

To,

The Chairman & Managing Director,
Bharat Sanchar Nigam Limited,
3rd Floor, Corporate Office, Bharat Sanchar Bhavan,
Janpath, New Delhi – 110001.

Subject: Request for Immediate Replacement of CGM Tamil Nadu and Chennai Circles – Due to Persistent Administrative Failure, Disinterest in Development, and Escalating Industrial Unrest.

Ref: 1. Submissions by all Unions and Associations in TN and CHTD Circles.

2. Formal submission by CSs of Unions & Associations in TN & CHTD Circle on your visit to Chennai on 18/07/2025 and assurances thereof.

Respected Sir,

With deep regret and an overwhelming sense of urgency that we are compelled to bring to your attention **the untenable and deteriorating situation under the current CGM, Sri Parthiban S, CGM heading Tamil Nadu and Chennai Circles.**

We have received the detailed reports from our Circle Secretaries from Tamilnadu and Chennai TD Circles, they also have submitted detailed representations to your high office and to Director HR.

It is good that your good self has visited Chennai on 18/07/2025 and has discussed these issues with CSs of Unions and Associations and assured to take care of all issues created by Sri Partibhan CGM. Your good self has appealed the leaders not to agitate and directed CGM to have dialogue and develop harmony among Management and Unions and Associations.

After your kind intervention and clear directions to all the stake holders, it was expected that there will some change in approach and attitude of Sri Partibhan CGM, but instead of having dialogue with Unions and Associations, he has become more vindictive and started issuing charge sheet and Memos to all the leaders and members who have participated in agitational call against his dictatorial attitude. We sincerely feel that he want to either show his indifference to the esteemed office of CMD BSNL or he want to totally destroy both the developing Circles before his retirement due in few months.

As per feedback from the Circle Secretaries of Unions and Associations in Tamilnadu and Chennai Circles, we find the following observations in behaviour and working of **Sri Partibhan CGMT** which has stopped overall growth and development.

- Despite repeated written representations, personal appeals, the Chief General Manager of Tamil Nadu and Chennai Telephones Circles, **Sri. Parthiban S, CGMT** has consistently demonstrated no inclination, no initiative, and no ownership toward the growth, stability, or operational effectiveness of BSNL in the region. His tenure has been marked by a complete leadership vacuum, where verticals function without vision, field operations lack direction, and employee morale is in steep decline.
- His style of functioning is not only non-collaborative, but has also taken a vindictive turn, wherein even well-intentioned officers and staff are dissuaded from raising concerns or taking proactive steps.

- His disengaged approach toward service quality, business development, and organisational harmony has made him a liability rather than a leader. We state this with great responsibility — the acts of the concerned CGM has become a serious roadblock to BSNL's growth and stability in Tamil Nadu and Chennai Circles.
- **Negative Development and down grading Performance in both Circles:**
 - No vertical in these both Circles is performing with strategic direction or coordination. Heads of functions operate in silos, and decision-making is reduced to ad-hoc orders without continuity or follow-up
 - Since assuming office by Sri Partibhan, as CGM, not a single Business Area (BA) inspection has been carried out by the CGM. He remains disconnected from ground realities.
 - Employee engagement meetings are held only for namesake, with no genuine intent, action points, or resolution of grievances. Feedback mechanisms are non-existent.
 - CFA and C TOPUP revenues have declined sharply in Q1 of FY 2025–26, compared to the same period last year — reflecting a stagnant and shrinking market position.
 - FTTH provisioning stands at a mere 3,387 for Q1, and out of this, over 3,000 connections are institutional (Samagra Shiksha schools) meaning only 387 net connections were added for regular customers. Meanwhile, closure volumes remain alarmingly high, indicating weak retention and support.
 - MNP Port-Out to Port-In (Po/PI) ratio is 4.85, i.e., for every one customer joining BSNL, five are leaving — a distressing signal of collapsing customer confidence.
 - 4G SIM up gradation performance is extremely poor. BSNL currently has over 3.4 lakh customers with 4G handsets who still use non-4G SIMs. The CGM has shown zero urgency or monitoring in addressing this critical upgrade backlog, which directly affects BSNL's ability to deliver 4G experience.
 - Consumer Mobility (CM) vertical has deteriorated beyond recognition. Sales, SIM activations, and customer conversion are at their lowest, due to the CGM's refusal to engage with the field teams or correct systemic inefficiencies.
 - Chennai Telephones District (CHTD), once a bright spot under previous CGMs, is now in total decline. Under the leadership of Sri Papa Sudhakara Rao, monthly FTTH provisioning was scaled up from **2,000 to 8,000**. Now, in Q1 of FY 2025–26, CHTD has **provided less than 1,000 FTTH net connections** over three months combined.
 - Major enterprise clients such as Indian Bank, IOB, CUB, Police CUG, TACTV, and Registration Department (IGR) are drifting away from BSNL due to lack of proactive engagement or service assurance from the Circle administration. This indifference risks permanent revenue loss to private competitors.
- **Openly violated corporate office guidelines:**
 - Issuing inter-BA transfer orders mid-academic year, causing hardship to officers with school-going children.
 - Imposing arbitrary conditions for granting Special Casual Leave (CL) to union representatives, including demands for unnecessary certificates.

- Ignoring SR Wing norms on union immunity, creating a hostile environment for staff associations.
- **Leadership Vacuum and Employee Alienation:**
 - The CGM's conduct is alienating the field force, discouraging even well-performing officers. He has created an environment where initiative is punished, silence is the only safe path, and any form of constructive engagement is seen as dissent. This has resulted in the collapse of operational discipline, morale, and field-level dynamism, severely impacting BSNL's growth potential across Tamil Nadu and Chennai Circles.
 - This stands in sharp contrast to the functioning of his predecessors, who led the Circle with vision, integrity, and a results-driven mindset. The current CGM, unfortunately, has demonstrated no comparable calibre, no strategic orientation, and no intent to empower or collaborate with either the field units or the employee representatives. Rather than being a motivator or problem-solver, his acts have become a systemic bottleneck, hindering both individual initiative and organisational momentum.
 - Worsening the situation further, a mass transfer order involving over 90 executives was recently issued under the long-stay clause — even before any final decision was taken on the leadership issue itself. This move has not only intensified uncertainty among officers but also destabilised the core of the Circle's workforce, including Union and Association office bearers. Eighty-five executives are being shifted without any operational justification, and at a financial cost of several Crores to BSNL in the form of TA/DA, at a time when prudent resource use is paramount.
 - Such actions clearly reflect a pattern of unilateral decision-making devoid of vision or accountability, carried out with no consultation, no review, and no consideration for workforce realities. They have further eroded trust in the Circle administration and signalled that internal processes can be overridden without consequence.
 - Despite your personal assurance on 19.07.2025, and the clear intervention by Director (HR) on 16.07.2025, the CGM has brazenly failed to implement even the most basic directives, such as holding meetings with Circle-level Unions and Associations. This repeated non-compliance is not an administrative lapse but an active defiance of corporate direction.
 - The continued failure to honour such high-level instructions undermines the institutional authority of the Corporate Office, sending a damaging message to the workforce that even the highest levels of intervention are inconsequential under the current Circle leadership. This is deeply demoralising and dangerously unsustainable.

From all above facts and circumstances, it is crystal clear that this is no longer a matter of internal alignment or administrative discretion but it has become a full-blown crisis of leadership in TN & CHTD Circle. The workforce of both this important Circles of BSNL has completely lost trust and confidence in the ability to lead, to inspire, or to deliver for even minimum level performance by Sri Parthiban.

We, therefore submit a firm and united request/demand that Sri S. Parthiban, CGMT must be shifted/relieved/relinquished from the position of CGM, Tamil Nadu and Chennai Circles, without further delay as his continued presence is not just counterproductive, but harmful to the organisational fabric of BSNL, fuelling unrest, discontent, and accelerating performance decline.

This representation is not made in haste, but after months of experiencing a vacuum in leadership, disregard for employee welfare, and repeated instances of disrespect toward the vision and values that BSNL upholds.

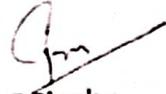
We remain confident that your wisdom, objectivity, and deep commitment to BSNL's mission will lead to decisive and timely intervention in the larger interest of the company and its people.

With utmost urgency and expectation,

With warm regards,



Animesh Mitra
GS BSNLEU



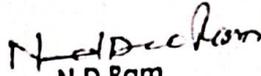
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Abhishek Jain
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Vijay Kumar
GS TEPU

Copy to Respected Dr Neeraj Mittal Ji, Secretary Department of Telecommunications, Sanchar Bhawan, Ashoka Road, New Delhi for kind information and with request to call back Sri Partibhan CGM back to Dept of DoT.