



Bharat Sanchar Nigam Limited

(A Govt. of India Enterprise)

BSNL Corporate Office

[Room No.221, Eastern Court, Janpath, New Delhi - 110 001]

(SCT CELL)

No.110-05/2010-SCT/426

Dated: 04.11.2010

To

**All Heads of Telecom Circles/Metro Districts
Bharat Sanchar Nigam Limited.**

**Sub: Procedure to be followed for Redressal of Grievances of SC/ST
Employees in BSNL.**

Of late, it has been observed that a large number of harassment / grievance cases of SC/ST employees are being received in SCT Cell of BSNL Corporate Office through National Commission for Scheduled Castes, National Commission for Scheduled Tribes, Parliamentary Committee on the Welfare of SCs/STs and VIPs for redressing of their grievances. It is evident from the above fact that the grievances of SC/ST employees are not being examined properly at Circle / SSA level at the instance of Liaison Officer / Dy. Liaison Officer as the case may be. As a result, BSNL Management has to face frequent hearing in the Commission / Committee. In this connection, it may be mentioned that out of 2.9 lakh employees, approximately 70,000 SC/ST employees are working in BSNL, thereby forming a great chunk of human resource in BSNL and the grievances, if any, emanating from them need to be taken care of and redressed adequately.

In view of the above, it is essential that a procedure to be followed by Circles/SSAs for redressing of the grievances of SC/ST employees working in BSNL:

1. A Grievance Register is to be maintained indicating the name of the complainant employee, date of receipt of complaint, subject matter, File No., date of disposal and remarks column.
2. Liaison Officer / Dy. Liaison Officer at the Circle / SSA level should monitor the grievance cases and inspect the grievance register / rosters at regular intervals.

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3. SCT Cell at Circle / SSA level may be strengthened. The Liaison Officer / Dy. Liaison Officer may be assisted by at least two/one officials to run his day-to-day activities of SCT Cell depending upon the workload.
4. Quarterly Report on redressal of grievances may be sent to CLO(SCT), BSNL CO, Room No.221, Eastern Court, Janpath, New Delhi-110 001 by the Circles by 15th of April, July, October and January every year.
5. Office-bearers of SC/ST Employees Welfare Association of BSNL may be heard at regular intervals and sincere efforts may be made to settle the grievances at Circle / SSA level accordingly.

All Heads of Circles are hereby requested to take appropriate action as enumerated above so as to avoid embarrassment of BSNL Management from the various Commissions / Committee.



[Ram Shakal]

Chief Liaison Officer(SCT)

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Copy to :

1. PGM(Arch.)/PGM(BW)/PGM(Elect.)/PGM(FP)/Sr.GM(Pers.)/Sr.GM(Estt.)
2. SC/ST Employees Welfare Association of BSNL, D-3, Atul Grove Road, New Delhi.
3. Intranet Portal of BSNL.
4. Guard file.