



ALL INDIA BSNL PENSIONERS' WELFARE ASSOCIATION

Central Head Quarters [Regd. No. T 1833/09]

Identified & Registered under 'Pensioners Portal'

D No.54-19-31, Lakshmi Gokul Enclave, JP Nagar, LIC Colony, Vijayawada 520008

email: chqaibsnlpwa@gmail.com

Website: www.bsnlpensioner.in

Advisor: P S Ramankutty

Mob: 9447551555

President: D Gopalakrishnan

Mob: 9444010621

General Secretary: V Vara Prasad

Mob: 9440000482

Date:28 /12/2024

To
The Chairman & Managing Director
Bharat Sanchar Nigam Limited
New Delh-110001

Sir,

Subject: Request to Revise Guidelines for Provision of FTTH Connections (in areas of TNF and areas where exchanges are closed) to Retired Employees.

Ref : Lr No.BSNLCO-ADMN/80/1/2020-ADMN Dated: 19.01.2024

This is to bring to your notice the concerns regarding the changes in guidelines related to concessional telephone facilities for retired employees of BSNL vide the letter referred above. These changes have imposed an undue burden on retirees who have long relied on these benefits.

Retirees of the Department of Telecommunications and BSNL have been entitled to rent-free Residential Service Telephone Connections (RSTCs) along with free calls for several years as per established orders. However, the order dated 19-01-2024 has significantly altered this arrangement, leading to hardships for retirees.

The order dated 19/01/2024 restricts retirees to plans above ₹595, with only 40% concession. This effectively eliminates the previously available free facility for retirees.

The current postpaid GSM plan of ₹199 offered in TNF areas lacks essential data and messaging facilities, making it inadequate for retirees who depend on such services for vital communications (e.g., pensions, government notifications).

The existing landline facility has become obsolete as copper lines are faulty and beyond repair. Migration to FTTH is now essential for reliable communication. Additionally, the growing reliance on digital applications for daily activities highlights the necessity of data services.

In the light of above, the following aspects of revision in the guidelines are requested:

- To Provide retirees with ₹499 FTTH Combo plan at their residences free of cost, ensuring continuity with the facilities previously available.
- To Offer a 40% concession on plans exceeding ₹499, maintaining fairness and affordability for retirees.
- To Ensure retirees already using FTTH on a payment basis receive the same benefits as new users to prevent any discrimination.
- To Replace the existing postpaid GSM plan with a prepaid plan that includes data and messaging facilities, at a cost of ₹199 per month.

Essentially ensuring extension of FTTH or mobile services with data facilities to retirees at no additional cost, recognizing the critical importance of connectivity in today's digital landscape.

We earnestly request your kind attention to these issues and urge a revision of the guidelines to address the genuine grievances of retired employees.

Yours sincerely,



V Vara Prasad
General Secretary