



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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### President

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R.R.Balasubramanian  
(M) 9486100613

### Financial Secretary

Awadesh Sharma  
(M) 9968630008

No. AIBSNLREA/CHQ/2024/60

Date: 16<sup>th</sup> August 2024

To

Dr. Kalyan Sagar N,  
Director (HR),  
Bharat Sanchar Nigam Limited,  
New Delhi 110001.

**Sub: Non-implementation of BSNL Corporate Office guidelines - Failure to categorize staff quarters as Premium and Non-premium by West Bengal Circle/Asansol BA resulting in collection of higher rent from BSNL pensioner occupying quarters**

**Ref: 1. Our letter No.AIBSNLREA/CHQ/2024/5 dated 29<sup>th</sup> January 2024**

**2. Reply to RTI query by West Bengal Circle**

Sir,

We had drawn your kind attention vide our letter cited under reference to the Comprehensive Renting-Out Policy 2020 issued by BSNL on 25.08.2020, revising the guidelines issued earlier in the year 2012. Subsequently modifications were issued to CROP-2020 vide BSNL letter No.BSNLCO-LM/13(11)/1/2020/CROP-A1 dated 02.11.2020. While modifying section 11.3, sub sections (a), (b) and (c) were introduced.

(a) "In some colonies, there may be substantial variation between rental rates specified in Section-11.1 and the prevailing market rent, due to various factors such as location of colony, condition of staff quarters, demand-supply position, amenities available etc."

(b) "In such cases, the Circle Head may classify the residential colonies under 'Premium' and 'Non-Premium' categories and decide the lease rent through FRAC as per procedure detailed in section 6.2 and 6.3 of the policy."

(c) "The lease rent decided through FRAC may be higher or lower than the rent prescribed in section 11.1. However, it shall not be less than 90% of such prescribed rent for Premium category and not less than 80% of such prescribed rent for Non-Premium category."

2. Subsequently, the lower limit of rent was further reduced to 80% of prescribed rent for Premium category and 70% of prescribed rent for Non-Premium category vide BSNL letter No. **BSNLCO-LM/13(11)/1/2020/CROP-A3 dated 25.04.2022, allowing 20% discount and 30% discount respectively, with the concurrence of the IFA.**

3. We had also mentioned in our letter under reference that neither the Corporate Office circular was endorsed by West Bengal Telecom Circle to the field units nor was any exercise conducted for categorising the staff quarters as 'Premium' or 'Non-Premium.' While this provision has not been even considered, another provision in CROP-2020 has been meticulously taken care of by Asansol BA in West Bengal by mechanically increasing the rent by 5% every year in the absence of FRAC decision. When an aggrieved pensioner occupying BSNL Quarters in Burdwan, Shri Lakshmi Narayan Das, Retd AO, Burdwan repeatedly represented, he was told that "FRAC may decide Rent Higher or lower than prescribed Rent. But not less than 90%. It doesn't mean discount." We had requested to direct West Bengal Circle to categorise the staff quarters as per BSNL CROP-2020 as well as the letters dated 02.11.2020 and 25.04.2022, decrease the rent retrospectively based on the condition of the quarters and demand-supply position and to order refund of excess recovered rent to all the occupants, particularly to Shri Lakshmi Narayan Das, Retd AO, Burdwan who has been representing repeatedly ever since the modifications were issued.

4. In response to our letter, BSNL had informed us that the "BA office has rented out Departmental quarter/spaces as per CROP-2020 and as per direction issued from higher offices from time to time." And now, in reply to a RTI query by Shri Lakshmi Narayan Das, Retd AO, Burdwan, CGMT, West Bengal Circle has informed him that "**No such classification of BSNL residential colony as "Premium" and "Non-premium" has been initiated by this office.**"

5. The fact that no such categorization was initiated by West Bengal Circle, despite clear instructions from BSNL Co, is quite shocking, as it has defeated the entire purpose of CROP-2020, as it is known to everyone that the condition of BSNL staff quarters is getting worse every

year due to complete stoppage of expenditure on maintenance and repair citing financial status of BSNL, requiring the occupants to spend thousands of rupees from their own pockets. The provision under sub section (c) of Section 11.3, allowing the FRAC to decide a rent lower than the one prescribed in Section 11.1 taking into the **condition of staff quarters and demand-supply position** has been ignored by the West Bengal Circle.

6. We believe that BSNL Corporate Office cannot remain satisfied by just issuing guidelines but is supposed to ensure that the guidelines are implemented by the Circles/Units promptly, at least when non-implementation by any Circle/Unit is brought to its notice. In this case, the fact that a pensioner is being unduly forced to pay more rent than what is justified, needs to be considered with empathy and necessary action is to be taken.

7. In view of the above facts, we request you again to kindly bestow your personal attention to the matter, direct West Bengal Circle to categorise the staff quarters as per BSNL CROP-2020 as well as the letters dated 02.11.2020 and 25.04.2022, decrease the rent retrospectively based on the condition of the quarters and demand-supply position and to order refund of excess recovered rent to all the occupants, particularly to Shri Lakshmi Narayan Das, Retd AO, Burdwan who has been representing repeatedly ever since the modifications were issued.

With kind regards,

Yours sincerely,

Handwritten signature of R.R. Balasubramanian in blue ink, with the date 16/8/24 written below it.

(R.R. Balasubramanian)  
General Secretary

Copy to:

1. Shri V Srinivas,  
Secretary (Pension), DoP&PW
2. Shri V K Gupta,  
Sr.GM (LM) BSNL CO
3. Ms. Madhu Arora,  
CGMT West Bengal Circle, BSNL