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**COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES
(2022-23)**

(SEVENTEENTH LOK SABHA)

MINISTRY OF COMMUNICATIONS

**[MEASURES UNDERTAKEN TO SECURE REPRESENTATION OF OBCs
IN EMPLOYMENT AND FOR THEIR WELFARE IN BSNL AND MTNL]**

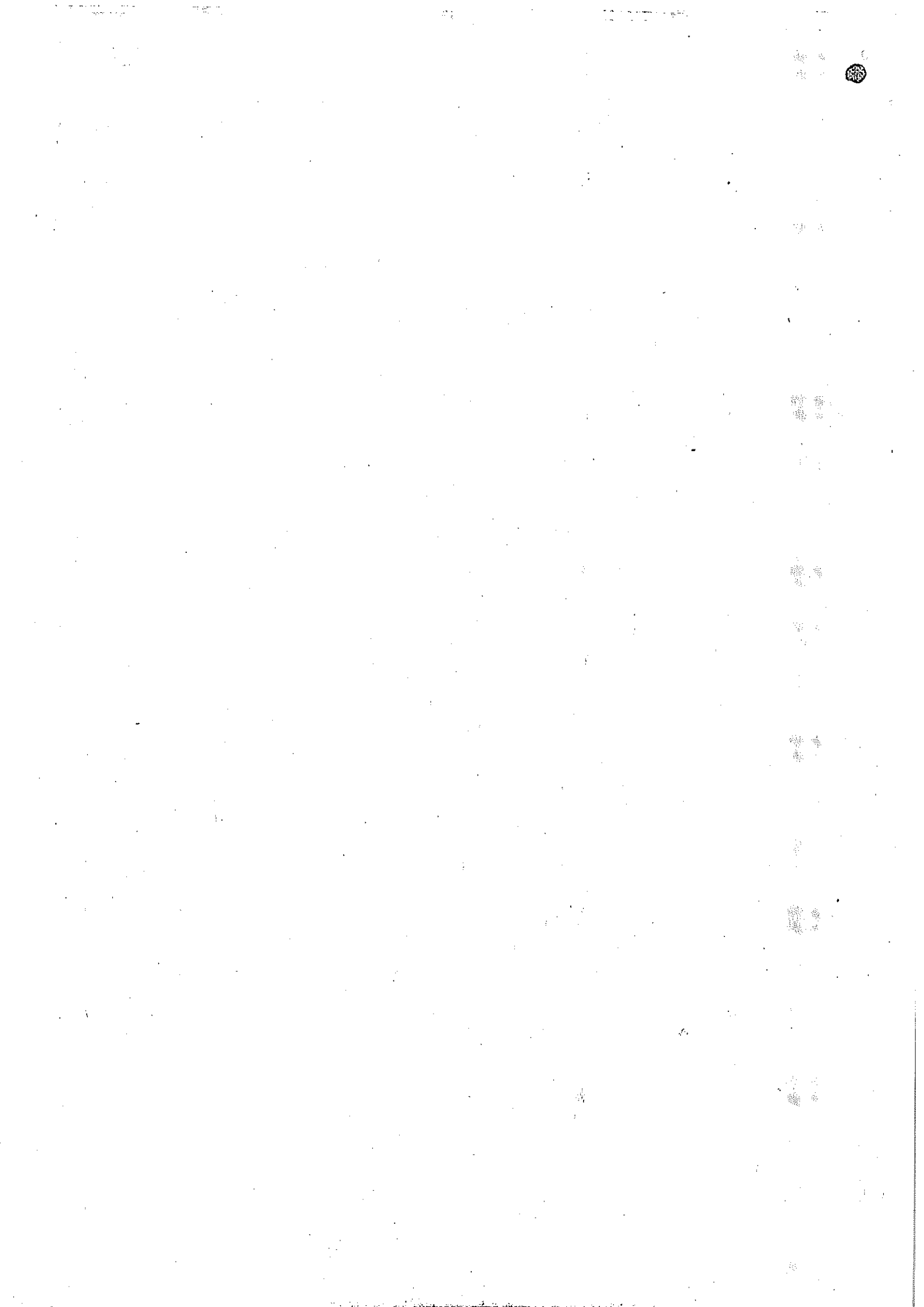
EIGHTEENTH REPORT



सत्यमेव जयते

**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2022/ Agrahayana, 1944 (Saka)



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(SEVENTEENTH LOK SABHA)

**[Measures undertaken to secure representation of OBCs in
employment and for their welfare in BSNL and MTNL]**

MINISTRY OF COMMUNICATIONS

***Presented to Lok Sabha on 21.12.2022
Laid in Rajya Sabha on 21.12.2022***



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**LOK SABHA SECRETARIAT
NEW DELHI**

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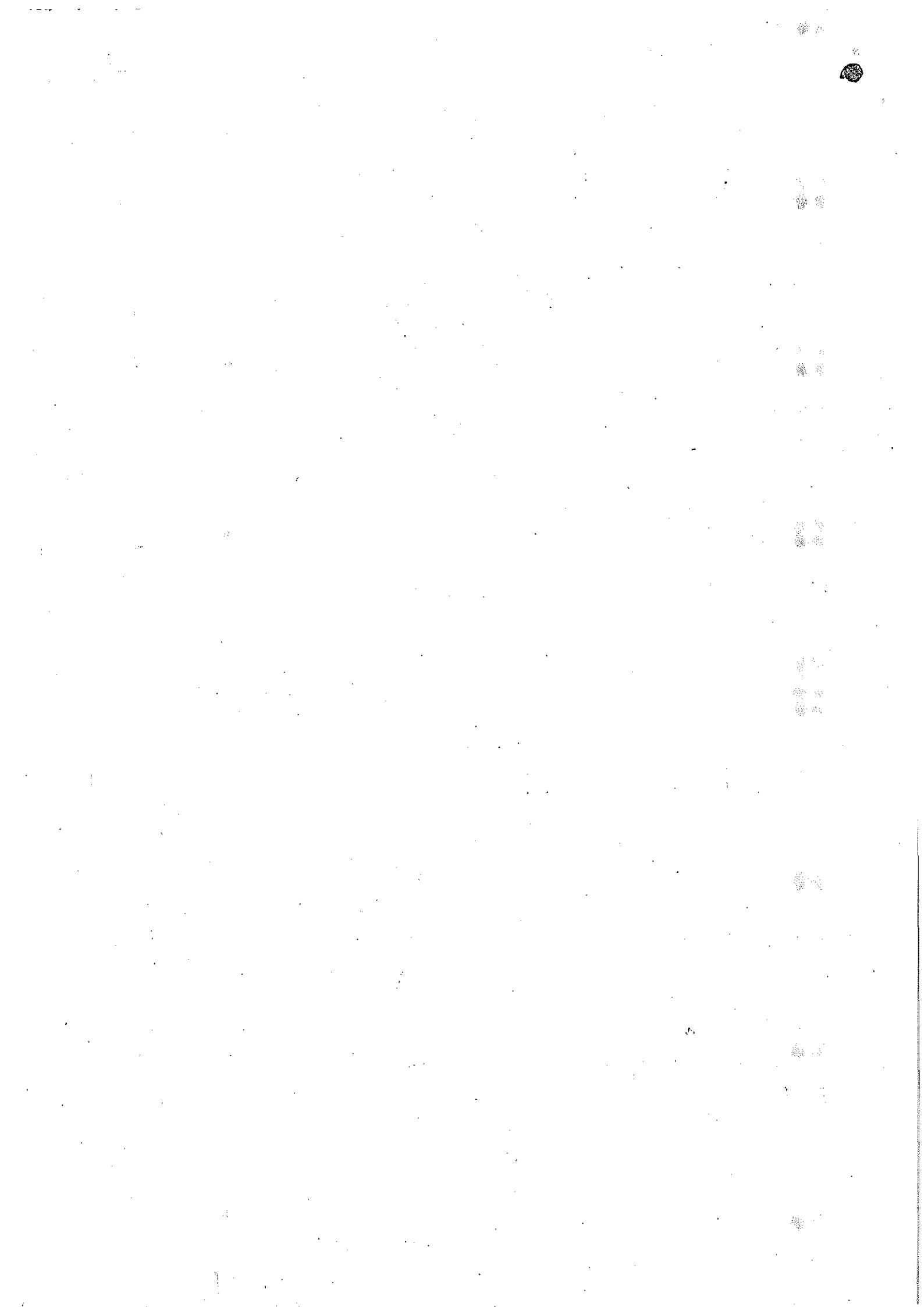
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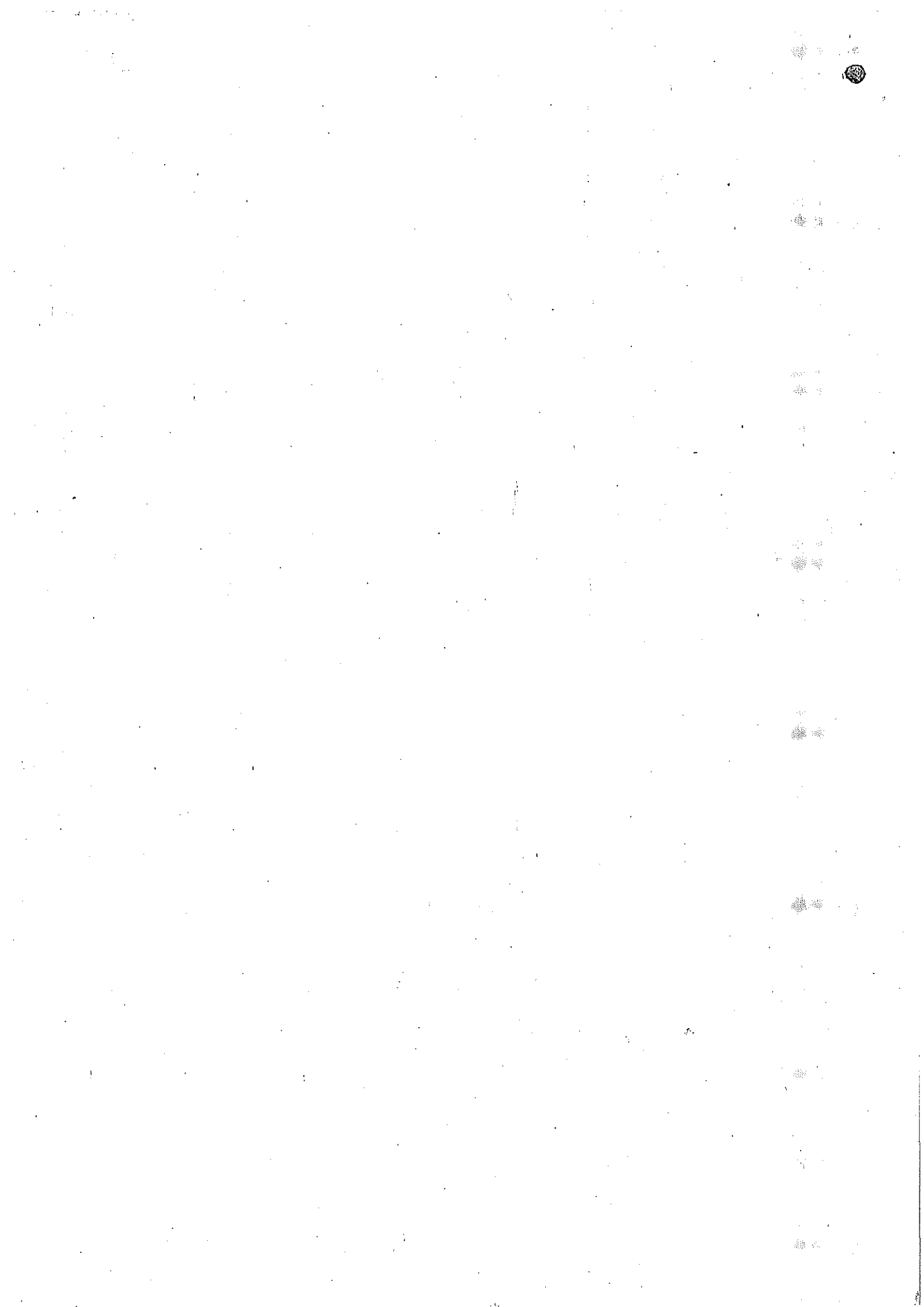
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COMPOSITION OF THE COMMITTEE ON WELFARE OF OBCs (2021-22)

SHRI RAJESH VERMA- CHAIRPERSON

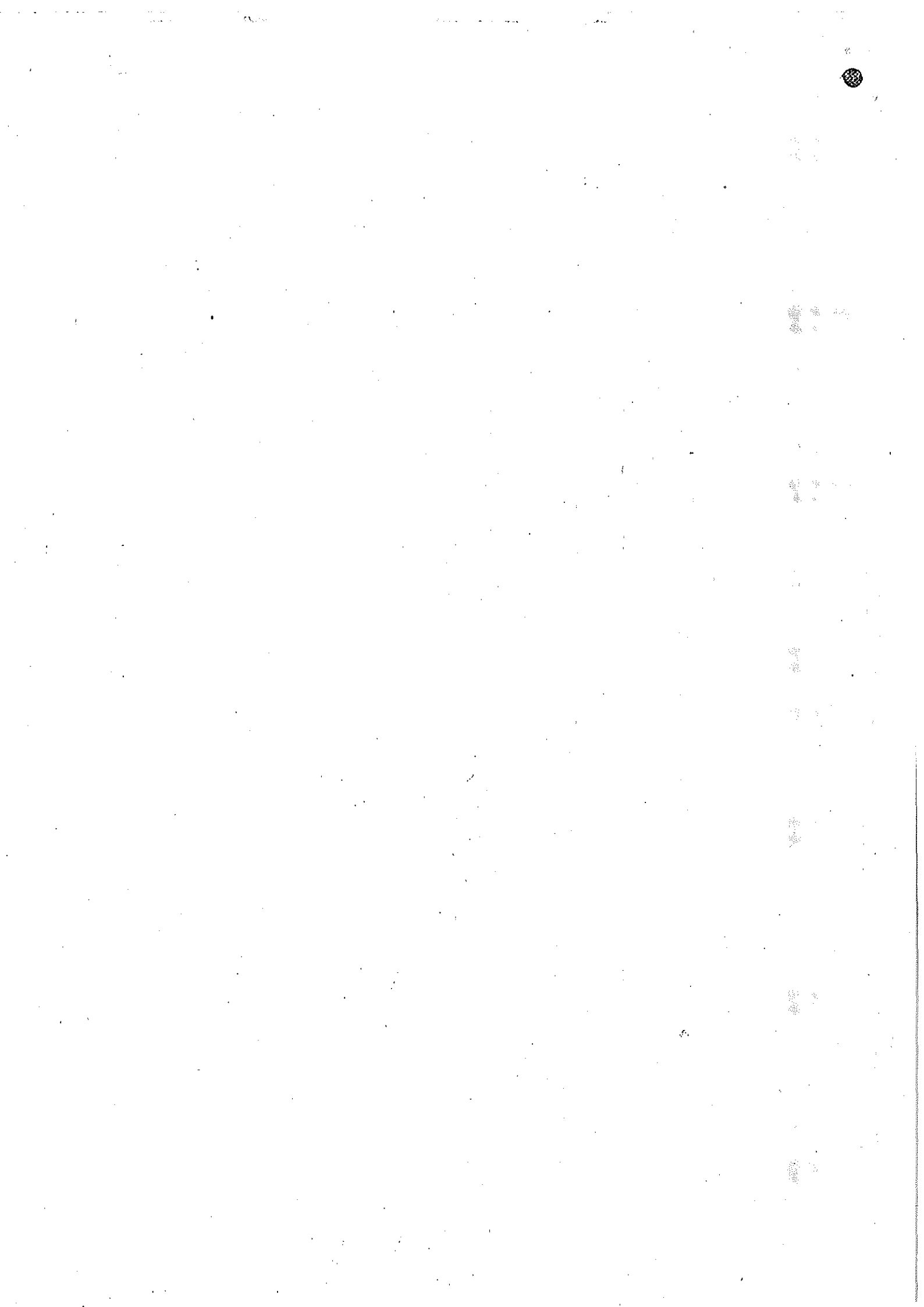
MEMBERS
LOK SABHA

2. Shri T.R. Baalu
3. Shri Sanjay Kumar Bandi
4. Shri Chandra Sekhar Bellana
5. Shri Ramesh Bidhuri
6. Ms. S. Jothimani
7. Shri Dileshwar Kamait
8. Smt. Raksha Nikhil Khadse
9. Shri Jyotirmay Singh Mahato
10. Dr. Sanghamitra Maurya
11. Shri Anubhav Mohanty
12. Dr. Pritam Gopinath Munde
13. Shri Balak Nath
14. Shri Ajay Nishad
15. Shri Parbhatbhai Savabhai Patel
16. Shri Ram Shiromani Verma
17. Shri K. Sudhakaran
18. Shri Ashok Kumar Yadav
19. Shri Pradan Baruah
20. Shri Chunni Lal Sahu

RAJYA SABHA

21. Smt. Geeta *alias* Chandraprabha
22. Shri T.K.S. Elangovan
23. Shri Narayana Koragappa
24. Shri Jaiprakash Nishad
25. Shri Vishambhar Prasad Nishad
26. Smt. Chhaya Verma
27. Shri Harnath Singh Yadav
28. Shri Sakaldeep Rajbhar
29. Shri Dineshchandra Jemalbhai Anavadiya
30. Shri Jugalsinh Lokhandwala*

**Elected w.e.f. 16.03.2022*



COMPOSITION OF THE COMMITTEE ON WELFARE OF OBCs (2022-23)

SHRI RAJESH VERMA - CHAIRPERSON

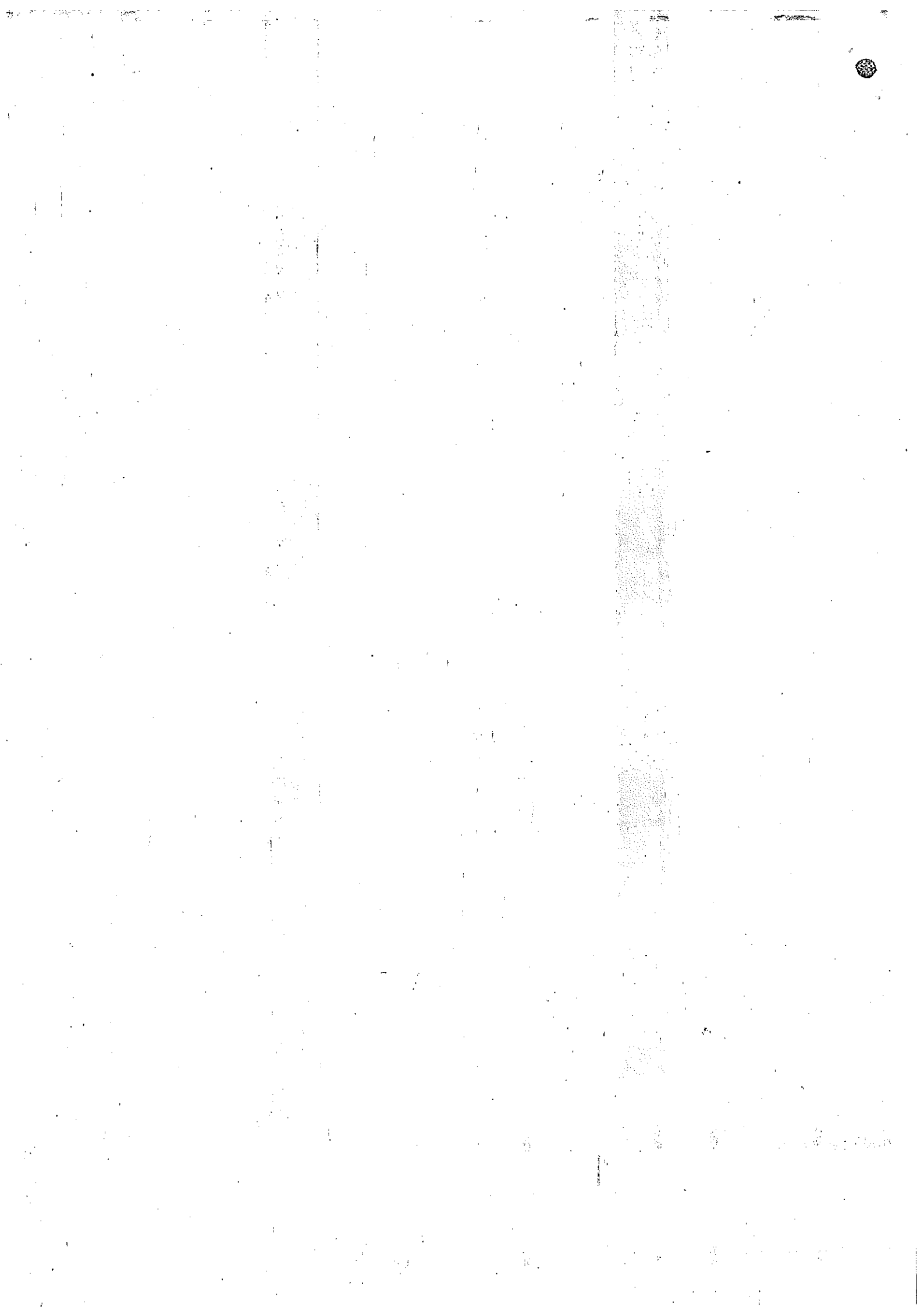
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8. Dr. Sakshi Ji Swami Maharaj
9. Ms. S. Jothi Mani
10. Shri P.C. Mohan
11. Dr. Pritam Gopinath Rao Munde
12. Shri Rodmal Nagar
13. Shri Batak Nath
14. Shri Ajay Nishad
15. Shri Parbhatbhai Savabhai Patel
16. Shri Chunni Lal Sahu
17. Shri Chandra Sekhar Sahu
18. Shri Kumbakudi Sudhakaran
19. Shri Ashok Kumar Yadav
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25. Shri Jugalsinh Lokhandwala
26. Shri Subhas Chandra Bose Pilli
27. Shri Sakaldeep Rajbhar
28. Shri Ram Nath Thakur
29. Shri Harnath Singh Yadav
30. Vacant*

* Vice Shri Vishambhar Prasad Nishad retired from Rajya Sabha.



INTRODUCTION

I, the Chairperson, Committee on Welfare of Other Backward Classes (2022-23) having been authorized by the Committee to present the Report on their behalf, present this Eighteenth Report on 'Measures undertaken to secure representation of OBCs in employment and for their welfare in BSNL and MTNL" pertaining to the Ministry of Communications.

2. The Committee took evidence of the representatives of the Ministry of Communications and of BSNL & MTNL on 24.03.2022 in connection with examination of the Subject. The Committee wish to express their thanks to the representatives of the Ministry of Communications and of BSNL & MTNL for appearing before the Committee for evidence and furnishing the information desired by the Committee in connection with the examination of the subject.

3. The Report was considered and adopted by the Committee at their sitting held on 15.12.2022.

4. The Committee place on record their appreciation for the valuable assistance rendered to them by the officials of the Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

NEW DELHI;
15 December, 2022
24 Agrayana, 1944 (Saka)

RAJESH VERMA,
Chairperson,
Committee on Welfare of Other
Backward Classes



CHAPTER I

PART I

Report

Introductory

BHARAT SANCHAR NIGAM LIMITED (BSNL)

1.1 Bharat Sanchar Nigam Limited (BSNL) was incorporated on 15th September 2000 and it took over business of providing telecom services and network management from the erstwhile Central Government Department of Telecom Services (DTS) and Department of Telecom Operations (DTO) on 01.10.2000. It is the largest and a strategic Public Sector Unit providing comprehensive range of Telecom Services in India.

1.2 BSNL provides the complete bouquet of telecom services, i.e. wire-line, Global system of Mobile (GSM) services including 3G and Value added Service (VAS), Broad Band (BB) services including Fibre to the home (FTTH), IN services, Enterprise Data Services, Data Centre Services, National Long Distance Service/International Long Distance Services and Satellite Communication Services. It has installed a robust telecom network in the country and is now focusing on strengthening and expanding it.

1.3 BSNL is committed to its motto of 'Connecting India' and has contributed significantly to the nation's sustainable economic growth by providing seamless connectivity efficiently and responsibly to even remote and difficult terrains and far flung areas in the country. There is no telecom operator in the country that can parallel its reach and strategic presence in every nook and corner of the country.

1.4 BSNL is the only service provider, making focused efforts and planned initiatives to bridge the rural urban digital divide in ICT Sector. BSNL has a strategic role in

country's telecom sector and at the time of natural calamity/disasters, has been successfully providing connectivity against all odds.

1.5 BSNL is a 100% Government owned Public Sector Undertaking and most of its work force had been originally migrated from DTS and DTO. Their salary outgo was significant and as the company was posting losses, a special VRS Scheme/Package was announced for BSNL in the year 2019 by Government of India. Approximately 78,500 employees have opted for VRS Scheme and as on 31.03.2021, BSNL has a base of skilled work force of around 64,000 employees.

Organisational Set-Up

1.6 The Committee desired to know about the composition of the Board of Directors in Bharat Sanchar Nigam Limited (BSNL). The Ministry of Communications (Department of Telecommunications) informed –

“The Board of Directors of BSNL comprises 12 Directors, of which 6 (including the CMD) are whole time Directors; 2 Government nominee Directors and 4 non-official part time directors. Thus, the Board has the optimum mix of 50% whole-time and 50% part-time Directors. The combination is as per the corporate Governance norms for the unlisted CPSEs, laid down by the Department of Public Enterprises.”

1.7 The representatives deposed that :-

“BSNL is run by the Management Board which is presently comprised of six Functional Directors (including CMD) and two Government Nominee Directors and four Independent Directors.”

1.8 On being asked about the number of officials belonging to OBC category occupying the position in the Board/Top Management Body of BSNL, the Ministry of Communications stated –

"There are no specific Instructions of Department of Public Enterprises (DPE) or Department of Personnel and Training (DoPT) for appointment of reserved categories (SC/ST/OBC/PwD) in the Board of Directors either as Functional Directors, Government Directors or Non Official Directors. Functional Directors are appointed on the recommendations of Public Enterprises Selection Board (PESB/Search-cum-Selection committee (SCSC) and its subsequent approval by the Appointment Committee of the Cabinet (ACC). Government Directors are appointed in terms of the guidelines issued by DPE vide their OM dated 16/3/1992 read with subsequent OM dated 13/11/1995 and they are generally the officers dealing with the concerned CPSE. Non-official Directors (Independent) are appointed on the recommendation of Search Committee of DPE and its subsequent approval by the Appointment Committee of the Cabinet (ACC). The Committee also enquired about the reasons for no representation of OBC at the Director level in BSNL. The representative of BSNL stated as under

—
"Directors are appointed on the recommendations of Public Enterprises Selection Board (PESB/Search-cum-Selection committee (SCSC) and its subsequent approval by the Appointment Committee of the Cabinet (ACC). No caste related information is sought in the process and, therefore, they have no information in this regard. Thus, Directors are appointed with the approval of the Cabinet Committee on Appointment."

MAHANAGAR TELEPHONE NIGAM LIMITED (MTNL)

1.9 Mahanagar Telephone Nigam Limited (MTNL) was incorporated on February 28, 1986 under the Companies Act as a wholly owned Government Company and on April 01, 1986, assumed responsibility for the control, management, operation of the telecommunications networks in Delhi and Mumbai. MTNL is the principal provider of fixed-line telecommunication service in these two metropolitan cities of Delhi and Mumbai and for GSM Mobile services (four peripheral towns Noida, Gurgaon (Now Gurugram), Faridabad & Ghaziabad along with Delhi city) and the areas falling under the Mumbai Municipal Corporation, New Mumbai Corporation and Thane Municipal Corporation along with Mumbai city, also comes under the jurisdiction of the company, MTNL launched Broadband service based on the state of the art ADSL2+ technology in the year 2005. MTNL launched 3G services in 2008 against the spectrum allotted in August 2008.

1.10 The authorized share capital of the company is Rs. 10,000 Crores with paid-up share capital of Rs. 630 crores. At present 56.25% equity shares are held by the President of India and remaining 43.75% shares are held by financial institutions, banks, mutual funds, ADR (American Depository Receipts) holders, foreign institutional investors given Navratna status in 1997. Shares of MTNL are listed in Bombay Stock Exchange (BSE), National Stock Exchange (NSE) and OTCQX (Over The Counter Exchange). MTNL is providing telecommunications beyond boundaries through its joint ventures and Subsidiaries. MTNL is present in Nepal through its joint ventures and United Telecom Limited (UTL) and in Mauritius through its 100% subsidiary Mahanagar Telecom Mauritius Limited (MTML).

SUBSIDIARIES

MAHANAGAR TELEPHONE (MAURITIUS) LTD. (MTML) (A WHOLLY OWNED OVERSEAS SUBSIDIARY)

1.11 MTML is a 100% subsidiary of MTNL. The company is having license for mobile services, international long distance services and internet services. MTML is offering Mobile services on latest state of the art technology having 2G/3G Network all over the Island and 4G (LTE) services covering more than 90% of the total population. The company is managed by CEO, CTO, CFO and 10 more officers, all on deputation from the parent company.

MILLENNIUM TELECOM LTD. (MTL) (A WHOLLY OWNED INDIAN SUBSIDIARY)

1.12 Millennium Telecom Ltd. (MTL) is a wholly owned Indian Subsidiary of MTNL, incorporated in February 2000 under the Companies Act 1956. Services being offered by MTL include Telecom Consultancy & Engineering, Project Management, Wi-fi solution, project on e-governance, Managed services, Turnkey ICT solution etc.

JOINT VENTURE

MTNL STPI IT SERVICES LTD. (MSITSL)

1.13 MTNL STPI IT Services Ltd. (MSITSL) is a 50:50 Joint venture company of Mahanagar Telephone Nigam Limited (MTNL) and Software Technology Parks of India (STPI). MSITSL was incorporated on 31/03/2006 under the Companies Act, 1956, with authorized Capital of Rs. 50 Crores. MSITSL has established the physical infrastructure of state of the art Tier III Data Center at Chennai on space taken on lease basis from STPI.

UNITED TELECOMMUNICATIONS LIMITED (UTL), NEPAL

1.14 UTL is Joint Venture Company of MTNL which consists of TCL, TCIL, NVPL (Nepal) & MTNL. The company provides Mobile/ILD/data services in Nepal. At present MTNL is holding 26.68% of Equity of UTL. The company has not been performing well for the last few years.

Organizational Set-Up

1.15 The Committee desired to know about the Organizational setup of MTNL. The Ministry of Communications (Department of Telecommunications) informed that MTNL being a Government of India Enterprise [CPSE], the Directors [Functional/ Official Part Time/ Non Official Part Time (Independent)] are appointed by the President of India [through the Administrative Department *i.e.* the DoT], in accordance with the Articles of Association of the Company *vide* Article No.66 A-(i), which provides for "appointment of Directors by the President of India". The Board of Directors (looking after) comprises 12 Directors of which 4 (including CMD) are whole time Directors; 2 Government Nominee Directors and 6 Non-Official Part Time Directors(Independent). Their details are as follows:-

Functional Directors [4 including CMD]

- i. Shri Pravin Kumar Purwar, CMD, [CMD BSNL with additional charge of MTNL]
- ii. Shri Arvind Vadenerkar, Director (HR & EB), [Dir.(HR), BSNL with additional charge of MTNL]
- iii. Shri Sushil Kumar Mishra, Director (Technical), [Dir.(CM), BSNL with additional charge of MTNL]
- iv. Smt. Yojana Das, Director (F) [Dir.(F) and CFO of BSNL]

Government Nominee Directors [2]

- i. Shri Amitabh Ranjan Sinha, DoT
- ii. Shri Nvaneet Gupta, DoT

Non-official Part Time Directors (Independent) [6]

At present there are five Independent Directors in MTNL. Further, the representatives of the Ministry deposed that there is no full time Director in MTNL and their responsibility is borne by the Directors of BSNL.

CHAPTER II

REPRESENTATION OF OBCs IN BSNL

2.1 When asked about the total staff strength that various levels of posts/Classes/Scales and the number of OBC employees there in at present the Ministry of Communications stated as follows:-

Representation of OBCs in BSNL employees working as on 28.02.2022, as submitted to Hon'ble Committee in sitting dated 24.3.2022 are as below:-

Groups	Total number of employees	Representation of OBCs	Percentage of OBCs (%)
Executive (i.e. Gr B & above)	29693	8094	27.26
Non Executive (i.e. Gr C & D)	32711	4956	15.15
Total	62404	13050	20.91

From the above data it is seen that the representation of OBC in Executive cadre in BSNL is adequate (27.26%) as mandated. However, there is a short fall in OBC representation in Non-Executive category (15.15%) against the mandated 27%.

2.2 The Committee desired to know about categories of posts in the organization (Technical and non-Technical) for which reservations are made for OBC candidates along with pay scales of all such posts, the Ministry in a written reply stated as follows:-

Post	Cadre	Pay scales	Technical/non-technical	Type
DR-DGM	Executive	32900-58000	Technical	All India
MT		24900-50500	Technical	All India
Junior Telecom Officer		16400-40500	Technical	Circle wise
Junior Accounts Officer		16400-40500	Non-Technical	Circle wise
Junior Engineer (TTA)	Non-Executive	13600-25420	Technical	Circle wise

Representation of OBCs in BSNL employees working as on 28.02.2022, as submitted to Hon'ble Committee in sitting dated 24.3.2022 are as below:-

S.No.		Executives	Non-Executives	Total
1	Total No. of employees	29693	32711	62404
2	OBCs	8094	4956	13050
3	%age Representation of OBCs	27.26%	15.15%	20.91%

From the above data it is seen that the representation of OBC in Executive cadre in BSNL is adequate (27.26%) as mandated. However, there is a short fall in OBC representation in Non-Executive category (15.15%) against the mandated 27%.

2.3 When the Committee sought to know the representation of OBCs in Board of Directors of BSNL, during the course of evidence the representatives of the Ministry deposed that at present there are five Functional Directors, two Government Director

and four Independent Directors. Since they are appointed by PESB and ACC, their caste related information is not sought. Right now we don't have such information regarding them.

REPRESENTATION OF OBCs IN MTNL

2.4 The Committee sought an overview of the implementation of the policy for reservation of OBCs in various categories of posts and the detailed monitoring mechanism for implementation of reservation policy. The Ministry of Communications in written reply stated that:-

"MTNL is following DoPT guidelines scrupulously on reservation policies for OBCs category in direct recruitment, issued by Government of India from time to time and is providing all the concessions and relaxations for OBCs as per Department of Personnel and Training guidelines. However, rapid changes in the technology arena had a great impact on our staff requirements as a result of which there has been less recruitment. MTNL already has sufficient work force and only need based recruitment is being done. Direct recruitments in MTNL are made through written competitive exams and through GATE scores."

2.5 On being asked about the number of officials belonging to OBC category occupying the position in the Board/Top Management Body of MTNL, the Ministry of Communications stated that:-

"MTNL being a Government of India Enterprise [CPSE], the Directors [Functional/Official Part Time/Non official Part Time (Independent)] are appointed by the President of India [through the Administrative Department i.e., the DoT], in accordance with the Articles of Association of the Company *vide* Article No.66A-(i), which provides for "appointment of Directors by the President of India".

There are no specific instructions of Department of Public Enterprises (DPE) or Department of Personnel and Training (DoPT) for appointment of reserved

categories (SC/ST/OBC/PwD) in the Board of Directors either as Functional Directors, Government Directors or Non Official Directors.

Functional Directors are appointed on the recommendations of Public Enterprises Selection Board (PESB/Search-cum-Selection Committee (SCSC) and its subsequent approval by the Appointment Committee of the Cabinet (ACC).

Government Directors are appointed in terms of the guidelines issued by DPE vide their OM dated 16/03/1992 read with subsequent OM dated 13/11/1995 and they are generally the officers of the administrative Ministry dealing with the concerned CPSE.

Non-official Directors are appointed on the recommendation of Search Committee of DPE and its subsequent approval by the Appointment Committee of the Cabinet (ACC)."

2.6 When asked about the total employees at various levels of posts/classes/scales and the number of OBC employees in MTNL, the Ministry stated as under:

Representation of OBCs in MTNL as on 30.06.2021 as per office records:

Category of Employees	Total no. of employees	Total no. of OBC employee	Percentage of OBC
Executives	1241	214	17.2%
Non-Executives	2598	137	5.2%
Total	3839	351	9.1%

From the above data it may be seen that the representation of OBC in Executive and Non-Executive cadres in MTNL is falling severely short (9.1%) from the mandated 27% quota.

2.7 When the Committee enquired about such low representation of OBCs in MTNL, the Ministry during the discussion stated that at present total employee strength in MTNL is 3,893. 1,241 employees are in Executive Category and rest of them are Non-Executive. Out of these Executive category employees 214 belong to OBC category which forms 17.2 percent. Out of 2,598 Non-Executive employees, 137 belongs to OBC category which is 5.2 percent. Employees of Department of Telecommunication (DoT) were en-mass transferred to MTNL on absorption basis and most of them had been recruited in DoT prior to introduction of OBC reservation. Therefore, their separate data has not been maintained.

2.8 The Committee desired to know about categories of posts along with related pay scales in the organization (Technical and non-Technical) for which reservations are made for OBC candidates in MTNL along with pay scales of all such posts, the Ministry stated that -

"MTNL is implementing the reservation policy in respect of OBCs in various categories (Technical and Non- Technical) of posts. This can be seen in RRs and policies in respect of executives and non-executives, wherein saving clause is mentioned as below:

Non-Executives: (Technical)

S.No.	Designation	Pay Scale
1	Telecom Mechanics	11500- 24970 (NE-6)
2.	Telecom Technical Assistant	13500-29300 (.NE-8)

Executives: (Technical/Non-Technical)

Designation	Pay Scale
Assistant Manager	20600-46500 (E-2)

2.9 The Committee desired to know whether reservation policy is being implemented in various appointments made in the two subsidiaries companies of MTNL viz.

Mahanagar Telephone(Mauritius) Ltd. (MTML) and United Telecommunications Ltd.(UTL), the representative of the Department replies:-

"No separate appointments are being made for Mahanagar Telephone(Mauritius) Ltd. (MTML) and United Telecommunications Ltd.(UTL). The MTNL employees (both from Technical and Non Technical Stream) are sent on deputation to these subsidiaries of MTNL for certain period of time for manning the operations in these subsidiaries."

CHAPTER III

IMPLEMENTATION OF RESERVATION POLICY FOR OBCs IN RECRUITMENT IN BSNL

3.1 The Committee sought an overview of the implementation of the policy for reservation of OBCs in various categories of posts the Ministry informed that:-

"BSNL is following DoPT guidelines scrupulously on reservation policy for OBCs category in direct recruitment for posts as mentioned in Point 3 above, issued by Government of India from time to time and is providing all the concessions and relaxations for OBCs as per Department of Personnel and Training guidelines. However, rapid changes in the technology arena had a great impact on our staff requirements as a result of which there has been less recruitment. BSNL already has sufficient work force and only need based recruitment is being done. Direct recruitments in BSNL are made through written competitive exams and through GATE scores."

3.2 The Committee was informed that the representation of OBCs in BSNL as on 28.02.2022 is as below:

S.No.		Executives	Non-Executives	Total
1	Total No. of employees	29693	32711	62404
2	OBCs	8094	4956	13050
3	%age Representation of OBCs	27.26%	15.15%	20.91%

From the above data it is seen that the representation of OBC in Executive cadre in BSNL is adequate (27.26%) as mandated. However, there is a short fall in

OBC representation in Non-Executive category (15.15%) against the mandated 27%.

3.3 From the above information, the Committee enquired about the reasons for not achieving 27% target of OBC reservation as it has been nearly three decades since the introduction of OBC reservation policy. The Committee observed that at present 62404 total employees, 13050 are OBC employees which constitutes only 20.91% of the total employees. The Ministry in the written reply stated that:-

The main reasons for shortfall in NE Category are as follows:

1. Absorption of casual labour in DoT period: The majority of Non-executives in BSNL are existing TSM and group- C & D employees from erstwhile DoT. Options were called from the existing employees of DoT to take part in absorption in BSNL, without any reservation on caste / class basis.

Since the formation of BSNL in 2000, Direct Recruitment in Non-Executive cadre is carried out in the following categories only:

- a) Compassionate ground appointment (CGA): The CGA, as per DoPT guidelines does not provide any reservation on the basis of caste / class. It is given to the dependent family member of the deceased employee based upon his / her indigent condition. The present strength (as on 28 February, 2022) of CGA Employees is 5736.
- b) Direct Recruitment JE (erstwhile TTA): Direct recruitment in BSNL has been done as per the business requirement of BSNL, following all norms. The present strength of JE (Telecom), which includes the JE recruited after 01.10.2000 is 5147, out of which 1849 are from OBC category (35.92%) Annexure-I. This shows that the representation of JEs in direct recruitment is as per norms.

3.4 The Committee sought information about representation of OBCs in Executive and Non-Executive category posts in BSNL, the representatives of the Ministry informed that there are 62 thousand employees out of which 29 thousand are of Executive category and almost 32 thousand belong to non-Executive category. In Executive

category 8,094 employees out of 29,693 belong to OBC category constituting 27.26% and similarly in Non-Executive category 4,956 employees out of 32,711 belong to OBC category which is 15.15%. In this way the overall representation OBCs is 20.91%.

3.5 With regard to the shortfall and backlogs vacancies for OBCs in BSNL, the Committee was informed that:-

"Yes, Year-wise vacancies for OBCs is being indicated in the register. The concept of backlog of unfilled vacancies reserved for OBC category had not come into operation until issue of DoPT O.M.No.36033/1/2008-Estt.(Res.) dated 15.07.2008. The recruitment of DR-DGMs was held in 2010 and 2017 on need basis. The shortfall in DGM recruitment in 2010 has been duly considered at the time of fresh recruitment in 2017."

Details of recruitment and Shortfall /Backlog in various cadres are given in Annexure-II.

3.6 On being asked to give details of steps taken by BSNL / Department to ensure that the target of 27% reservation is achieved in a time bound manner, the Ministry in written reply informed the Committee that:-

"Recently as a part of revival of BSNL approved by Government of India, BSNL VRS-2019 has been implemented in which BSNL has accepted VRS based on the option exercised by the more than 78000 employees. With this, the finances of the company are improving. The Government has also implemented a Revival package in BSNL in 2019 amounting to Rs. 68,984Cr. Once the stressed financial condition of BSNL is reversed, recruitments will be done in future, following all norms of reservation as per GoI guidelines. All sincere efforts will be made to fill up the backlog vacancies in future recruitments."

3.7 When asked to furnish the details of backlog vacancies and reasons for backlog vacancies, the Ministry in written reply submitted that:-

"Direct Deputy General Manager (DR-DGM) /Junior Telecom Officer (Telecom /Civil /Electrical / Arch) / Junior Account Officer (JAO)/ Junior Engineer (TTA)

cadre are recruited through direct recruitment in which reservation (OBC) is considered. The details of backlog vacancies in respect of OBC category after formation of BSNL till date are given below :-

Level of post	Year	No. of Backlog/Shortfall Vacancies
Group 'A' (DR-DGM (Telecom+Finance))	2017	47 (33+14)
Group 'B'		
JTO (T)	2017	154
JTO(E)	Data readily not available	71
JTO (C)		41
JAO	2015	17

(a) The Direct Recruitment in JTO cadre held between years 2001 to 2007.

(b) The concept of backlog of unfilled vacancies reserved for OBC category had not come into operation until issue of DoPT O.M.No.36033/1/2008-Estt.(Res.) dated 15.07.2008.

(c) Hence, the unfilled vacancies in JTO cadre up to 2008 was treated as shortfall. There was no direct recruitment in this cadre from 2008 to 2016. The Direct Recruitment for JTO was held in 2017.

d) The recruitment of DR-DGMs was held in 2010 and 2017 **on need basis**. The shortfall in DGM recruitment in 2010 has been duly considered at the time of fresh recruitment in 2017.

Efforts will be made to fill up the backlog vacancies along with future recruitment".

3.8 The Committee raised the issue of backlog vacancies in Group 'A'. (DR-DGM (Telecom+ Finance) with the representatives of the Ministry in the evidence sitting held on 24th March, 2021, the representatives deposed that in two recruitment for 150 DRDGM in the year 2010 and 2017 and only 64 posts could be filled up. In this 7 OBC posts were filled. Similarly, for 60 posts of DGM Finance 8 posts were filled and only 2 in the OBC category. By the time these recruitment were made in 2017, the condition of BSNL dilapidated therefore, the minimum qualification of the candidates in the two categories of post were B-tech., Chartered Accountant or Cost Accountant.

3.9 During the course of the evidence the Ministry had stated that recruitment for backlog vacancies is not complete. In the light of this, the Committee desired to know the reasons for delay in completing this recruitment cycle along with its current status of Special recruitment drive launched to fill up such backlog vacancies in BSNL. The recruitment of DR-DGMs was held in 2010 and 2017 on need basis. The shortfall in DGM recruitment in 2010 has been fully considered at the time of fresh recruitment in 2017. In 2019, as a part of revival of BSNL approved by Government of India, VRS-2019 has been implemented in which BSNL has accepted VRS based on the option exercised by the individual irrespective of the caste /class of the employee. More than 78000 employees have taken VRS and these posts stand abolished. At present due to its stressed financial condition of BSNL no direct recruitment is being done in BSNL. The reason for shortfall in recruitments may be the deteriorating financial condition of BSNL since 2009-10 onwards and better career prospects/opportunities and pay package available outside BSNL. However, sincere efforts will be made to fill up the backlog vacancies in future recruitments

3.10 Furthermore, the representatives of the Ministry elaborated stating that employees with better/ higher qualification got better opportunities in other PSUs, therefore, they opted out for better promotion and career progression avenues.

3.11 The Committee also desired to know year-wise details of the Recruitment of OBC candidates made in BSNL, the information furnished is appended at Annexure-III.

3.12 From the data furnished by the Ministry, the Committee observed that for the posts of Direct-DGM (T), there has been persistent shortfall of 95% and 86.84% and against the 40 and 38 vacancies in the year 2010 and 2017 only 2 and 5, respectively were filled. When the Committee enquired about the reasons for shortfall in aforesaid posts and steps taken to fill up the vacancies, the Ministry in a written reply stated that:-

"The provision for reservation of OBC has been taken care of as per GoI guidelines. However, all the post advertised could not be filled up. The reason for shortfall in recruitments may be the less lucrative service condition in BSNL due to its deteriorating financial condition since 2009-10 onwards and better career prospects/opportunities and pay package available outside BSNL. BSNL Board is sincerely committed towards revival and turnaround of the company. After achieving this landmark, steps will be taken to fill up the backlog vacancies."

3.13 Furthermore, the Committee also noticed high percentage of shortfall above 90% is in recruitment to the post of Direct-DGM-Telecom (Finance) and as against 16 and 15 vacancies in the year 2010 and 2017, respectively, only one vacancy during each year was filled up. When the Committee sought the reasons for not filling up backlog vacancies in these post, the Ministry informed:-

"The provision for reservation of OBC has been taken care of as per Government of India guidelines. However, all the post advertised could not be filled up. The reason for shortfall in recruitments may be the less lucrative service condition in BSNL due to its deteriorating financial condition since 2009-10 onwards and better career prospects/opportunities and pay package available outside BSNL. BSNL Board is sincerely committed towards revival and turnaround of the company. After achieving this landmark, steps will be taken to fill up the backlog vacancies."

3.14 The details of special recruitment drives launched/proposed to be launched for filling up of the backlog vacancies meant for OBC candidates.

Special Recruitment Drive (last five years)

Years	Shortfall of OBCs			Filled up		
	A	B	C (including erstwhile Group 'D')	A	B	C (Including erstwhile Group 'D')
DR-DGM						
2017	33	-	-	5	-	-
JTO (Electrical)						
2014*	-	71	-	-	Nil*	-
JTO (Civil)						
2014*	-	41	-	-	No*	-

*For the backlog/shortfall vacancies of OBC identified as on 17.01.2017, proposal for conduction of SRD was initiated, but, the same has been dropped at the Board level due to administrative reason.

In the context of post of JTOs the Committee noticed that that against the OBC vacancies of 71 JTOs (Electrical) and 68 JTOs (Civil); 'Nil' was filled up till date as the Board decided to drop these vacancies due to administrative reason. When the Committee asked about the reasons for not filling up these vacancies and steps taken by BSNL to fill up the same, the Ministry elaborated that:-

"Out of total 41 JTO (Civil) vacancies reserved for OBCs for year 2009, only 27 vacancies were filled. A shortfall of 41 number of vacancies was identified as on 17.01.2017.

The process to fill up these vacancies 71 JTO(Elec.) and 41 no. JTO (Civil) was started in February 2018.It was decided to fill up these posts on the basis of GATE-2019 score. The process of recruitment was in advance stage. In the meanwhile, it was analyzed that the expenditure towards employee's salary was impacting heavily on BSNL. Hence, considered decision was taken in September, 2019 that creating further liabilities by new recruitment would not be wise in the larger interest of BSNL. Thus, the expenditure towards employee's salary being one of the prime reasons of the financial crunch of company it was decided to drop the proposal. In 2019, as a part of revival of BSNL approved by Government of India,VRS-2019 has been implemented in which BSNL has

accepted VRS based on the option exercised by the individual irrespective of the caste /class of the employee. More than 78000 employees have taken VRS. The backlog vacancies will be considered for being filled depending upon finances of the company and business requirements."

**IMPLEMENTATION OF RESERVATION POLICY FOR OBCs IN RECRUITMENT IN
MTNL**

3.15 In context of actual implementation of OBC reservation policy in MTNL, the Committee sought details of appointments made under various categories of posts since 1993 onwards:-

"Very few Direct Recruitment process has been carried out by MTNL after the implementation of reservation for OBC in Employment. The details of which is as under:-

Year	Category of posts	Total no. of vacancies occurred	Total no. of vacancies actually filled	No. Of Vacancies reserved for OBC						Backlog OBC vacancies	Backlog OBC vacancies filled
				Reserved during the year	No. of carried forward vacancies	Total OBC vacancies	Total OBC vacancies actually filled	Shortfall	%age of shortfall		
1	2	3	4	5	6	7	8	9	10	11	12
2005	Executives	409	329	110	0	110	91	19	17%		
2009	Executives	305	192	84	0	84	57	27	32%		
2016	Executives	66	39	16	0	16	8	8	50%	8*	
2019	Executives (Non - Technical)	39	18	10	0	10	4	6	60%	6*	

*Candidates equal to number of posts were selected and called to join MTNL, however, fewer candidates joined MTNL in each category."

3.16 The Committee desired to know the reasons for backlog vacancies in OBC category in MTNL, the Ministry in written reply stated that:-

"Candidates equal to number of posts were selected and called to join MTNL, however, fewer candidates joined MTNL in each category. There is ban on all type of recruitment except in key areas where posts have to be manned by professionally qualified personnel. The copy of Order dated 18.3.2004 is attached, However, in key areas where professionally skilled persons are required, MTNL Board allow to fill up special skill posts as and when required. Such recruitments are done on one time basis and there is no carry forward for backlog".

3.17 On being asked if Ministry/MTNL had launched any special Recruitment drive to fill up the backlog vacancies reserved for OBC category, the reply of the Ministry was negative. Further, the Committee desired to know the steps taken/ proposed to be taken up for filling up these backlog vacancies under OBC category. The Ministry in reply stated that:-

"Due to stressed financial condition, MTNL VRS-2019 scheme, approved by Govt. of India, has been implemented by MTNL in the year 2019-20 to reduce overstaffing, in which more than 14,387 employees opting for VRS have been given voluntary retirement. Post-VRS, man-power norms in MTNL are under restructuring process and sanctioned / vacant posts for all cadres are under finalization."

3.18 From the data furnished by the Ministry in regard to shortfall of OBCs, the Committee also observed that there was shortfall to the tune of 17%, 32%, 50% and 60% during 2005, 2009, 2016 and 2019, respectively. When the Committee desired to know the reasons for persistent shortfall along with the steps taken to fill up the vacancies, the Ministry stated as under mentioned :-

- (i) Candidates equal to number of posts were selected and called to join MTNL, however, fewer candidates joined MTNL in each category.

- (ii) Probably as MTNL is incurring huge losses, the shortfall could be attributed to OBCs candidate joining some other organizations for better opportunities.
- (iii) Due to poor financial condition of MTNL 3rd PRC has not been implemented in MTNL, candidates may have joined organization with better pay package.
- (iv) It can be seen that with each passing year the joining percentage is getting reduced in each category probably due to falling health of MTNL.

Due to stressed financial condition and even after implementation of MTNL VRS 2019, financial condition of MTNL has not improved. If at all in near future, MTNL decides to go for fresh recruitment, MTNL will ensure to fill the shortfall of OBCs candidate in recruitment as per Government of India guidelines.

3.19 With respect to the maintenance of Reservation Roster, the Ministry informed that cadre wise Reservation Roster is being maintained as per the DoPT norms. The data furnished on year-wise recruitment made in MTNL is as follows:-

YEAR	STREAM	Total Vacancy/selected	FILLED	TOTAL OBC VACANCY /Selected	FILLED	SHORTFALL	TOTAL SC VACANCY/selected	FILLED	SHORTFALL	TOTAL ST VACANCY/selected	FILLED	SHORTFALL
2005	TELECOM	284	227	74	57	17	39	30	9	20	18	2
	FIN	79	62	26	23	3	4	3	1	1	0	1
	HR/MKT/LCS	46	45	10	10	0	8	8	0	2	1	1
TOTAL		409	334	110	90	20	51	41	10	23	19	4
2009	HR	8	7	3	3	0	1	1	0	0	0	0
	MKTG	24	20	6	4	2	4	2	2	2	2	0
	CS	1	1	0	0	0	0	0	0	0	0	0
	LEGAL	1	0	0	0	0	0	0	0	0	0	0
	TELECOM	200	165	55	47	8	29	24	5	10	8	2
	CIVIL	10	3	2	2	0	1	0	1	0	0	0
	ELECT	10	7	2	2	0	1	0	1	0	0	0
	FIN	51	32	16	11	5	5	2	3	1	0	1
TOTAL		305	235	84	69	15	41	29	12	13	10	3

2016	TELECOM	59	35	15	8	7	8	6	2	4	1	3
	CIVIL	5	3	1	0	1	0	0	0	0	0	0
	ELECT	2	1	0	0	0	1	0	1	0	0	0
TOTAL		66	39	16	8	8	9	6	3	4	1	3
2019	HR	7	3	2	1	1	1	1	0	0	0	0
	MKTG	15	7	4	2	2	2	0	2	1	1	0
	FIN	17	8	4	1	3	6	4	2	1	1	0
TOTAL		39	18	10	4	6	9	5	4	2	2	0

Further Reservation Roster for direct recruitment is also maintained at corporate level which is as follows:-

Mode of RRs	Level at which roster is maintained	The no. of rosters
Direct recruitment	Group 'B'	Four- AM, JAO, JTO (Telecom) and JTO (Civil/Electrical)

MTNL is following DoPT guidelines scrupulously on reservation policies for OBCs category in direct recruitment for posts as mentioned above, issued by Government of India from time to time and is providing all the concessions and relaxations for OBCs as per Department of Personnel and Training guidelines. However, rapid changes in the technology arena had a great impact on our staff requirements as a result of which there has been less recruitment. MTNL already has sufficient work force and only need based recruitment is being done. Direct recruitments in MTNL are made through written competitive exams and through GATE scores.

Norms of Reservation are being followed as per Department of Personnel and Training (DoPT) instructions issued from time to time. The number of posts for each reserved category including the OBCs is duly notified through advertisements in newspaper in advance as a part of Direct Recruitment

process. Besides, the category wise waiting list of successful candidate are maintained/operated in an effort to fill up the reserved vacancies notified for recruitment to the maximum extent, failing which the vacancies remaining unfilled are notified for recruitment by holding Special Recruitment Drive (SRD). No hurdles are being faced while implementing OBC reservation policy.”

3.20 During the course of evidence, the Committee sought information about cadre, recruitment and representation of OBCs in MTNL, the Ministry replied that there are two cadres in MTNL viz. Telecom Mechanic and Telecom Technical Assistant and there is provision of direct recruitment in their 'Recruitment Rules' and similar provision is there for Assistant Manager. Recruitment has been made in Assistant Manager cadre however no recruitment was made in Telecom Mechanic and Telecom Technical Assistant cadre as many of them came under TSM regularization scheme. Since 1986 two General Managers and two Deputy General Manager have been recruited in which roster register was followed. It is worth mentioning that from 1986 to 2021-22, 626 employees were recruited out of which 171 were from OBC category. The overall vacancy that was filled, there were more than 27% persons representing OBC. Secondly when in 2019 recruitments were made in Non-Technical cadre, there were 33 OBC vacancies in total which were duly notified. But many of them did not join as they did not find it to be an attractive organization. The last recruitment drive was made in 2018 and 2019 and there is no plan of recruitment in near future as 40% of the revenue is spent on the salary of the present employees.

CHAPTER IV

WELFARE MEASURES (BSNL)

LIAISON OFFICER FOR OBC

4.1 The Committee enquired as to whether a separate Liaison Officer has been appointed by BSNL to oversee the implementation of reservation orders for OBCs and to look into their grievances, in reply the BSNL stated as under:

"Yes, Shri Satish Kumar Nain, GM(CNP), BSNLCO, New Delhi is nominated as Liaison Officer (OBC), Corporate Office, New Delhi, to look after the grievances of OBC employees. Moreover, all circle heads have been instructed to nominate separate Liaison Officer for OBCs in each circle to look into complaints and redress their grievances."

4.2 Further, details of Liaison officers appointed in at corporate level, New Delhi of BSNL during the last five years are given as below:

- (1) Shri Sheo Shankar Prasad, DGM (Estt), BSNL CO, New Delhi
(06.10.2016 to 23/10/2017)
- (2) Shri Ram Raj Yadava, DGM (NOFN), BSNL CO, New Delhi (27.02.2018
to 10/9/2018)
- (3) Shri Sanjay Kumar GM (VAS-I), BSNL CO, New Delhi (14.09.2018 to
21/08/2019)
- (4) Shri Satish Kumar Nain, GM (CNP), BSNL, CO, New Delhi (31.10.2019 to
till date)

Redressal of Grievances of OBC employees

4.3 To a query about the machinery for redressal of grievances of OBC employees in BSNL, the Ministry in their note stated as under:

"BSNL has SCT Section as per DoPT order 43011/153/2010 – Estt. (Res.) dated 04/01/2013 which monitors reservation policy matters and grievances raised by employees as individual belonging to SC/ST/OBC/PwDs/Ex. Servicemen etc.

The SCT Section is headed by Chief Liaison Officer (CLO). The CLO assist in investigation of complaints received from NCBC etc. Liaison Officer(LO) for OBCs as per DoPT guidelines have been nominated at Corporate office and Circle level for redressal of grievances of employees belonging to OBC. The executive nominated as LO for OBC related matters are DGM or equivalent level Executives."

4.4 In the context of redressing grievances faced by OBC employees in BSNL, the Committee sought to know that at what level of official hierarchy these grievances are addressed. The Ministry in a written reply stated that:-

"The redressal of individual grievance is addressed at Circle level or Business Area (BA) level, which comprise of several districts, in normal cases. In case, the redressal of grievances is beyond their level then such grievances are resolved at BSNL Corporate Office level. All grievances are routed through respective LOs to concerned redressal authority for resolution of the grievances."

4.5 With regard to the machinery for redressal of OBC employees in BSNL, the Ministry informed –

"Liaison Officer for OBC are functioning at Corporate/*circle* levels that are looking into the complaints and redressal of the grievances of OBC employees. However, individual employees can also register their grievance with staff grievance cell working for all reserved category employees i.e. SC/ST/OBC/PWDs etc which is headed by Chief Liaison Officer."

4.6 The Committee enquired about the complaints received from OBC employees during the last two years and steps taken for disposal of those complaints, the Ministry gave the details as follows:-

GRIEVANCES / COMPLAINTS OF OBCs EMPLOYEES

SN	Name of Petitioners	Grievance	STATUS
1	Shri Prabhakar Patil, Addl. GM (Retired), Kohlapur MH Circle	Departmental proceedings, CBI inquiry, Mental Harassment by BSNL, DOT, & TA bill issue, leave case etc	Reply submitted to Commission vide this office letter dated 17.09.2021.
2	Shri Surendra Prasad, GM HQ, WTR, Mumbai	Transfer issue & APAR grading	Transfer issue is settled and Speaking order on APAR grading is issued.
3	Shri Ram Krishna Appa Jadhav, Regular Mazdoor	Regularization in BSNL	Reply has been submitted to Commission vide office letter dtd 29.07.2021
4	Shri Rajesh Kumar, Jt. GM (Civil), Bihar	Regarding Transfer and harassment issue	The complaint is under process.
5	Shri Umesh Rai, AO Bihar	Non settlement of medical bills, TA, mobile Handset bill, Newspaper Bill and Transfer	Most of the issues are settled.
6	Shri S. A. Mali, SDE BSNL	Transfer case	Under Consideration

4.7 The Committee also desired to know whether the management holds periodic meetings with OBC Employees' Welfare Association to sort out their problems/grievances. The Ministry stated –

"At present no OBC Employees Association is functioning, hence there is no provision for periodical meeting with OBC Welfare Association. However, grievances/complaints are looked after by LO (OBC)."

WELFARE MEASURES (MTNL)

LIAISON OFFICER FOR OBC

4.8 The Ministry replied affirmatively on being enquired about the appointment of separate Liaison Officers for OBCs for redressal of grievances of OBC employees in MTNL and for their overall welfare, The Ministry furnished the following details regarding appointment of Liaison Officers for OBCs in the last five years are as follows:-

Year	Corporate Office	Delhi Unit	Mumbai Unit
2017	Sh.R.K. Tanwar, DGM(Pers)	Sh.Ashok Kumar Singh, DGM(Vig.)	Sh.J.P.N.Singh, DGM(West-III)
2018	Sh.R.K. Tanwar, DGM(Pers)	Sh.Akmal Hasan, DGM(Tele.)	Sh.P.G. Satpute, DGM(Plg)
2019	Sh.R.K. Tanwar, DGM(Pers)	Sh.Akmal Hasan, DGM(Tele.)	Sh.P.G. Satpute, DGM(Plg)
2020	Sh.Alok Yadav, DM(Legal)	Sh.Akmal Hasan, GM(Elect.)	Sh.V.K. Bedade, DGM(Legal)
2021	Sh.Akmal Hasan, GM(Elect.)	Sh.Akmal Hasan, GM(Elect.)	Sh.V.K. Bedade, DGM(Legal)

GRIEVANCE REDRESSAL

4.9 The Committee desired to know about machinery for redressal of grievances of OBC employees and the details of the complaints received from the OBC employees of MTNL during the last two years and the steps taken for their disposal. The Ministry in their written reply stated that:-

"Liaison Officers for OBC are functioning at Corporate/Unit level that are looking into the complaints and redressal of the grievances of OBC employees. However, individual employees can also register their grievance with staff grievance cell working for all reserved category employees i.e. SC/ST/OBC/PWDs etc which is headed by Liaison Officer."

4.10 When asked about time limit that has been fixed by MTNL/Ministry for redressal of grievances of OBC employees in MTNL and the level at which grievances of OBC employees are redressed in the Organization the Ministry replied that SC/ST/OBC Cell has been set up to look into the grievances of these employees and to settle their grievances at the earliest. Moreover since last 5 years , very few complaints from OBC employees have been received and resolved as per MTNL applicable rules. Grievances are settled at the GM level of respective Unit and if not settled it can be escalated to the next higher level in the hierarchy, i.e., ED/Dir(HR)/CMD.

OUTSOURCING OF SERVICES/ JOBS

4.11 The Committee inquired Whether the Ministry/PSUs/Organisations under the Ministry proposes to outsource its certain non-core functions and the steps taken to secure the interest of OBCs in outsourced jobs. The reply furnished by the Ministry stated that:-

"MTNL is outsourcing various works such as Security / Housekeeping etc. Workers are engaged by the Contractors on need basis. This has helped in economizing the cost because:

- (1) These services are availed on need basis.
- (2) Rates are discovered through open competition and they are cheaper.

Outsourcing contract are being awarded on the basis of open Competition. Government has not issued any direction regarding reservation for OBC in award of contract."

Part-II

Recommendations/ Observations

I. Representation of OBCs in top management

(A) BSNL: The Committee observed that as per the present composition of its Board of Directors in BSNL, there are six whole time functional Directors, two Government nominees Directors and four non-official Independent Directors. However, the Committee have been informed that as on date none of the officials in the Board belongs to the OBC category as there is no specific instructions of the Department of Public Enterprises (DPE) or Department of Personnel and Training (DoPT) for appointment of reserved categories (SC/ST/OBC) in the Board of Directors either as Functional Directors, Government Directors or Non-official Directors. Thus, there is no representation of OBCs in the top management of the company. The Committee understand that the appointments in the Board of Directors are being made directly by the Government. However, they would like to impress upon the administrative Ministry, i.e. the Ministry of Communications to adhere to the DPE OM No. 2(15)/2011-GM dated 18 April, 2011 communicating the concern expressed by the Parliamentary Standing Committee on Industry that if persons from the categories of SC, ST and OBC and Women category come forward with the criteria laid down for the appointment of non-official Directors on the Board of CPSEs, they should be given preference.

(B) MTNL: The Committee observed that as per the present composition of its Board of Directors in MTNL, there are four functional Directors, two Government nominees Directors and six non-official Independent Directors. Moreover, the representatives of the Ministry of Communications deposed that at present there are no Independent Directors in MTNL and their responsibility is borne by the Directors of BSNL.

II. Representation of OBCs

(A) BSNL: The Committee note that there was only 20.91 percent representation of OBC in BSNL as on 28.02.2022. It is seen that the representation of OBC in Executive cadre in BSNL is adequate (27.26%) however, there is a shortfall in OBC representation in Non-Executive category (15.15%) against the mandated 27%. The Committee are of considered view that BSNL needs to undertake a comprehensive review and reflect whether the organization has succeeded in safeguarding the constitutional guarantees being extended to the

people belonging to the Other Backward Classes. Further, the Committee notice a disturbing trend in the varied representation of OBCs across categories of posts in BSNL. The representation of OBCs in the Non-Executive is only 15.15%. The low representation of OBCs in Non-Executive Directors is particularly cause of concern because these posts are generally filled through direct recruitment. The Committee would like to express their disappointment at the poor implementation of reservation policy at grass root level in BSNL. It is only in Executive cadre where representation of OBCs is 27.26% which is a little over mandate of 27%. The Committee, therefore, desire that BSNL should scrutinize the reasons for lapses at the policy implementation level, particularly in non-executive cadre of BSNL. The Committee, therefore, strongly recommend the Ministry that the issue of low representation of OBC employees in BSNL be addressed at the earliest and steps should be taken to ensure that the reservation policy for OBC is implemented across all the levels of BSNL in letter and spirit.

(B) MTNL: The Committee note that overall there was only 9.1 percent representation of OBC in MTNL as on 30.06.202. Again, there was only 17.2% and 5.2% of OBC employees in Executive and Non-Executive categories, respectively, in MTNL. The Committee would like to express their disappointment at the poor implementation of reservation policy in MTNL. The Committee, therefore, are of considered view that MTNL needs to undertake a comprehensive review and reflect whether the organization has succeeded in safeguarding the constitutional guarantees being extended to the people belonging to the Other Backward Classes and strongly recommend the administrative Ministry that the issue of low representation of OBC employees be addressed at the earliest and steps should be taken to ensure that the reservation policy for OBC is implemented in MTNL.

III. Backlog and shortfall of vacancies

BSNL: The Committee note that since year 2017 there has been persistent high backlog in OBC category in BSNL across all the posts. There has been persistent shortfall of 95% and 86.84% in DR DGM(T) post for the year 2010 and 2017, respectively. Similarly for DR DGM(Telecom Finance) it has been observed that there has also been shortfall of 93.75% (2010) and 93.33 % (2017). Further, in the context of some posts like JTO(E) and JTO(C) the Ministry informed that the data for the last recruitment drive in 2017 was not available. Yet it can be seen from the data of 2009 that there is shortfall of 68% and 60.29%, respectively. The Committee, were informed that recently as a part of revival of BSNL approved by

Government of India, BSNL VRS-2019 has been implemented in which BSNL has accepted VRS based on the option exercised by the more than 78000 employees. With this, the finances of the company are improving. The Government has also implemented a Revival package in BSNL in 2019 amounting to Rs. 68,984Cr. Once the stressed financial condition of BSNL is reversed, recruitments will be done in future, following all norms of reservation as per Government of India guidelines. All sincere efforts will be made to fill up the backlog vacancies in future recruitments. The Committee are not convinced with the argument put forth by BSNL. The Committee feel that special recruitment drive should be given wide publicity and relaxation and concession available to OBC candidates should have been prominently highlighted in the advertisement so as to elicit encouraging response from the OBC candidates. The Committee, therefore, strongly recommend the Ministry to take stock of inadequate representation of OBC in BSNL and apprise the Committee about the recruitment programme undertaken at action taken stage.

IV. Grievance Redressal Mechanism

(A) BSNL The Committee are concerned to note that BSNL have not put in place a Grievance Redressal Mechanism dedicated to OBC employees. Though, BSNL has SCT Section as per DoPT order 43011/153/2010 – Estt. (Res.) dated 04/01/2013 which monitors reservation policy matters and grievances raised by employees as individual belonging to SC/ST/OBC/PwDs/Ex. Servicemen etc. The SCT Section is headed by Chief Liaison Officer (CLO). The CLO assist in investigation of complaints received from NCBC etc. However, an employee belonging to OBC category can seek redressal of their grievances either personally or through the Liaison Officers functioning at corporate / circle level at each Unit/Office of the Company. The Committee feel that Liaison Officer acts as bridge between the employee and the organization. Hence, he can only forward the grievance of the employee to the organization and may not necessarily play a crucial role in redressal of grievances of OBC employees. The Committee do not agree with the claim of BSNL which can be attributed to absence of OBC Employees Association. The Committee, therefore, strongly recommends the Ministry to put in place a Grievance Redressal Mechanism dedicated to OBC employees of BSNL at the earliest.

(B) MTNL The Committee observed that Liaison Officers for OBC employees are functioning at the Corporate/ Unit level that are looking into the complaints and redressal of the grievances of the OBC employees. Moreover, individual employees can also register their grievances with staff grievance call working for all reserved category employees i.e. SC/ST/OBC/PWDs etc. which is also headed by Liaison Officer. The Committee are disappointed to note that there is no Grievance Redressal Mechanism dedicated to OBC employees in MTNL. The Committee feel that Liaison Officer acts as bridge between the employee and the organization. Hence, he can only forward the grievance of the employee to the organization and may not necessarily play a crucial role in redressal of grievances of OBC employees. When asked about time limit that has been fixed by MTNL for redressal of grievances of OBC employees in MTNL and the level at which grievances of OBC employees are redressed in the Organization, the Ministry replied that SC/ST/OBC Cell has been set up to look into the grievances of these employees and to settle their grievances at the earliest. Moreover since last 5 years, very few complaints from OBC employees have been received and resolved as per MTNL applicable rules. Grievances are settled at the General Manager level of respective Unit and if not settled it can be escalated to the next higher level in the hierarchy, i.e., ED/Dir.(HR)/CMD. The Committee do not agree with the claim of MTNL which can be attributed to absence of OBC Employees Association. The Committee, therefore, strongly recommends the Ministry to put in place a Grievance Redressal Mechanism dedicated to OBC employees in MTNL.

NEW DELHI;
15 December, 2022
24 Agrahayana, 1944 (Saka)

RAJESH VERMA,
Chairperson,
Committee on Welfare of Other
Backward Classes

Representation of Junior Engineer (erstwhile TTA) excluding CGA appointees

Sl No	Name of Circles	No of JE	OBC Category
1	ALTTC	3	
2	Andaman & Nicobar Telecom Circle	15	7
3	Andhra Pradesh Telecom Circle	207	82
4	Assam Telecom Circle	126	60
5	BBNW Circle	43	14
6	Bihar Telecom Circle	227	118
7	Calcutta Metro District	285	113
8	Chennai Metro District	98	45
9	Chhattisgarh Telecom Circle	37	11
10	Core Network(Tx-East), Kolkatt	102	38
11	Core Network(Tx-NE Region),GHT	62	13
12	Core Network(Tx-North), Delhi	98	33
13	Core Network(Tx-South),Chennai	141	54
14	Core Network(Tx-West) Mumbai	90	30
15	Corporate Office	1	1
16	Gujarat Telecom Circle	340	95
17	Haryana Telecom Circle	306	117
18	Himachal Pradesh Telecom Circle	85	22
19	ITPC Pune	18	3
20	Jammu & Kashmir Telecom Circle	98	25
21	Jharkand Telecom Circle	60	13
22	Karnataka Telecom Circle	123	47
23	Kerala Telecom Circle	233	113
24	Madhya Pradesh Telecom Circle	158	50
25	Maharashtra Telecom Circle	280	100
26	North East - I Telecom Circle	98	9
27	North East - II Telecom Circle	59	15
28	Odisha Telecom Circle	52	9
29	Punjab Telecom Circle	512	149
30	Rajasthan Telecom Circle	253	81
31	Sikkim Telecom Circle	3	
32	Tamil Nadu Circle	196	85
33	Telangana Telecom circle	158	68
34	UP (E) Telecom Circle	220	105
35	UP (W) Telecom Circle	159	53
36	Uttaranchal Telecom Circle	61	18
37	West Bengal Telecom Circle	140	53
	Grand Total	5147	1849

Representation of OBCs	35.92%
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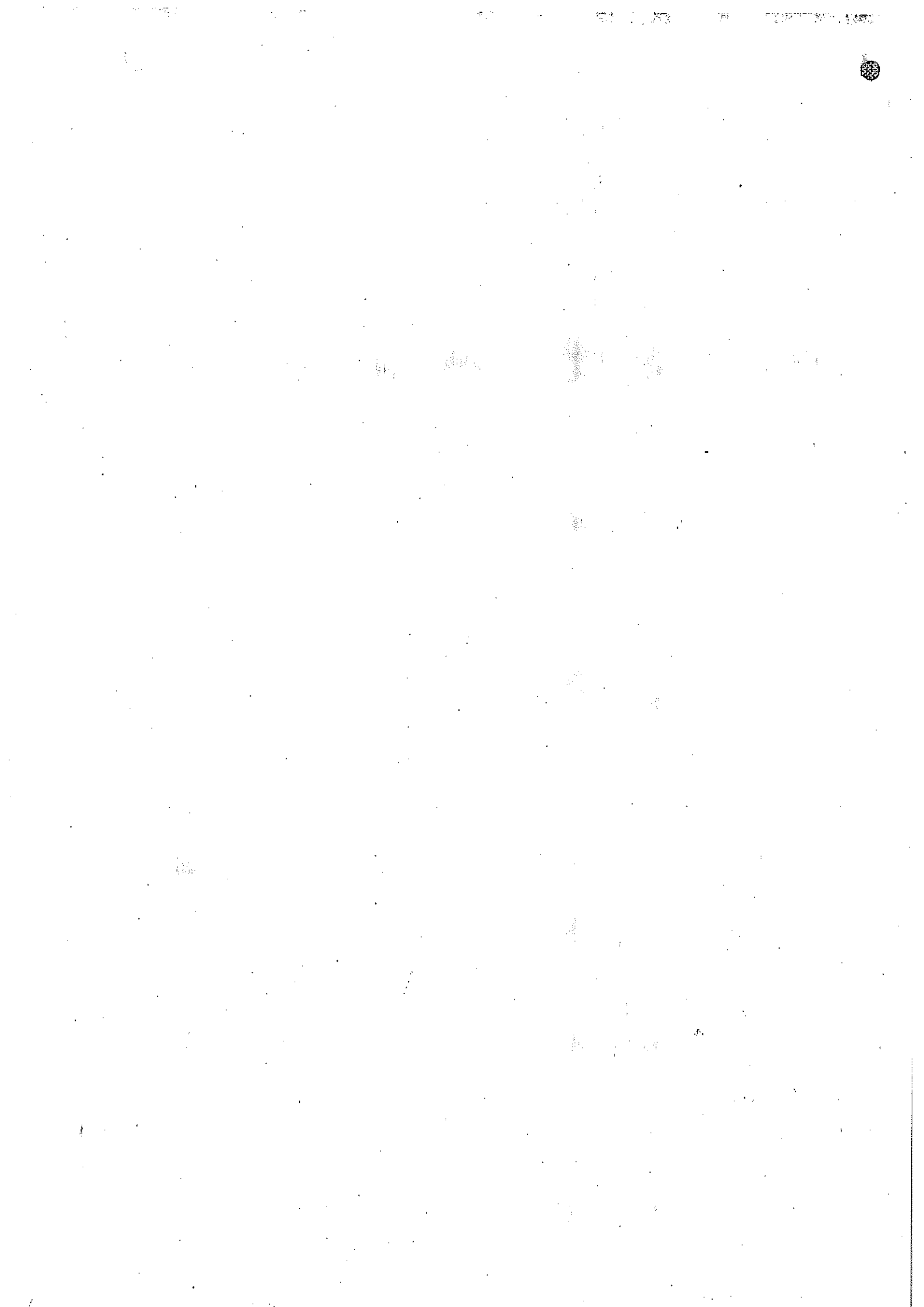


Annexure-II

6.(a). The details of appointments made in MTNL made under various categories of posts as per record as available in is as under:

1 Year	2 Category of posts	3 Total no. of vacancies occurred	4 Total no. of vacancies actually filled	No. Of Vacancies reserved for OBC						11 Backlog OBC vacancies	12 Backlog OBC vacancies filled
				5 Reserved during the year	6 No. of carried forward vacancies	7 Total OBC vacancies	8 Total OBC vacancies actually filled	9 Shortfall	10 %age of shortfall		
2005	Executives	409	329	110	0	110	91	19	17%		-
2009	Executives	305	192	84	0	84	57	27	32%		-
2016	Executives	66	39	16	0	16	8	8	50%	8*	-
2019	Executives (Non -Technical)	39	18	10	0	10	4	6	60%	6*	-

*Candidates equal to number of posts were selected and called to join MTNL, however, fewer candidates joined MTNL.



S.No	Name of Circle	Total number of OBC Employees joined on / after 01.10.2000		
		Executive	Sub-Office	Other employees
1	ALTC			
2	Andaman & Nicobar Telecom Circ	16	0	16
3	Andhra Pradesh Telecom Circle	12	7	19
4	Assam Telecom Circle	484	148	632
5	BBNW Circle	115	143	258
6	Bihar Telecom Circle	80	15	95
7	Calcutta Metro District	230	239	469
8	Chennai Metro District	156	132	288
9	Chhattisgarh Telecom Circle	187	167	354
10	Core Network(Tx-East), Kolkatt	97	32	129
11	Core Network(Tx-NE Region), GHT	90	73	163
12	Core Network(Tx-North), Delhi	32	37	69
13	Core Network(Tx-South), Chennai	158	80	238
14	Core Network(Tx-West) Mumbai	259	62	321
15	Corporate Office	126	51	177
16	Gujarat Telecom Circle	77	5	82
17	Haryana Telecom Circle	330	148	478
18	Haryana Telecom Circle	179	138	317
19	Himachal Pradesh Telecom Circle	46	43	89
20	Inspections	52	1	53
21	IITPC Pune	108	3	111
22	Jammu & Kashmir Telecom Circle	69	25	94
23	Jharkand Telecom Circle	133	50	183
24	Karnataka Telecom Circle	313	141	454
25	Kerala Telecom Circle	707	228	935
26	Madhya Pradesh Telecom Circle	146	91	237
27	Maharashtra Telecom Circle	395	185	580
28	Network For Spectrum Circle	1	1	2
29	North East - I Telecom Circle	46	44	90
30	North East - II Telecom Circle	36	38	74
31	Odisha Telecom Circle	112	22	134
32	OUTSIDE BSNL	1	0	1
33	Punjab Telecom Circle	209	172	381
34	Rajasthan Telecom Circle	345	178	523
35	Sikkim Telecom Circle	6	3	9
36	Tamil Nadu Circle	586	148	734
37	Telangana Telecom circle	441	163	604
38	Telecom Factory Jabalpur	0	4	4
39	Telecom Factory Kolkata	1	3	4
40	Telecom Factory Mumbai	2	3	5
41	UP (E) Telecom Circle	458	271	729
42	UP (W) Telecom Circle	200	138	338
43	Uttaranchal Telecom Circle	28	34	62
44	West Bengal Telecom Circle	149	79	228
	Grand Total	7218	3547	10765



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COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES (2021-22)

MINUTES OF THE EIGHTH SITTING OF THE COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES (2021-22) HELD ON THURSDAY, 24TH MARCH, 2022 IN COMMITTEE ROOM 'B', PARLIAMENT HOUSE ANNEXE, NEW DELHI

The Committee sat from 1530 hrs. to 1640 hrs.

PRESENT

SHRI RAJESH VERMA- CHAIRPERSON

MEMBERS

LOK SABHA

2. Shri T.R. Baalu
3. Shri Dileshwar Kamait
4. Dr. Sanghamitra Maurya
5. Shri Anubhav Mohanty
6. Dr. Pritam Gopinath Munde
7. Shri Ram Shiromani Verma
8. Shri Ashok Kumar Yadav
9. Shri Chunni Lal Sahu

RAJYA SABHA

10. Smt. Geeta *alias* Chandraprabha
11. Shri T.K.S. Elangovan
12. Shri Narayana Koragappa
13. Shri Jaiprakash Nishad
14. Shri Vishambhar Prasad Nishad
15. Smt. Chhaya Verma
16. Shri Dineshchandra Jemalbhai Anavadiya
17. Shri Jugalsinh Lokhandwala

SECRETARIAT

- | | | |
|----------------------|---|------------------|
| 1. Shri J.M. Baisakh | — | Joint Secretary |
| 2. Shri Maheshwar | — | Director |
| 3. Smt. Neena Juneja | — | Deputy Secretary |

LIST OF REPRESENTATIVES

**Ministry of Communications
(Department of Telecommunications)**

Sl. No.	Name	Designation
1.	Shri K Rajaraman	Secretary [T] & Chairman-DCC
2.	Shri A K Mittal	Member [S]
3.	Shri Rajesh Sharma	DDG[SR&E]

BSNL/MTNL

Sl. No.	Name	Designation
1.	Shri P K Purwar	CMD, BSNL/MTNL
2.	Shri Akmal Hasan	GM(East) & Liaison Officer (OBC), MTNL
3.	Shri S.K. Nain	GM(Radio) & Liaison Officer (OBC), BSNL

2. At the outset, the Chairperson welcomed the Members of the Committee to the sitting of the Committee convened for taking evidence of the representatives of the Ministry of Communications (Department of Telecommunications), MTNL and BSNL on the subject "Measures undertaken to secure representation of OBCs in employment and

for their welfare in MTNL and BSNL". Thereafter, the representatives of Department of Telecommunications, MTNL and BSNL were called in and Chairperson welcomed the witnesses. The Chairperson desired the Department to apprise the Committee regarding the status of reservation for OBCs in employment and their welfare in MTNL and BSNL. The Chairperson also emphasised on the need for proper implementation of reservation policy for OBCs for all posts in MTNL and BSNL. The representative of MTNL and BSNL made a brief power point presentation to the Committee on the subject.

2. Thereafter, Chairperson and Members of the Committee raised various issues regarding implementation of OBC reservation policy and welfare measures undertaken of OBC employees in BSNL and MTNL. Accordingly, the representatives responded to the major points given below:

- (i) Representation of OBCs in all category and posts in MTNL & BSNL;
- (ii) Implementation of 27 per cent quota reserved for OBCs;
- (iii) Efforts made for fulfillment of backlog vacancies of OBCs and status of special recruitment drive;
- (iv) Monitoring mechanism formulated by Department of Telecommunication to oversee the implementation of OBC reservation in MTNL and BSNL;
- (v) Welfare measures for overall well-being of OBC employees;
- (vi) Representation of OBCs in outsourcing and contractual labour;
- (vii) Appointment of separate liaison officer for OBC employees;
- (viii) Provision of facilities provided to OBC Employees Welfare Association in terms of rooms, computers and other necessary infrastructure; and

(ix) Reason for non-recognition of OBC Employees' Welfare Association in BSNL and MTNL.

5. The Chairperson directed the representatives of the Ministry, MTNL and BSNL to furnish written replies to the queries which were not responded to by them during the sitting or on which the requisite information was not readily available with them, to the Committee at the earliest.

The Committee then adjourned.

A copy of the verbatim proceedings of the sitting has been kept.

**COMMITTEE ON WELFARE OF OTHER BACKWARD CLASSES
(2022-23)**

**MINUTES OF THE THIRD SITTING OF THE COMMITTEE ON WELFARE OF OTHER
BACKWARD CLASSES (2022-23) HELD ON 15TH DECEMBER, 2022 IN COMMITTEE
ROOM 'C', PARLIAMENT HOUSE ANNEXE, NEW DELHI**

The Committee sat from 1530 hrs. to 1540 hrs.

PRESENT

SHRI RAJESH VERMA - CHAIRPERSON

MEMBERS

LOK SABHA

2. Shri T. R. Baalu
3. Shri Chandra Sekhar Bellana
4. Shri Ramesh Bidhuri
5. Shri Dileshwar Kamait
6. Smt. Raksha Nikhil Khadse
7. Shri P.C. Mohan
8. Dr. Pritam Gopinath Rao Munde
9. Shri Rodmal Nagar
10. Shri Balak Nath
11. Shri Chunni Lal Sahu
12. Shri Chandra Sekhar Sahu

RAJYA SABHA

13. Shri Dineshchandra J. Anavadiya
14. Smt. Geeta *alias* Chandraprabha
15. Shri Narayana Koragappa
16. Shri Jugalsinh Lokhandwala
17. Shri Subhas Chandra Bose Pilli
18. Shri Sakaldeep Rajbhar
19. Shri Ram Nath Thakur
20. Shri Harnath Singh Yadav

SECRETARIAT

- | | | |
|-------------------------|---|------------------|
| 1. Shri Pulin B. Bhutia | — | Joint Secretary |
| 2. Shri Maheshwar | — | Director |
| 3. Smt. Neena Juneja | — | Deputy Secretary |

2. At the outset, the Chairperson welcomed the Members to the sitting of the Committee. The Committee, thereafter, considered the following draft Reports for adoption:

- i 'Measures undertaken to secure representation of OBCs in employment and for their welfare in Canara Bank' pertaining to Ministry of Finance (Department of Financial Services);
- ii 'Measures undertaken to secure representation of OBCs in employment and for their welfare in Gas Authority of India Limited (GAIL)' pertaining to Ministry of Petroleum and Natural Gas;
- iii 'Measures undertaken to secure representation of OBCs in employment and for their welfare in Airports Authority of India (AAI)' pertaining to Ministry of Civil Aviation; and
- iv 'Measures undertaken to secure representation of OBCs in employment and for their welfare in MTNL and BSNL' pertaining to Ministry of Communications (Department of Telecommunications).

3. The Committee adopted the aforesaid draft Reports after a brief discussion and authorized the Chairperson to finalise the Reports and present the same to both the Houses of Parliament.

The Committee then adjourned.