

No.: BSNLCO-RSTG/12(11)/3/2024-RSTG

Dated: 21.09.2026

OFFICE ORDER

Subject: Constitution of BSNL Women's Empowerment and Facilitation Cell (WEFC) – reg.

With the objective of strengthening the institutional mechanism for women's empowerment, welfare, facilitation, workplace safety and responsive grievance facilitation in Bharat Sanchar Nigam Limited (BSNL), it has been decided to constitute a BSNL Women's Empowerment and Facilitation Cell (WEFC) in BSNL with immediate effect.

The WEFC shall function as an administrative/functional cell for facilitation and coordination for women-related issues in the organization. It shall work through the existing organisational structure and manpower and shall not involve creation of any new sanctioned post or increase in sanctioned strength.

The WEFC shall function in coordination with the existing competent authorities/branches and the Internal Committee(s) constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act).

1. Constitution of the Cell

The WEFC shall function under the overall supervision of Director (HR). The following officers shall be designated for functioning of the Cell from amongst the existing sanctioned manpower:

Sl. No.	Designation/Level	Role in WEFC
1	PGM/Sr. GM	Chief Nodal Officer (Women's Affairs)
2	DGM	Overall functioning and day-to-day coordination
3	AGM/CAO – 2	Policy & Compliance; Welfare & Facilities
4	SDE/AO – 1/2	Support functions
5	SDE/AO equivalent or	Helpline/Intake & First-response Coordination
6	AGM or above at Circle/BA level	Circle/BA Women's Nodal Officer

The above responsibilities shall be assigned on an additional-charge basis, wherever required, from the existing sanctioned manpower.

No new sanctioned post shall be created through this Office Order.

2. Administrative/Functional Arrangement

The WEFC shall function as a coordinating and facilitation cell under HR/Personnel. Reports, cases and grievances received by WEFC which require administrative, personnel, establishment, welfare or other substantive action shall be routed to the concerned existing competent branch/unit for examination and disposal, as per the applicable rules and delegation of powers.

The concerned existing branch/unit shall remain responsible for taking the substantive decision/action in the matter. WEFC shall monitor the progress and facilitate timely disposal. Accordingly, the WEFC shall not duplicate or replace the functions of Personnel, Establishment, Staff Relations/Welfare, Administration, Medical or any other existing functional unit.

3. Circle/BA Women's Nodal Officers

A Women's Nodal Officer at the level of AGM or above shall be designated in each Circle and Business Area, preferably a woman officer, from the existing sanctioned manpower on additional-charge basis, wherever feasible.

The Circle/BA Women's Nodal Officer shall act as the local coordination point for women employees and shall:

- a) facilitate receipt of representations/grievances;
- b) coordinate with WEFC for registration, routing and tracking of cases;
- c) facilitate implementation of directions issued by the competent authority;
- d) assist in identification and reporting of women-related safety and facility issues;
- e) coordinate with the competent Internal Committee wherever required; and
- f) furnish information/data required by WEFC.

The Nodal Officer shall not adjudicate or decide complaints unless specifically empowered to do so under the applicable rules.

4. Functions of WEFC

The functions of WEFC shall primarily be monitoring, coordination, facilitation and reporting, and shall include:

4.1 Policy and Facilitation

- a) To assist in formulation/review of gender-related HR policies and measures concerning women employees.
- b) To identify women-specific issues relating to transfer/posting, welfare, workplace facilities, training, career development and other service matters and place them before the concerned competent authority/branch.
- c) To facilitate consideration of eligible women officials for appropriate/key assignments and postings on the basis of equal opportunity and applicable eligibility/selection criteria, while respecting individual representations made by officials on personal grounds.
- d) To monitor implementation of approved policies/measures concerning women employees. WEFC shall not itself make posting, transfer, promotion or other service decisions, which shall continue to vest with the competent authority.

4.2 POSH Compliance and Coordination

- a) WEFC shall maintain/compile information regarding the constitution and functioning of Internal Committees in BSNL, wherever such information is required for coordination and monitoring.
- b) WEFC shall facilitate coordination with the competent Internal Committee(s) regarding matters relating to sexual harassment.

- c) Any complaint disclosing sexual harassment received through the WEFC reporting mechanism shall be promptly routed to the competent Internal Committee in accordance with the POSH Act and applicable rules.
- d) WEFC shall not investigate, adjudicate, mediate or express any opinion on the merits or outcome of a POSH complaint.
- e) The Internal Committee shall remain solely responsible for examination/inquiry and disposal of POSH complaints and for statutory functions assigned to it under the POSH Act, including statutory reporting/returns.
- f) WEFC may monitor the status of pendency of POSH matters only to the extent permissible and without interfering with the independence or functioning of the Internal Committee.

4.3 Grievance Facilitation

WEFC shall provide a single facilitation window for women-specific service grievances, including matters relating to:

- Child Care Leave/maternity-related entitlements;
- hardship/spouse posting matters;
- discrimination in training/promotion nominations;
- workplace facilities and safety; and
- other women-specific service-related concerns.

WEFC shall:

- a) receive and register the representation/grievance;
- b) allot a docket/reference number, wherever applicable;
- c) undertake preliminary categorisation;
- d) route the matter to the concerned existing competent branch/unit;
- e) monitor the progress and prescribed timelines; and
- f) communicate the status/outcome to the complainant wherever appropriate.

The substantive examination and decision shall remain with the concerned competent authority/branch.

The broad routing arrangement shall be as follows:

Category of matter	WEFC role	Concerned existing authority/branch
POSH/sexual harassment	Facilitation, routing and pendency monitoring	Competent Internal Committee
Personnel/service matters	Docketing, coordination and tracking	Personnel/concerned competent branch
Establishment/posting matters	Docketing, coordination and tracking	Establishment/concerned competent authority
Administrative/facility matters	Docketing, coordination and tracking	Administration/concerned competent authority
Welfare matters	Facilitation and monitoring	Staff Relations/Welfare/concerned competent unit
Safety/security matters	Facilitation and monitoring	Concerned Circle/BA/Security/Administrative authority
Medical/health-related matters	Facilitation and coordination	Concerned Medical/competent authority
Information/advice	General facilitation	WEFC, where within its mandate

The above routing shall not alter the existing powers and responsibilities of the concerned branches authorities.

4.4 Infrastructure and Workplace Safety

WEFC shall monitor and coordinate women-related infrastructure and workplace safety issues. The existing units responsible for Administration, Engineering, Security, facilities, transport or other relevant functions shall continue to undertake the actual execution, maintenance, rectification and implementation of such works/issues.

WEFC may:

- a) collect information regarding identified deficiencies;
- b) coordinate with the concerned executing unit;
- c) monitor action taken and timelines; and
- d) place unresolved/recurring issues before the competent authority.

4.5 Health and Wellbeing

WEFC shall facilitate and coordinate women-related health and wellbeing initiatives with the existing competent units.

Activities such as medical camps, counselling, medical facilities and other welfare/health initiatives shall continue to be undertaken by the existing concerned functional units/authorities as per the applicable arrangements.

WEFC shall monitor and coordinate such initiatives and report significant issues to the competent authority.

4.6 Data and Reporting

WEFC shall coordinate collection and compilation of gender-disaggregated information/data, to the extent available from the concerned source units, and prepare periodic reports for consideration of the competent authority.

The respective source units shall remain responsible for furnishing and validating the data relating to their functional domain.

The reporting mechanism shall be designed so as to avoid duplication of existing MIS/reporting systems.

5. Reporting and Complaint Facilitation Architecture

The WEFC shall act as the nodal facilitation and coordination point for the reporting channels approved by the competent authority for women employees.

The channels may include:

- dedicated BSNL Women's Helpline;
- dedicated monitored email facility;
- web-based complaint/reporting facility;
- QR-code-based reporting mechanism;
- physical/drop-box mechanism, wherever provided; and
- SHe-Box, as the statutory external channel.

The reporting mechanism shall facilitate:

- a) receipt and acknowledgement;
- b) registration/docketing;
- c) preliminary categorisation;
- d) routing to the competent authority/branch;
- e) monitoring of timelines;
- f) escalation of cases where required; and
- g) recording of disposal/closure.

Where a complaint discloses sexual harassment, the matter shall be routed to the competent Internal Committee, and WEFC shall not undertake any inquiry or adjudication.

The reporting architecture shall be implemented in consultation with the concerned technical/administrative units and subject to availability of the required systems and resources.

6. BSNI, Women's Helpline

A dedicated BSNI, Women's Helpline may be established/operated under the administrative coordination of WEFC, subject to availability of the required resources and approval of the competent authority.

The Helpline shall facilitate:

- a) receipt of calls/requests;
- b) registration/docketing of actionable matters;
- c) acknowledgement and first response;
- d) routing to the appropriate competent authority/branch;
- e) monitoring of progress and timelines; and
- f) maintenance of appropriate records.

The Helpline shall function as an intake and facilitation mechanism and shall not itself adjudicate complaints.

Detailed modalities regarding telephone number, email, IVR, SMS/USSD, web portal, QR code and other technology-enabled facilities may be finalised separately in consultation with the concerned technical/administrative units.

7. POSH Complaints

WEFC shall act only as a facilitation and routing mechanism for any complaint received through its reporting channels which discloses sexual harassment.

Such complaint shall be transferred to the competent Internal Committee in accordance with the POSH Act and applicable rules.

The Internal Committee shall remain responsible for inquiry and disposal of the complaint and for all statutory functions assigned to it.

WEFC shall not investigate, adjudicate, mediate or express any opinion on the merits of the complaint.

Confidentiality of the complaint and identity of the complainant and other persons shall be maintained as required under applicable law.

8. Governance

An Apex Advisory/Monitoring Committee may function under the Chairmanship of Director (HR), with the Chief Nodal Officer (Women's Affairs) as Member-Secretary.

The Committee may include representatives from Personnel, Establishment, Staff Relations/Welfare, Administration, TWWO and other concerned stakeholders, as considered appropriate.

The Committee shall review:

- a) functioning of WEFC;
- b) major women-related issues;
- c) grievance trends and disposal status;
- d) POSH pendency, without interfering with the functioning of Internal Committees;
- e) workplace safety and facility-related issues; and
- f) matters requiring management intervention.

9. Reporting

The Chief Nodal Officer (Women's Affairs) shall submit periodic reports to Director (HR) regarding the functioning of WEFC, including:

- status of grievances received and routed;
- pendency and disposal status;
- major women-related service issues;
- safety/facility-related issues;
- status of coordination with Internal Committees; and
- other significant matters requiring attention.

The reporting shall be undertaken without disclosing confidential information relating to POSH complaints except to the extent permitted/required under law.

10. Manpower and Financial Implication

The WEFC shall function through existing sanctioned manpower and resources of BSNL.

The officers designated for WEFC shall discharge the assigned responsibilities in addition to their existing duties, unless otherwise specifically ordered by the competent authority.

No new sanctioned post is being created through this Office Order.

No increase in sanctioned strength or additional recurring financial liability is envisaged through constitution of the Cell.

Any future requirement for dedicated manpower or additional resources, if considered necessary on the basis of actual workload, shall be examined separately and placed before the competent authority for approval.

11. Review

The functioning of WEFC shall be reviewed periodically with regard to workload, effectiveness of the grievance facilitation mechanism, coordination with existing functional units and availability of manpower/resources.

Any modification in the structure, manpower or functioning of the Cell, if considered necessary, shall be undertaken with the approval of the competent authority.

12. Effective Date

The constitution of the WEFC shall come into force with immediate effect.

This issues with the approval of the Competent Authority.


 (Santosh Dahiya)
 DGM (Restructuring),
 BSNL Corporate Office

Copy to:

1. PPS to CMD BSNL for information please
2. Dir (CFA)/Dir (HR)/Dir (CM)/Dir (EB)/Dir (Fin)
3. CVO BSNL CO.
4. All CGMs,BSNL to nominate Circle/BA nodals for the WEFC cell
5. CS and GM (legal) BSNL CO
6. PGM(Pers)/PGM Estt. BSNL CO for posting staff for WEFC cell
7. All CGM/PGM/Sr.GM/GM BSNL CO
8. Spare in the file