

**Sub: Improper and Under-utilisation of GM/PGM/CGM level officers in BSNL and issues thereof.**

It is fact that BSNL management is not utilising available GM/PGM/CGM level man power properly level even at level of CGMs. Hence there is immediate shortage in BSNL at Higher level of CGMs and at present 20 posts of CGMs are practically vacant for months together and many Circles do not have regular Circle Head and no action is taken by BSNL management to fill these important posts and whenever discussed the fingers are pointed at your high office that the posting of CGMs is to be decided by Committee constituted at DoT and BSNL has to just wait and watch for instructions and Orders from DoT.

Nobody knows, how posting of Circle head is decided by Administrative ministry, when BSNL was formed so that there is no role of Administrative ministry in Operations of BSNL as PSU and regulatory and operation authorities should be different. This procedure was exiting in BSNL but started before one year and DoT has taken over control of posting of CGM level officers. Whatever may be reason, but practically 25 posts out of 33 posts of Circle Head are vacant as on today and this is crucial month of targets as being projected by BSNL Management for stopping all HR activities of Executives.

CGM is Circle Head who is responsible for BSNL development in particular State or multiple Circles and here postings are done on pick and choose basis. The MSRR 2023 are also applicable for recruitment of CGMs, but the same are modified within month of joining of present CMD BSNL and many CGMs promoted by earlier CMD and the Bord of directors were reverted by new CMD but same Board of Directors. Presently CGM posting is now done on pick and choose basis and due this pick and choose approach, practically 70% post of CGMs are vacant in BSNL and real shortage of talent is crystal clear at these higher level posts.

Out of 40 CGM post 20 post of CGMs are vacant viz. **ALTTC, Assam, A&N, Chennai TD, Bihar, Chhattisgarh, Gujarat, Haryana, ITPC, Inspection** are vacant for months together and **CNTX-N, CNTX NE, CNTX-W, UTKD, TN, KTK, NE-I, NE-II, EW, BW** etc will be vacant in month or in this year, but no arrangement is made for the same.

This we have brought to notice of BSNL management, but it is reported that as DoT is only authorised posting of GMs/PGMs and CGMs is decided by DoT and BSNL management has no role except CMD BSNL as member of Special Committee constituted at DoT for the same.

Further, the CGMs who are serving at some posts, do not have any powers to take decision in the interest of BSNL, as all powers are centralised at BSNL CO and mainly BSNL management. We have submitted detailed letter on this subject. (Copy Attached) But unfortunately no action is taken on it and the present condition of CGMs is worst as 70% posts are vacant and the officers serving at 30% posts are defunct as they do not have powers to take decision as Chief Executive of Circle.

The same is case with GM/PGM level officers and many officers are seating ideal at centralised places and many other justified posts are kept vacant and no action is taken to fill these vacancies. e.g. in MP Circles, sanction posts of GM/PGMs are 18 and 24 GM PGM level officers are posted, The situation in all other Circles is same as

some post at remote place are vacant and excess officers are posted at popular stations. Many of these officers are eligible for CGM promotions and have capacity to handle the issues at CGM level, but are not given authority and this needs to be taken care instead of SET recruitment.

One PGM level officer in Odisha Circle is seating idle for last three years as practically he is not allotted any work for BSNL, but he is given all infrastructure and facilities required at PGM level.

In a classic example, the post of PGM Admn, PGM Trg/Rectt, PGM SR, PGM Rstg etc are vacant for more than six months and these works are being looked under two PGMs in BSNL Co who are already overloaded. Practically many of these works of PGM level officers is being looked by the representatives of BCG and it is really poorest state of affairs in BSNL.

In similar manner, in each and every Circle some GMs are idle or less works and some are overloaded and some posts are kept vacant for years together. The BAs like Sholapur in Maharashtra Circle is PGM level post and it is being managed by DGM level officer under look after arrangement for more than four years. If one can efficiently handle the post of BA Head for four years under look after arrangements, he/she can definitely handle the post more effective if given charge of post as regular BA Head or entrusted Charge of BA Head as being done selectively for DGM level officers on deputation.

This there is no shortage of experienced, expertise and talent in BSNL, but it is lacking on part of BSNL Management to utilise the available experienced. Talented hands within BSNL and false projection that there is shortage in BSNL and hence SET is the only option left with BSNL management.

We request your high office to review entire matter so that rightly available internal Talent is used as immediate substitute for succession plan for ITS officers on deputation and the process of SET Recruitment is kept on hold as it is wrongly projected by BSNL management as Succession plan as desired by Honourable Minister of Communications.

Encl: SNEA letter No. SNEA CHQ/Corr/GoI/2025-26 Dated 23/10/2025.

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