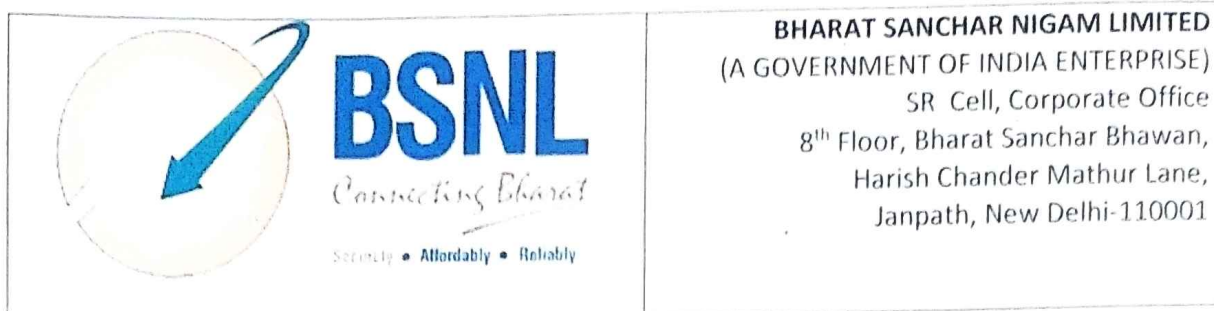




No. Dir.(HR) BSNL Board/2026/Misc./SR

Date: 14.10.2026

To

All Chief General Managers
BSNL Telecom Circles

Ref: This office letter No. Dir.(HR) BSNL Board/2022/Misc./02 dated 06.01.2022

Please refer to the letter under reference wherein it was communicated that BSNL is an essential services provider and we rely on all *lawful* modes of instructions, including SMS and WhatsApp, to communicate to our teams and provide uninterrupted services to our customers. Clearly, if any employee refuses to take instructions by not being part of this very strong medium of communication, it will be construed as an act of willful insubordination and disobedience, calling for disciplinary proceedings. But, it seems that a group of our employees are hesitant in fully being a part of the team and would like to quit all official WhatsApp Groups/Telegram from 14.10.2026, onwards.

Management has taken a very serious view of employees quitting all official WhatsApp Groups/Telegram from 14.10.2026. BSNL is an essential services provider and we rely on all *lawful* modes of instructions, including SMS and WhatsApp, to communicate to our teams and provide uninterrupted services to our customers. Clearly, if any employee refuses to take instructions by not being part of this very strong medium of communication, it will be construed as an act of willful insubordination and disobedience, calling for disciplinary proceedings.

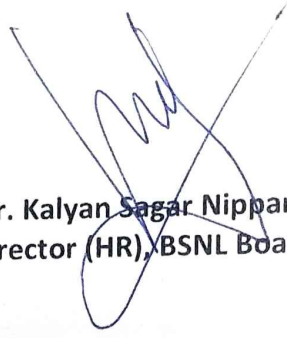
CGMs may ensure that all employees are made aware that they are bound by the BSNL Conduct Rules 2006, as amended from time to time, which treat the following acts clearly as misconduct under Rule 5:

- (5) Willful insubordination or disobedience, whether or not in combination with others, of any lawful and reasonable order of his superior.
- (8) Neglect of work or negligence in the performance of duty including malingering or slowing down of work.

- (23) Participation and/or inciting others to participate in strike, gherao, go-slow and similar other agitational activities, or abetting, inciting instigating or acting in furtherance thereof.
- (25) An act to lower the image of the Company in the eyes of the public.

I urge all employees to follow the model code of conduct and work hard with renewed enthusiasm and dedication and take BSNL to new heights of progress.

Warm Regards,



(Dr. Kalyan Sagar Nippani)
Director (HR), BSNL Board