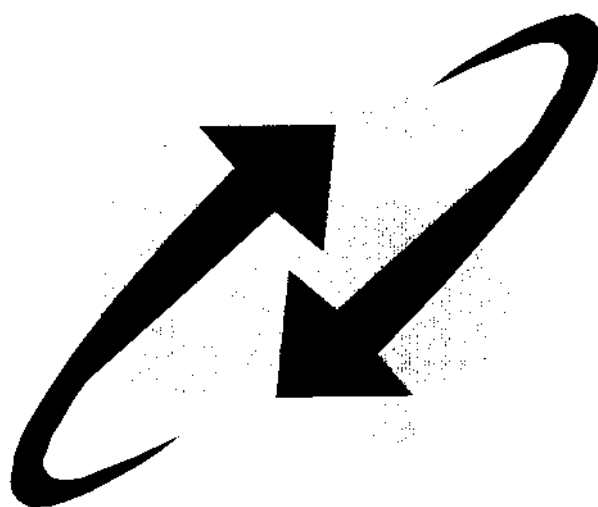


**BHARAT SANCHAR NIGAM LIMITED**  
**(A Govt. of India Enterprise)**



**BSNL**

REPLIES TO QUESTIONNAIRE

REVIEW AND MONITORING OF  
IMPLEMENTATION OF  
RESERVATION POLICY FOR  
SCHEDULED CASTES

BHARAT SANCHAR NIGAM LIMITED

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# National Commission for Scheduled Castes

## Questionnaire regarding implementation of reservation policy

Please furnish a chart showing the organization set-up of the Ministry/Deptt./ Organisation.

A chart showing the organizational set-up is at Annexure-1.

Please give the composition of the Board indicating whether any of the members belongs to Scheduled Castes.

Corporate structure of BSNL Board consists of CMD and five full time Directors viz. Director (Human Resource Development), Director (Planning & New Services), Director (Operations), Director (Finance) and Director (Commercial & Marketing). There are two Government Directors from Department of Telecom, Ministry of Communication and Information Technology, Government of India. At present no Member of the Board of Management belongs to SC Community.

Please state the percentage of reservation applicable in favour of Scheduled Castes and the dates from which enforced in respect of:

Posts filled by direct recruitment.

15% for SCs where recruitments are made on All India basis. As far as local recruitments are concerned state wise representation of SC are followed.

Posts filled by promotion

5% for SCs for posts filled by promotion.

Above said percentage of reservation is applicable since the date of emergence of BSNL i.e., 01.10.2000.

Please state the procedures followed for direct recruitment to various level/categories of posts in various grades/indicating the concessions/relaxations given to Scheduled Castes employees.

Direct Recruitments to various categories of posts are made by giving advertisement in the leading Newspapers. Open competitive examinations are held on all India basis at 27 Telecom Circles in accordance with the Recruitment Rules framed by the respective Cadre Controlling Authority and based on the no. of vacancies arose.

The following concessions/relaxations to SCs are provided:-

- (i) Upper age relaxation upto 5 years.
- (ii) Fixing lesser qualifying marks as compared to general candidates.
- (iii) No fee is payable by SC candidates.
- (iv) Applicants belonging to SC category are entitled to T.A. as per provisions.

5. Please state the promotion policy followed in the Ministry/Deptt./Organisation indicating the relaxation/concessions given to Scheduled Castes employees in promotions.

**Ans:** Since BSNL has been carved out from Department of Telecommunications, the same reservation policy, as followed in DOT in promotion, is being followed in different cadres as per respective recruitment rules framed. Review of the result of the failed SC/ST candidates is done in case quota remains unfilled.

6. What are the levels/categories of posts in the Ministry/Deptt./Organisation both technical and non-technical for which reservation for Scheduled Castes has not been prescribed and the reasons therefore. Information may be given separately for direct recruitment and promotion indicating the level, pay scales and number of such posts.

**Ans:** Reservation is made in all categories of posts wherever applicable as per Govt. of India guidelines.

7. Are there any subsisting agreements between the Ministry/Deptt./Organisation and the employees' Unions which come in the way of Government Policy on reservation for Scheduled Castes in the matter of direct recruitment and promotions, if so, give details.

**Ans:** No, Sir.

8. Please furnish the backlog of SCs on vacancy based roster in all categories prior to 1.1.1997 and the short fall as switching over to post based roster vide DOP&T OM No. 3601212/96-Estt.(Res) dated 2.7.1997.

**Ans:** BSNL is carved out from Department of Telecom (DOT) w.e.f. 01.10.2000. The employees of DOT viz. Group 'B', 'C' & 'D' were absorbed in BSNL w.e.f. 01.10.2000 on the basis of option offered in respective cadres. This pertains to DOT period and is not applicable in BSNL. However, BSNL has reorganized certain cadres and Recruitment Rules have also been framed accordingly. Post-based roster is being followed w.e.f 1.10.2000 in BSNL.

9. Please furnish a statement showing level wise staff strength as on the date when reservation were enforced in the Ministry/Dept./Organisation and on 1.1.2005, 1.1.2006 and 1.1.2007 thus indicating the progress achieved in the following Proforma separately.

1	2	3	4	5
Category/Level of Posts	Total No. of Posts	Number of SCs	Percentage of SCs	Remarks

Information in respect of Sweepers may be given separately.

- Ans:** The compilation of data in HR package for the staff working in BSNL has been done from the year 2007 onwards. As such, the statements with respect of staff strength etc. from the years 2007 onwards can be provided.

The level wise staff strength as on 1.1.2007 is as under:

1	2	3	4	5
<b>Category/ Level of post</b>	<b>Total No. of post</b>	<b>Number of SC</b>	<b>Percentage of SCs</b>	<b>Remarks</b>
Group-A	7323	1290	17.6	Absorption process of Group 'A' is still under process.
Group-B	53593	7767	14.4	
Group-C	209483	38208	18.2	
Group-D (Excluding Sweepers)	51063	11495	22.5	
Group-D (Sweepers)	531	497	93.5	

- 9 (a) Please furnish statements, year-wise in the following Proforma showing the recruitment made during the last three years i.e. 2005, 2006 & 2007.

**Ans:**

Year	Category/ Level of Posts	Total No. of Vacancies Occurred	Total No. of Vacancies Actually filled	No. Vacancies Reserved of SC			No. of Candidates Appointed	No. of Vacancies Carried forward
				B/F from Prev's year	Res'vd During the year	Total		
1	2	3	4	5	6	7	8	9
2005	JTO	No Recruitment						
	JAO	No Recruitment						
	Gr. 'C'	No Recruitment						
	Gr. 'D'	Ban on Recruitment						
2006	JTO	3000	2652	00	406	406	406	00
2007		No Recruitment						

- 9 (b) Please give the representation of Scheduled Castes on 1. Above.

**Ans:** Advertised posts were 3000, actually filled up 2652. Among them 406 candidates were belonging to SC community making 15.30 % of actually filled up posts.

- 9 (c) Please state the reasons for shortfall, if any in the employment of SCs against their reserved quota and the remedial measures taken or proposed to be taken to wipe out the shortfall.

**Ans:** After completion of absorption of employees in BSNL, keeping in view the technological changes and declined trend of fixed lines, only need-based recruitments are being generally done. Hence, direct recruitment has been made in the cadres of JTO and JAO in the executive category and TTA in the non-executive category. Presently direct recruitment in 3591 JTOs in Executive category and 5791 TTAs in Non-Executive category is under progress. In the case of JAO Executive category recruitment will be made after finalization of court cases. In this way the required representation of SC/ST/OBC etc. is likely to be covered during above said recruitments.

10. Please indicate the number of backlog/shortfall vacancies of Scheduled Castes identified and number of vacancies filled in all the Special Recruitment Drives launched so far.

**Ans:** BSNL conducted SRD on backlog vacancies during 2004-05 as per DOP&T instructions and identified 127 vacancies in the grade of TTA. Out of these, 76 vacancies pertain to SC and 51 vacancies pertain to ST category. All the vacancies have been filled up during the SRD.

**11.** Please furnish a statement in the following Proforma showing the total number of employees promoted and the number and percentage of Scheduled Castes respectively among them during each of the last three years i.e. 2005, 2006 and 2007 in respect of various levels/categories of posts separately.

**Ans:**

Year	Category/ Level of Posts	Total No. of Employees Promoted	Number of SCs Promoted	Percentage of SCs Promoted	Remarks
1	2	3	4	5	6
2005	A	0	0	-	
	B	320	6	1.88	
	C	799	146	18.27	
	D	188	28	14.89	
2006	A	70	11	15.71	
	B	300	33	11.00	
	C	778	151	19.41	
	D	99	22	22.22	
2007	A	1069	205	19.18	
	B	3621	687	18.97	
	C	835	188	22.51	
	D	67	20	29.85	

**12.** The impact and the resultant action taken by the Ministry/Deptt./Organisation on the DOP&T

- (1) OM.No. 36012/28/96-Estt. (Res) Vol II dated 3.10.2000- Reservation in promotion – prescription of under qualifying marks/lessess standard of evolution.
- (2) OM.No. 20011/1/2001-Estt.(D) dated 21.1.2002 -- Seniority of SC/STs Govt. servant on promotion by virtue of rule of Reservation/Roster.
- (3) OM.No. 36028/17/2001-Estt.(Res) dated 11.7.2002 – Reservation in promotion transferred of SC/ST candidates promoted on their own merit.

**Ans:** The above said OMs have been circulated to all concerned authorities in BSNL and the directions in the OMs have been scrupulously implemented in BSNL with immediate effect.

13. Please indicate whether pre-recruitment and pre-promotion training is given to SC candidates? If so, please give details for level/categories of posts.

**Ans:** No, Sir. However, action has been initiated to start pre-recruitment and pre-promotion training to SC/ST candidates.

14. What are the checks devised by Ministry/Deptt./Organisation to ensure that reservation policy for Scheduled Castes is implemented properly.

**Ans:** BSNL is following the guidelines/checks prescribed by the Govt. of India on the subject. SCT Cell has been formed under Chief Liaison Officer equivalent to the post of Deputy Secretary, Govt. of India at Corporate office for ensuring proper implementation of the reservation policy. Also, Liaison Officers and Deputy Liaison Officers have been nominated in various Circles and District level for the purpose. Adequate powers are available to Chief Liaison Officer (SCT) and SCT Cell for discharging their duties concerning SC/ST matters like inspection of Rosters, looking into grievances of SC/ST Staff for solving their problems, implementation of reservation policy of Govt. of India, etc.

15.(a) What is the procedure prescribed for redressal of grievances of Scheduled Castes employees?

**Ans:** As and when complaints / grievances received in the O/o Chief Liaison Officer such cases are immediately sent to the concerned authorities for taking necessary action and detailed reports on action taken are called for. SCT Cell is continuously pursuing the cases till the final disposal of the same. Chief Liaison Officer is conducting Quarterly Review Meetings with the officers/staff of SCT Cell to ensure expeditious disposal of complaints/grievances.

(b) Has the Ministry/Deptt./Organisation appointed a Liaison Officer? If so, please indicate the level of Liaison Officer.

**Ans:** Yes, Sir. A Chief Liaison Officer equivalent to the post of Deputy Secretary, Govt. of India has been appointed at Corporate Office of BSNL.

(c) Has a Scheduled Castes Cell been set-up under the direct control of Liaison Officers? If so, please indicate the position of this cell and the staff attached to it.

**Ans:** Yes, Sir. The composition of the SCT Cell in BSNL Corporate Office is as under:

1.	Chief Liaison Officer	-	1
2.	PA to CLO	-	1
3.	AGM (ADG)	-	3
3.	Dy. Manager (SO)	-	1
4.	Asstt. Manager (Assistant)	-	1



5.	UDC	-	1
6.	Sr.TOA	-	1
7.	LDC	-	1
8.	Peon	-	1

(d) Is a complaint register being maintained in order to register the grievances of SC employees?

**Ans:** Yes, Sir.

(e) How many complaints, were received from SC employees during each of the last three years?

**Ans:** 109 complaints have been received from SC/ST employees as per details given below:

Sl.No.	Year	No. of Complaints received
1	2005	30
2	2006	36
3	2007	43
<b>Total :</b>		<b>109</b>

(f) What was the nature of these complaints, the number of complaints disposed of favorably and the time taken for disposal of each complaint? The number and nature of complaints pending disposal may also be furnished.

**Ans:** Generally, the complaints received pertain to service matters. All the cases received during the years 2005 to 2007 have been disposed of by now. Normally, it takes 1 to 3 months to dispose of a case but in some cases, if data and detailed investigation is involved, it takes beyond 6 months depending upon the nature of the complaint.

(g) Have you come across any case(s) of harassment or discrimination against SC employees on grounds of social origin? If yes, please indicate the number of such cases during last three years and the action taken therein?

**Ans:** Seven cases of abusive language have been received. The details are given at **Annexure – 2.**

(h) Does the Ministry/Deptt./Organisation hold periodical meetings with Scheduled Castes employees to sort out their problems and grievances?

**Ans:** Yes, Sir. BSNL has granted recognition to the SC/ST Employees Welfare Association of BSNL vide letter No.71-1/2005-SCT dated 16.07.2007. Since formation of above-said Association, 1<sup>st</sup> formal meeting was held with SC/ST Employees Welfare Association on 12.02.2008.

**16.(a)** Are rosters being maintained for direct recruitment and promotion for all posts as per orders on the subject?

**Ans:** Yes, Sir.

**(b)** Is the procedure of grouping the posts in the direct recruitment adopted for maintaining rosters? If so, please give details indicating the posts with their pay scale covered under the grouping procedure. Also, please indicate the authority who approved the grouping of posts.

**Ans:** No, Sir.

**(c)** Are the rosters being periodically inspected by Liaison Officer? If so, action taken on the inspection reports of the Liaison Officer for the last three years.

**Ans:** Yes, Sir. Chief Liaison Officer / Liaison Officers are inspecting the rosters periodically. Compliance reports are called for from concerned offices. The particulars of inspection carried out by SCT Cell, BSNL Corporate Office for the last three years are at **Annexure-3**.

**17.** Is any representative of Scheduled Castes included in various recruitment Boards/Selection Committees/DPCs for the post wherein reservations/concessions for Scheduled Castes are applicable?

**Ans:** Yes, Sir. Composition of Recruitment Boards/Selection Committees/ Departmental Promotion Committees is constituted for selection of candidates as per the provisions of Recruitment Rules of respective cadres and a representative of SC/ST is invariably included in the aforesaid composition. Generally, SC/ST representatives are of senior level officers holding equivalent posts as compared to other members in the DPC.

**18.** Is the number of posts reserved for SC clearly indicated in the advertisements for direct recruitment? Also, please state whether copies of advertisements are sent to Welfare Associations and Organisations of Scheduled Castes?

**Ans:** Yes, Sir. While inviting the applications for the JTO/JAO examinations, the number of posts reserved for SC are clearly indicated in the advertisements published in the Employment News. Copies of the advertisements are sent to SC/ST Employees Welfare Association of BSNL. However, wide publicity is given to the examinations by publishing detailed advertisements in Employment News and pointer advertisements in local dailies. The advertisements are also uploaded on BSNL website.

**19.** Are the Scheduled Castes candidates interviewed on separate dates i.e. other than the days on which the general candidates are interviewed for various posts?

**Ans:** Direct Recruitment to the JTO, JAO are made on the basis of result of written examination and no interviews are held for the same.

**20.** According to the instructions issued by the Government, whenever recruitment is made on the basis of the competitive examination, centers for such examinations should be set-up at all places where a sizeable number of candidates appear in the examination in addition to usual centers of examination.

**Ans:** The instructions are being followed invariably.

**21.** Please state whether these instructions are followed invariably? If not, what are the reasons?

**Ans:** Yes, Sir. The instructions are being followed invariably.

**22.** State the procedures followed for de-reservation of vacancies reserved for Scheduled Castes and Scheduled Tribes.

**Ans:** No de-reservation of vacancies has been made by BSNL.

**23.** Please give the number of vacancies de-reserved and also the number of such vacancies separately for Scheduled Castes having been carried forward to three subsequent years in respect of various posts/level in last three years.

**Ans:** No such situation arose in BSNL.

**24.** Please give the number of posts level/category-wise which were reserved for Scheduled Castes but were filled up by promotion of general candidates for want of adequate number of eligible Scheduled Castes candidates where promotions were made by selection during the last three years.

**Ans:** Not applicable.

**25.** Is there any specific transfer policy for the employees? If so, what concessions safeguards have been provided for Scheduled Castes, in this policy? A copy of the policy may be furnished.

**Ans:** BSNL has framed a transfer policy for its employees. Copy of the same is enclosed as **Annexure – 4.**

26. Please give the number of employees sent for specialized training abroad during the last three years and the number of Scheduled Castes employees among them in each year.

**Ans:**

Year	Total employees sent to foreign training assignments/ seminars/ symposia/ conferences etc. during the years	SC Employees sent for Training abroad
2005	66	7
2006	117	4
2007	179	23
2008 till March, 2008	38	4

27. Are there instances where persons have obtained employment in your organisation on the basis of false caste certificate? If so, please indicate the number of such cases, action taken and present position of each case. Also, please indicate the steps taken to avoid the occurrence of such cases.

**Ans:** Necessary and appropriate action as per Government instructions/orders issued from time to time on the subject is being taken by the competent authority of BSNL. Details of such cases and status are exhibited in the **Annexure-5**

28. Whether a chapter about implementation of reservation policy for Scheduled Castes is incorporated in the Annual Report of the Organisation? If no, the reasons thereof. A copy of the latest Annual Report be enclosed.

**Ans:** A copy of the Annual Report is enclosed.

29. Please give the details of the various schemes/activities under taken up by the Ministry/Deptt./Organisation for the welfare and socio-economic development of Scheduled Castes under the SCP of the organisation like adoption of villages, development in tribal areas etc.

**Ans:** BSNL has planned WLL network for provision of telephone connection to the people of lower strata of the society including the SC families most of whom live in the scattered far-flung remote rural areas where provision of telephone connection on land line are not feasible due to techno-economic reason. BSNL has planned to cover all the SDCAs in the country by WLL network. This will help to have access of better telecom connectivity in the remote areas where the

underprivileged people including the SC families live and eventually will help their economic upliftment.

Also, priorities are given to SC/ST families for allotment of STD/ISD PCOs.

30. Please intimate the number of Scheduled castes who have been allotted accommodation against the total number of employees provided such facilities.

**Ans:**

Total Qtrs. allotted	Allotted to SCs	SC%
15532	2410	15.52

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