
Message

Dear BSNL Family,

On the occasion of **Vigilance Awareness Week 2026**, being observed from 26th October to 1st November 2026, I extend my warm greetings to all employees of Bharat Sanchar Nigam Limited. This year's theme, "**Probity for Prosperity**", reminds us that integrity, transparency and ethical conduct are not obstacles to growth – they are its foundation, and the basis of the public trust on which BSNL depends.

2. As a public sector telecommunications enterprise, BSNL carries a special responsibility towards the nation and its citizens. Our commitment to reliable, affordable and quality services must be matched by the highest standards of honesty, accountability and fairness in everything we do. Vigilance is not the responsibility of the Vigilance Department alone; it is a commitment that must guide every employee in the discharge of every duty.

3. Procurement is where our probity is tested most directly. BSNL spends a very large amount of public money every year on equipment, works and services, and every rupee of it must be spent with the same care as if it were our own. The principles laid down in the General Financial Rules – transparency, fair competition, equal treatment of bidders, economy and value for money – are not formalities to be recorded on file. They are the standard against which every purchase decision of BSNL will be judged. I therefore expect every officer involved in procurement, from the framing of a requirement to the release of the final payment, to observe the following without exception:

- **Transparency:** Requirements must arise from genuine need and be assessed realistically. Specifications must be generic and must not be tailored to favour any make or vendor. Tenders must be published openly on GeM, CPPP or the e-procurement portal with adequate time for bidders, evaluation criteria must be declared upfront and applied exactly as declared, and the reasons for every decision must be recorded.
- **Competition and the lowest price:** Open competitive bidding is the rule. Nomination, single tender and limited tender are exceptions, to be resorted to only when fully justified and approved by the competent authority. Requirements must not be split to avoid open tendering or higher approval. Reasonableness of rates must be established against market prices, last purchase prices and available benchmarks before any award, and tools such as reverse auction and GeM price comparison must be used wherever possible. Our aim is to obtain the lowest price consistent with the quality and specifications required – genuine value for BSNL, not merely the lowest figure on paper.

- **Honesty and impartiality:** Every officer must declare any conflict of interest and recuse from the matter. There must be no undue contact with bidders during the tender process, no gifts or hospitality, and no favour or prejudice towards any firm. The Integrity Pact and the role of Independent External Monitors must be respected in letter and spirit, and the public procurement policies for Micro and Small Enterprises and Make in India must be applied fairly.
- **Integrity in execution:** Probity does not end with the award of a contract. Quality and quantity must be inspected and verified, payment must be made only for supplies and work actually received, liquidated damages and penalties must be enforced without selective waiver, and legitimate vendor dues must be paid on time, so that no honest supplier ever has to seek a favour to be paid.
- **Accountability:** Every procurement file must be complete and every step must leave a clear digital trail. Officers who take decisions in good faith and in accordance with the rules will have the full support of the Management. Deliberate violations, collusion and dishonesty will be dealt with firmly.

5. Technology must reinforce these principles. Artificial Intelligence, data analytics, digital audit trails and automated monitoring offer us powerful means of strengthening preventive vigilance – for example, by flagging unusual price variations, repeated awards to the same firms, bidding patterns that suggest collusion, and vendors sharing common ownership, bank accounts or contact details. We must use these tools proactively to minimise discretion wherever appropriate and to base decisions on objective and verifiable information, while ensuring proper human oversight, data security and adherence to established rules. Technology should not merely help us detect wrongdoing; it should help us design systems in which the opportunity for wrongdoing is removed from the outset.

6. Preventive vigilance must equally be embedded in project execution, financial transactions, estate management and service delivery. Timely decision-making, proper documentation and strict compliance with prescribed guidelines protect both the organisation and the officer. Every employee must remain alert to procedural lapses, conflicts of interest and practices that may compromise the integrity of our systems.

7. Vigilance Awareness Week is also an occasion to renew our commitment to learning. I encourage all employees, and especially those dealing with purchase and contracts, to deepen their understanding of the Conduct Rules, the General Financial Rules and the Manuals for Procurement, GeM functionalities, cyber security and the responsible use of emerging technologies. Equally important are the timely disposal of complaints and disciplinary cases, effective monitoring of contracts, and the continuous improvement of our internal systems to remove vulnerabilities and prevent recurrence of irregularities.

8. As BSNL expands its network and strengthens its position in India's telecommunications sector, our progress must rest on ethical governance. An organisation that buys honestly, transparently and at the right price uses public resources efficiently, earns the confidence of its customers and partners, and delivers greater value to the nation.

9. I urge every member of the BSNL family to uphold the highest standards of integrity, act impartially, follow established procedures, and report genuine concerns through the appropriate channels without fear. Let us move beyond the formal observance of this Week and make integrity the guiding principle of every decision – above all, every decision to spend public money.

Let us reaffirm our commitment to the vision of **"Probity for Prosperity"** and work together to make transparency, fairness and integrity the hallmarks of BSNL.

With best wishes,



(A Robert Jerard Ravi)
Chairman & Managing Director
Bharat Sanchar Nigam Limited