



# Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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**SNPWA/ CHQ/ Dir CFA/ 2/2024**

**Dated 22nd Aug, 24.**

To

Sri Vivek Bansal,  
Director (CFA),  
BSNL, New Delhi

**Subject: Request to revisit the Policy on Concessional Telephones for Retired BSNL Employees**

**Reference: Our Letter No. SNPWA/CHQ/Director CFA/1/24 dated 2nd February 2024**

Sir,

We wish to draw your kind attention to the referenced letter, wherein we requested the formulation of a legitimate policy regarding the provision of concessional telephones at the residences of retired BSNL employees. This request was made in light of the widespread closure of telephone exchanges and landline connections, which have deprived retirees of their existing telephone facilities without suitable alternative arrangements.

Despite the passage of more than six months, no positive action has been initiated in this regard, thus prompting this follow-up.

Since 1998, retirees of DoT and BSNL have been entitled to free telephone facilities at their residences, along with additional free calls, as per the relevant orders. However, recent administrative decisions following the closure of TNF exchanges have raised significant concerns:

1. The order dated 08/12/2023 permitted serving and retired employees in TNF areas to avail themselves of FTTH voice services up to ₹499 free of cost. However, for incomprehensible reasons, a subsequent order dated 19/01/2024 allowed serving employees to benefit from a free

FTTH plan of ₹249 (Rural) and ₹299 (Urban), while retirees were required to choose plans above ₹595 at a 40% concession rate, was issued. This translates to a monthly payment of ₹421 (60% of ₹595 + GST) for retirees, solely due to technological changes. This disparity is unjust and unfair to aging retirees.

2. In this era where data services are increasingly essential, we trust that you will recognize the legitimacy of our grievance, which has been thoroughly detailed in our previous communication.

In light of the above, we once again urge you to consider the following requests:

1. Retirees should be provided with the ₹499 FTTH Combo plan at their residences free of cost, similar to the free calls that were previously available. Charges should only apply to plans above ₹499, with a 40% concession, as currently provided.

2. For GSM options, instead of the current postpaid plan of ₹199, we propose allowing any existing prepaid plan with a one-year validity and a total value of less than ₹2,400 (₹199 x 12), **inclusive of data and message facilities, without which such connections become absolutely redundant, just of no use. It is incredible to have a GSM connection, without message and min data facilities. How do retirees receive unavoidable and crucial message relating to Pension from CCAs, CGHS from CGHS authorities, messages from I.T etc etc**

This mechanism would also simplify the billing process, eliminate the need for monthly payments, and prevent disconnection or reconnection issues. Any higher plan cost should be borne by the individual.

3. The same facilities should be extended to existing retirees who are currently utilizing FTTH on a payment basis, ensuring fairness and preventing discrimination among retirees.

We earnestly hope that our legitimate concerns will be addressed promptly and equitably.

Thank you for your kind attention to this matter.

Sincerely,



G. L. Jogi

General Secretary

**Encl:** Letter referenced above

Copy to

Respected Sh Robert Jerard Ravi, CMD/ BSNL, for kind information and n/ a please.