



सत्यमेव जयते

**राष्ट्रीय अनुसूचित जनजाति आयोग**  
**National Commission for Scheduled Tribes**

(भारत के संविधान के अनुच्छेद 338क के अंतर्गत एक संवैधानिक निकाय)  
(A constitutional body under Article 338A of the Constitution of India)

F.No. NCST/SER-1761/TS/106/2024-RO-BHUV

Dated: 05.05.2025

To,

The Chief General Manager  
Telecom,  
Bharat Sanchar Nigam Limited,  
Telangana Circle,  
Hyderabad, Telangana 500001

Sub:- Representation received from B. Saroja, JTO(CSC) , Gowliguda, Hyderabad regarding harassment in service by Smt. Vasantha, AGM

महोदय/महोदया,

I am directed to enclose herewith a copy of the minutes of the sittings held on 08.04.2025 at 4:20 PM under the Chairmanship of Shri Jatothu Hussain, Hon'ble Member, National Commission for Scheduled Tribes, Lok Nayak Bhawan, Khan Market, New Delhi 110003 on the above mentioned subject.

It is requested that the action taken/ to be taken in the matter may be intimated to NCST within stipulated time from receipt of the letter for placing it before the Commission.

Yours faithfully,

(डॉ.पी.कल्याण रेड्डी/Dr. P. Kalyan Reddy)

निदेशक/Director

Telephone No. : 011-20819841

Copy for information:-

1. Smt Saroja Banavath, Junior Telecom Officer(JTO), CSC-Gowliguda. Hyderabad Telecom, Telangana-500012 (Mobile No:9440271478)
2. PS to Hon'ble Member (JH), NCST
3. NIC, NCST for uploading on the website of the Commission.

**NATIONAL COMMISSION FOR SCHEDULED TRIBES**  
**NCST/SER-1761/TS/106/2024-RO-BHUV**

Minutes of the Sitting held under the Chairmanship of Shri Jatothu Hussain, Hon'ble Member, National Commission for Scheduled Tribes at Lok Nayak Bhawan, New Delhi in the case of Smt. Saroja Banavath, Junior Telecom Officer, CSC-Gowliguda, Hyderabad regarding harassment by senior officer of BSNL.

**Date of the Sitting: 08/04/2025, 04:20PM**  
**Participants in the Sitting: As per Annexure**

Smt. Saroja Banavath, Junior Telecom Officer, CSC-Gowliguda Hyderabad, vide her petition dated 02.12.2024 has alleged harassment, discrimination and mental torture by her superior Smt. T. Vasantha, AGM-Gowliguda. She claims that from the day of her posting as JTO CSC-Gowliguda in March 2023 she has faced biased treatment, humiliation and undue work pressure. She has cited several instances, including denial of a proper seating arrangement, targeted harassment on WhatsApp, arbitrary staff transfers, unfair leave policies, forced submission of a daily work diary, wrongful downgrading of her performance scores and illegal CCTV installation near her chamber. She also states that despite raising complaints with higher authorities, no action has been taken. Hence, do the justice.

2. NCST vide notice dated 07.03.2025 sought facts and comments from Chief General Manager, Telecom, Telangana Circle, BSNL within 30 days from the Notice.

3. The BSNL, Telangana Circle, vide letter no. IT/SCT/NCST/2024-25 /24 dated 25.03.2025 has informed the Commission that a detailed inquiry was conducted regarding the complaint filed by Smt. B. Saroja, JTO (CSC), Gowliguda, Hyderabad. Two independent fact-finding committees were formed by Hyderabad BA to investigate the matter. The inquiry concluded that the issue primarily arose due to personal clashes and misunderstandings between the two officers. As a resolution, Smt. B. Saroja had requested a transfer and she was subsequently relocated to JTO (Intl) Ameerpet near her residence at Bharatnagar. The authority assures that all necessary safeguards have been implemented to prevent similar issues in the future and ensure a conducive work environment for both officers.

4. NCST decided to discuss the issue with the authority and the petitioner on 08.04.2025. Accordingly, a Sitting Notice was sent on 28.03.2025.

5. The Chief General Manager Telangana Circle vide letter dated 1.4.2025 has deputed PGM Area-II, BSNL, Hyderabad BA to attend the sitting. There was no justification for attending the sitting in person by the CGM. The petitioner was present in the sitting.

6. In the sitting petitioner reiterated her earlier submission and refuted the facts submitted by BSNL vide letter dated 25.3.2025. The petitioner has submitted certain proofs of whatsapp messages and pictures of CC camera on which she is kept under constant watch.

7. After discussion, the following recommendations were made and action taken thereon may be submitted to NCST within 30 days from the receipt of the minutes.

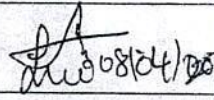
- The report of the fact finding committees may be furnished to NCST.
- The committee may attend to the next scheduled date of hearing
- Key parameters(KPIs) may be confined only to the job chart of the petitioner and may not be underrated.
- The alleged issue of collusion of AGM with the DSA for vested interests may also be enquired by the management.
- The Travel Allowance and Leave may be reimbursed / granted in favor of the petitioner, as per entitlement of the petitioner, by the BSNL, Hyderabad.
- The workshops/training sessions may be conducted to inculcate friendly relations among BSNL fraternity.

(Jatothu Hussain)

जाटोतु हुसैन / Jatothu Hussain  
सदस्य / Member  
भारत सरकार / Government of India  
राष्ट्रीय अनुसूचित जनजाति आयोग  
National Commission for Scheduled Tribes  
नई दिल्ली / New Delhi



List of participants of the sitting held on 08.4.2025 at 16.20. under the chairmanship of Shri Jatothu Hussain, Hon'ble Member, NCST

| Sr. No. | Name and Designation                            | Address & Phone No. | Signature   |
|---------|---|---------------------|---|
| I       | <u>National Commission for Scheduled Tribes</u> |                     |   |
| 1.      | Dr. P.K Reddy<br>Director                       |                     |   |
| 2.      | NCST Officials                                  |                     |   |
| II      | <u>BSNL</u>                                     |                     |   |
| Sr. No. | Name and Designation                            | Address & Phone No. | Signature   |
|         |   |                     |   |
|         |   |                     |   |
|         |   |                     |   |
| III     | <u>Petitioner</u>                               |                     |   |
| 1.      | SAROJA BANAVATH                                 | JTO.<br>9440271478  |  08/04/2025. |
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