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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

डा० कल्याण सागर निप्पानी

निदेशक (एचआर)

DR. KALYAN SAGAR NIPPANI

Director (HR)

BSNL Board

File No.: BSNLCO-A/16(12)/1/2025-ESTAB

Dated: 12.08.2025

Dear Sir/Madam,

As you are aware, Junior Telecom Officer (JTO) and Junior Engineer (JE) cadre employees form the core technical manpower of BSNL and are primarily responsible for the maintenance and operation of telecom exchanges, transmission systems, mobile BTSs, OFC networks, broadband nodes, and associated infrastructure in the field. Their presence is critical for ensuring network reliability, timely fault restoration, and delivery of quality services to our valued customers. However, it has been observed that a significant number of officers belonging to JTO and JE cadres are currently posted in administrative offices such as Circle / GMTD offices.

The increasing diversion of these technical officers to non-operational roles may adversely impact field operations, fault rectification, and network maintenance. Any deterioration in service quality affects customer satisfaction and revenue generation, especially in competitive urban zones and underserved rural areas.

In light of the above, all circles are advised that JTO / JE cadre employees may be engaged in the field units for operation and maintenance activities (Transmission, CFA, CM, OFC, BTS, Rural operations, etc.) as far as possible.

With regards.

Yours Sincerely,

(Kalyan Sagar N.)
DIRECTOR (HR)

The Chief General Manager,
All Telecom Circles (Territorial & non-Territorial Circles),
BSNL.