment aspirants is restricted to the provisions up to pre recruitment, unless specifically stated otherwise.
- (c) The policy would also cover those employees who may acquire disability during the course of their employment with the company.

4. Policy Statement:

In accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and The Rights of Persons with disabilities Rule, 2017, it is the BSNL's Policy to ensure that the work environment is free from any discrimination against Persons with Benchmark Disabilities. Further, BSNL will take all actions to ensure that a conducive environment is provided to Persons with Disabilities to perform their roles, responsibilities and excel in the same.

Further, in line with the provision in the Act and Rules, BSNL has implemented the following policy provisions in order to promote inclusive growth of Persons with Disabilities in BSNL.



4.1 **Identification of Posts suitable for Persons with Benchmark Disabilities:**

BSNL has identified the posts with regard to reservation in promotion to PwBD Employees as per existing Government Norms vide BSNL CO, New Delhi letter No. 28-6/2017-SCT (Part-II) dated 15.03.2021 (**Annexure-I**).

4.2 **Manner of Selection:**

- (a) Vacancies earmarked for PwBD mentioning the category of disability will be clearly indicated in Recruitment advertisement. Relaxations in age, other qualifying criteria and selection criteria shall be provided in line with Government guidelines issued from time to time.
- (b) BSNL shall adopt a transparent selection process based on merit and without any bias against the disabilities of the prospective candidates as per the provisions of BSNL Recruitment Rules. Candidates with necessary disability certificate issued by the competent authority in accordance with the Rules under the act shall be considered for appointment in the Company. No temporary disability certificate shall be entertained.
- (c) All vacancy advertisements will include an appropriate short statement on equal opportunities for Persons with Benchmark Disabilities.
- (d) BSNL shall facilitate ease of taking examination/test to candidates with disabilities by providing barrier free environment at Test Centre/Interview Centre and shall provide scribes, wherever admissible.
- (e) Vacancies earmarked to PwBD mentioning clearly in Limited Internal Competitive Examination Notification in line with Government of India guidelines issued from time to time.

4.3 **Post-recruitment and Pre-Promotion Training:**

BSNL follows the guidelines for conducting written examination for PwBDs as prescribed by Government of India and providing Post-recruitment and Pre-Promotion online Training along with other BSNL Employees without any discrimination.

In order to have fair and adequate competition in the LICEs, online pre-examination training to the willing SC/ST/PwBD applicants is being provided in BSNL. BSNL has imparted post-recruitment induction training and pre-promotion job specific inclusive training programs to employees with Benchmark Disabilities along with other employees. Employees with disabilities are placed with experienced employees for a reasonable period on resuming responsibility of a post so as to enable them to pick up skills required to perform the job and also the adaptations that may be required in individual cases.



4.4 **Provision for Assistive Devices:**

In BSNL, under the BSNLMRS i.e Medical Reimbursement Scheme for BSNL Employees, there is provision for providing aids/assistive devices like hearing aids, etc. to BSNL Employees having various nature of disability.

BSNL shall, on priority, make necessary arrangements for providing assistive devices for employees with disabilities such as hearing-aids, artificial appliances for physical impairment, computer hardwares and softwares for visual impairments and any other devices required for any nature of notified disabilities.

4.5 **Preference in allotment of Accommodation:**

The DoE, GoI guidelines "SR 317 - B-25" "Relaxation of Rules" is being followed in BSNL for giving preference in allotment of accommodation to employees with benchmark disabilities.

4.6 **Leave:**

a) **Special Casual Leave to PwBD BSNL Employees:**

Four days (4) special CL is being provided to PwBD employees in addition to normal 12 days CL in a calendar year as per BSNLCO-A/13(20)/6/2023 ESTAB dated 29.01.2024 (Annexure -II).

b) **Special Casual Leave to PwBD BSNL Employees to participate in Seminars:**

Ten days (10) Special Casual leave in a Calendar Year subject to exigencies of work for the PwBD Employees for participating in Conference/Seminars/Training/Workshop related to disability and development to be specified by Ministry of Social Justice & Empowerment is being followed in BSNL.

4.7 **Preference in transfer/posting:**

- (a) BSNL considers, to the extent possible, the transfer request or preferred place of posting of employees with Benchmark Disabilities so as to optimally utilize their services.
- (b) As far as possible, the employees with Specified Disabilities' as defined in the Schedule to RPwD Act, 2016 may be exempted from the routine exercise of transfer/rotational transfer and be allowed to continue in would the same job, where they have achieved the desired performance. Further, preference in place of posting at the time of transfer/ promotion may be given to the persons with disability subject to the administrative constraints.
- (c) An employee who is a care giver of dependent daughter/ son/ parents/ spouse/ brother/ sister with 'Specified Disabilities', as certified by the certifying



authority as a person with benchmark disabilities as per Section 2(r) of the RPwD Act-2016, may be exempted from the routine exercise of transfer / rotational transfer subject to administrative constraints. Any other category of 'Specified Disabilities' as may be notified by Central Government through further amendments/ clarifications issued from time to time may also be exempted.

- (d) The above provisions shall however be subject to the mode/ nature/ terms and conditions of the engagement of the individual and administrative feasibility.

4.8 **Accessibility:**

As per provisions of the RPwD Act, 2016, BSNL shall conduct Infrastructure Audit from time to time, but not later than every three years.

(a) **Physical Infrastructure:**

- (i) BSNL aims to ensure that our physical infrastructure (buildings, furniture, facilities and services in the building/campus) adheres to the accessibility standards as prescribed by the Government of India from time to time. As per best availability of resources in BSNL, all establishment will incorporate accessibility provisions such as ramps, grab bars, wider doorways, tactile paths, accessible parking, accessible toilets, braille symbols and auditory signals in elevators etc. However, BSNL has shown its best positive intention in order to provide accessibility and barrier free environment at work place for Persons with Benchmark Disabilities.
- (ii) In BSNL, all circles have been instructed to take up necessary civil work for making buildings 'Accessible India campaign' (AIC) complaint.
- (iii) BSNL will, to the extent possible, make all Company events and meetings inclusive by ensuring that these are conducted at accessible venues.

(b) **Digital Infrastructure:**

- (i) BSNL, to the extent possible, ensure that all documents, communication and information technology systems adhere to the accessibility standards. BSNL will ensure that as far as possible accessible technologies are procured.
- (ii) BSNL shall ensure that Information Technology interventions such as SAP, ESS, attendance portal, BSNL websites, BSNL Repots, BSNL Intranet and all other portals of BSNL are in accessible formats.



4.9 **Reservation in Promotion to Persons with Benchmark Disabilities:**

It is stated that BSNL being Central Government PSU follows all the guidelines issued by Government of India time to time in connection with PwBD Employees.

In BSNL, the promotion to PwBD Employees shall be made applicable on all posts upto lowest rung of Group- 'A' i.e. AGM level of all streams.

4.10 **Discrimination Free Work Environment:**

BSNL aims to ensure that the work environment is free from any discrimination against Persons with Benchmark Disabilities and that no opportunity is denied to Persons with Disabilities only on the ground of disability.

4.11 **Grievances Redressal:**

In BSNL, Shri Gajendra Kumar, Senior General Manager is presently working as Chief Liaison Officer, shall be Grievance Redressal Officer (GRO) under EOP at BSNL Corporate Office level and Circle wise list of Grievance Redressal Officers is enclosed as **Annexure III**. The liaison officer appointed to look after reservation matters for SCs, STs is also acting as the liaison officer for reservation matters relating to persons with disabilities to redress the grievances of persons with disabilities in coordination with concern controlling units in BSNL.

4.12 **Special Allowance:**

- (i) Special Allowance for child care for women employees with disabilities @Rs.1000/- per month per child maximum for 2 children (upto 2 years of age).
- (ii) Transport Allowance at double the normal rate which shall, in no case be less than Rs.1000/- per month for Blind and Orthopedically handicapped employees (Lower and Upper extremities).

4.13 BSNL shall issue necessary amendment to its various existing policies/ scheme(s) in line with this "Equal opportunity Policy", if required and to incorporate any guidelines issued by Government of India to achieve the objective of this Policy



ANNEXURE-I

Bharat Sanchar Bhawan,
HC Mathur Lane, Janpath,
New Delhi : 110001,
Off : 011-23765181
Fax : 011-23766143



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

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

No. 28-6 /2017-SCT(PART-II)

Dated : 15.03.2021

To,

- 1) All the Heads of Telecom Circle, BSNL
- 2) All Cadre Controlling Authorities, BSNL, Corporate Office, New Delhi
(CGM (EW) / CGM (BW) / CGM (Arch) / PGM (PERS & FP) / Sr. GM (Estt.) / GM (Recd))

Subject : Identification of Posts suitable for persons with benchmark disabilities under the Rights of Persons with Disabilities Act, 2016 – Notification regarding

Kindly refer Department of Telecommunications (DoT) letter no. 01-02/2021-SCT dtd 09/02/2021 vide which Department of Empowerment of Persons with Disabilities (DEPwD)'s OM no. 38-16/2020-DD-III dtd 20/01/2021 on above cited subject has been forwarded for compliance of instructions contained therein.

2. In the matter, attention of all concerned is invited to Sec 34[1] of the Rights of Persons with Disabilities Act, 2016 which mandates that every Government Establishment is required to reserve not less than 4% of Vacancies for various categories of Persons with Benchmark Disabilities viz.

- (a) Blindness and low vision
- (b) Deaf and hard of hearing
- (c) Locomotor disability including cerebral palsy, leprosy palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy
- (d) Autism, intellectual disability, specific learning disability and mental illness
- (e) Multiple disabilities from amongst persons under clauses (a) to (d) including deaf-blindness.

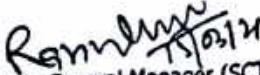
N.B.- 1% each shall be reserved for (a), (b) & (c) while remaining 1% for (d) & (e)

3. In pursuance to provisions contained under Sec 33 of the RPwD Act 2016, DEPwD vide gazette notification dated 04/01/2021 has now notified the list of posts identified suitable for various categories of persons with benchmark disabilities arraying across all group of posts (viz. A, B, C & D). The details of the notification alongwith annexure can be accessed at : <http://egazette.nic.in/WriteReadData/2021/224370.pdf>. This list shall supersede the earlier list of identified posts notified vide DEPwD notification No.16-15/2010-DD III dated 29/07/2013 (now repealed).

Page 1 of 2

4. In compliance of DoT directions contained in letter dated 09.2.2021, all Cadre Controlling Authorities are requested to strictly adhere to the Instructions contained under DEPwD Notification dated 04.01.2021 while filling up vacancies to be reserved for persons with benchmark disabilities (PwDs). In case a post is not mentioned in the said notified list, Cadre Controlling Authorities may endeavor to further supplement the list by identifying such posts on the basis of "functional requirement vis-a-vis nature of duties".

Enclosures: as above


Deputy General Manager (SCT)
Tel No. 011 - 23765181
Fax No. 011 - 23766143

1) Intranet Portal, BSNL CO, New Delhi

Page 2 of 2

CORPORATE OFFICE:

5th Floor

Telecom Establishment (TE) Section
Establishment Branch

TEL: 011-23734364, 23734051(Fax)



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

File No. BSNLCO-A/13(20)/6/2023-ESTAB

Dated: 29.01.2024

To

All Heads of Telecom Circles,
All Heads of Metro Districts,
Other Administrative Offices, BSNL.

Sub: Granting four days Special Casual Leaves to Persons with Disabilities (Divyangjan) in addition to normal 12 days Casual Leaves in a year-reg.

Sir,

The undersigned is directed to refer to the subject mentioned above and to say that certain provisions for Persons with Disabilities (Divyangjan) have been prescribed vide DoP&T O.M. No. 36035/3/2013/Estt.(Res) dated 31.03.2014. This OM was earlier endorsed by SCT Cell, BSNL CO vide letter No. 28-1/2013/SCT(SG)/338 dated 12.05.2014 and U.O. No. 28-1/2013/SCT(SG)/Pt/490 dated 09.09.2015.

In this connection, the issue of additional four days Special Casual Leave for Persons with Disabilities working in BSNL has come up for consideration through representations to Court of Chief Commissioner for Persons with Disabilities (Divyangjan) (CCPD), New Delhi.

Accordingly, as per the approval of CMD, BSNL, the facility of additional Four Days Special Casual Leave in a calendar year to employees (with disabilities) working in BSNL shall be admissible for specific requirements relating to their disabilities.

Encl: As above.


(Keshav Kumar)
Astt. General Manager (Estt-II)

Copy to:

1. PPS to CMD, BSNL.
2. All Directors, BSNL Board.
3. ED (FIN)/CA/CN.
4. All PGMs/Sr.GMs/GMs, BSNL CO.
5. CVO/CS & GM (Legal) BSNL CO.
6. All DGMs/AGMs BSNL CO.
7. Recognized Unions/Associations of BSNL.
8. Intranet Portal.

Regd. & Corporate Office: Bharat Sanchar Bhawan, H.C. Mathur Lane, Janpath, New Delhi-110001
Corporate Identity Number(CIN): U74899DL2000GO1107739
www.bsnl.co.in

Annexure -III

List of Grievance Redressal Officer under the Section 23 of the Rights of Persons with Disabilities Act, 2016 in BSNL			
Name of Circle	Name of G.R.O (S/Shri/Smt./Mrs.)	Landline No./Mobile No.	Official Email ID
BSNL Corporate Office	Gajender Kumar, Sr. GM & CLO(SCT)	9434077434	gajenderbe@gmail.com
A&N	Sri Thirupathy Samala, DGM(NWP-CFA) (L/A)	03192-238778	agmpjgmmpb@gmail.com
ALTTC Ghaziabad	S.C. Singh, Addl.GM(BS-E)	9412218700	adldeme@gmail.com
Andhra Pradesh	G. Arjun Singh, DGM(HR/A)	086-2444370 / 9490192255	dgmadmncovi@gmail.com
Bihar	K.K. Ambashta, DGM(Admin.)	0612-2224093 / 9431200330	dgmbasnlbr@gmail.com
Chennai Telephones(TD)	M. Bhavani, DGM(PG, OP & MIS)	044-26403355 / 9444083467	dgmpgchtd@gmail.com
Chhattisgarh	Y.P. Singh, DGM(EB/S&M)	0771-2282020 / 9425201210	dgmmktgca@gmail.com
Cn Tx NER Guwahati	Achyut Kumar Haloi, DGM(P&A) (L/A)	9435599127	dgmadmncetf@gmail.com
CN Tx North Delhi	Arun Kumar, DGM(NFS), O/o GM(HQ-Project)	9868602644	arunkumar30@bsnl.co.in
Gujarat	B.D. Vaghela, DGM(Admin/HR)	079-26481822 / 9427610108	bdvaghela@bsnl.co.in
Haryana	Narsi Lal Meena, GM(EB & Mktg), o/o CGM, Ambala	9414001625	gmmktghr@gmail.com
Himachal Pradesh	Indira Thakur, DGM(Admin), O/o CGM, Shimla	0177-2621330 / 9418122022	dgmnwocfahp@gmail.com
J&K	Sudershan Kumar Sudan, DGM(Admin)	0191-2472775 / 9419120925	dgmadmnkco@gmail.com
Karnataka	Dasar M.A, DGM	080-25570899 / 9496619309	dgmosd77@gmail.com
Kerala	Saji S.S., DGM(NWO CM-I)	9447045500	sajiss@bsnl.co.in
Madhya Pradesh	V.K. Singh, DGM(EB)	9425603379	vk.singh@bsnl.co.in
Maharashtra	Kailash H. Morey, DGM(Admin)	022-26600520 / 9423991970	dgmadmnmh.co@gmail.com
NE-I	V.K. Singh, Jt.GM(HR)	0364-2220003 / 9434067273	dgmhne1@gmail.com
NE-II	GM(HR & Admin)	03862-237147 / 8004931933	gmrhadmnne2@gmail.com
Odisha	Tapaswi Prasad Behera, DGM(HR & Admin)	0674-2544600 / 9437121100	dgmhraod@gmail.com
Punjab	Dalip Chand, DGM(Fin & TR)	9530918788	dl1dgmtrob@gmail.com (2) dalip1304@bsnl.co.in
STP Chennai	Indu Jaisai, DGM(P&A)	044-24952206 / 9868245370	indu.jaisai@bsnl.co.in
STR Chennai	K.S. Bindu, DGM(OP)	044-22508537 / 9446097040	dgmostrchennai@gmail.com
Tamil Nadu	S. Murugavel, DGM	044-28298667 / 9486101926	murugavel.s@bsnl.co.in
UP West	Sanjesh Kumar Kaim, DGM(CFA-NWO)	9412000113	sanjeshkaim@gmail.com
Uttarakhand	Lal Singh Negi, DGM(Admin.)	0135-2623323 / 0941114826	dgmadmnukd@gmail.com
West Bengal	Jagabandhu Hansda, DGM(L/A)	9433000243	hansdajaga@gmail.com