



## ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2017/18

Dated: 07.07.2017

To  
Smt Sujata Ray,  
Director (HR),  
Bharat Sanchar Nigam Limited,  
New Delhi 110001.

**Sub: Implementation of BSNL Orders to extend free night calling facility to the retired BSNL Employees – Charging for STD calls wrongly.**

Madam,

We were excited when BSNL conceded to our long pending request and issued Orders vide its No. 2-03/2006-PHA (Pt) dated 09.03.2017 (Circular No.02/2017-PHA) allowing free night calling facility to the retired BSNL employees. But our joy became short-lived, since STD calls are not being included in the free calls limit. The retired BSNL employees are now being charged for the same which is unfair and unjust.

2. Following issue of the above quoted Order, four new landline plans viz.D-11849, D-11850, D-11851 and D-11852 have been introduced in CRM system to extend Free Night Calling facility (as extended to any other subscribers) to the retired BSNL employees having concessional telephones. But in these newly introduced plans, STD calls are not included in the entitled free calls limit per month as allowed to the retired BSNL employees. All STD calls are being charged extra in the bill. Before extending the facility of free night calling facility to the retired BSNL employees, free (STD/local) calls were allowed in any network at any time during day and night within the prescribed limit. But now STD calls are also being charged. This needs immediate corrective measures.

3. In fact, on introduction of free night calling facility, the STD calls under the scheme should also have to be included in the entitled free calls limit per month and hence should not be charged. In view of this, we earnestly request you to kindly intervene in the matter and cause issue of corrective orders so that the retired BSNL employees are not penalized for no fault on their part.

With kind regards,

Yours sincerely,

(S Basu)  
General Secretary

Copy to:

Shri S K Sinha, General Manager (Admin), BSNL Corporate Office.