

# SANCHAR NIGAM EXECUTIVES' ASSOCIATION

(Recognised Majority Executives' Association)

**KARNATAKA CIRCLE, BANGALORE.**



**S P Jagadale**

**Circle Secretary,**

AGM MS Bangalore,

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No. SNEA/Agenda meeting/19-20/

Dated:10<sup>th</sup>December 2019

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To,

**Shri S K Mishraji,**

Chief General Manager Telecommunications

Karnataka Circle, BSNL,

Bangalore-560008

Respected Sir,

**Sub: Request for Formal Agenda meeting with minutes to the Recognized Executives' Association, SNEA reg:**

Sir,

A formal agenda meeting may be granted to discuss the following issues. The meeting may be granted at the earliest date since more than the targeted numbers of Executives have opted for VRS which will create huge scarcity in the field and immediate action plans to continue the operation and maintenance is needed. SNEA would like to give following critical issues which need to be addressed on high priority please.

- 1. Post VRS rationalization of Manpower & Organizational Structure:** The drastic reduction of manpower strength in Executive cadres due to VRS-2019 will put lot of work pressure on remaining executives. The half hearted introduction of BA concept hasn't yielded the desired results. Present structure of organization has little scope for sparing any manpower to be posted to field units. The numbers of Offices have to be optimized, by utilizing the ERP/CDR tools to their fullest extent, avoid duplication report generation works are some steps which can be initiated. We seek to understand the criteria and methodology adopted by the Administration to distribute / reorganize the work equally amongst the remaining executives in the best interest of BSNL.
- 2. Temporary Advances pending for disbursement:** As you are aware the temporary advances by executives are pending since Apr-2019 and huge amount have been spent by our executives to maintain the services. Instead of appreciating the fact that, the spending done by executives from their pockets is only saving our network and quality of services for almost a year, the administration is making this as a new norm of the day. We don't see any seriousness from administration to clear the pending temporary advances. With VRS-2019,

many executives will have to surrender their accounts meant for temporary advance, thus forgoing the entire amount spent; this is sending the wrong signal to remaining executives also.

3. **Pending payments for HK's Vendors:** It is beyond any standard of humanity, that our HKs are asked to work without salary for almost a year now. We the executives are forced to face this situation every day and honestly we are made a part of sin being committed by Administration. Post VRS-2019, these HKs will prove to be valuable asset in maintaining our network, and this asset has to be preserved for our own BSNL's good. Let us not have inhumane financial approach and say "this is one of many pending Vendor bills", it is more than that it's also question of BSNL's survival beyond 31.01.2020.
4. **Outsourcing for Development, Operation and maintenance activities etc:** The word "outsourcing" is misused by Administration as a solution to every problem presently existing in BSNL, but when it come to actually go for it, we find that our administration is clueless. We have been bringing to your kind notice, that the process of outsourcing should have begun the day VRS-2019 was announced. Even today we don't find any clarity about the outsourcing process in BSNL. On following points some clarity needs to be brought,
  1. What parts of network is identified for outsourcing?
  2. Whether vendor availability for our outsourcing model has been ascertained?
  3. Whether any base price / rate has been arrived upon?
  4. Whether outsourcing tendering process will be done at Circle level or BA/SSA level or SDCA level?
  5. Whether any model tender document or sample document has been prepared or under preparation?
5. **Issue related to EFP:**
  - a. **EPF interest is not credited from two years and EPF contribution for the training period not credited.**
  - b. **Calling for the full pension EPF option, collecting and submitting to EFPO.**
6. **Utilization of unoccupied staff quarters:** There are many quarters in prime locations which are not occupied due to minimum civil repair works, by minor civil works, quarters can be allotted to staff and revenue can be generated.
7. **Making recognized Executive association SNEA** as a part of restructuring and post VRS road map planning processes, as most of SNEA members are working in the field , their experience and feedback will definitely help in designing the future road map for BSNL Karnataka.

**Once again requested to grant schedule for the formal meeting with SNEA at the earliest please.**

Thanking you.

Yours faithfully

S P Jagadale

Circle Secretary, SNEA

Copy To : The K Sebastien, GS SNEA , for kind information.

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No. SNEA/Agenda meeting /19-20/

Dated: 6<sup>th</sup> January 2020

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To,

**Shri S K Mishraji,**

Chief General Manager Telecommunications

Karnataka Circle, BSNL,

Bangalore-560008

Respected Sir,

**Sub: Request for Formal Agendameeting with minutes to the Recognized Executives' Association, SNEA reg:**

Sir,

SNEA Karnataka given request on 10.12.2019 for granting the formal agenda meeting but so far any intimation is not received from the management. It is once again to request for formal meeting schedule as the all our executives in the field who will be continued in the BSNL after 31.01.2020 having many issues to face and wish to know the action plan of the management to overcome the crisis after 31.01.2020.

In continuation of our agenda given in our earlier letter dated 10.12.2019 following points may also be included please.

1. With very attractive tariff plans and good effort of S&M team in Karnataka could able to add 72073 new mobile customers which is good sign. We can add many more connections provided our mobile BTSs are working round the clock which is not happening because of the following issues which need to addressed by the management.
  - a. We don't have AMC for repair of power plant modules and DG set, if exist in few SSAs vendors are not taking repair works because of non clearance of their pending bills. This is paralyzing the O&M activities of the mobile BTSs and hence dissatisfaction of customers and unable to penetrate in sales in such BTS areas. There are plenty poer plant modules laying unattended and hampering the services of Exchanges BTSs.
  - b. There are several IP hired BTSs which were earning high revenue are now switched off by the IP vendor because of the their non clearance of pending dues.This has created customer dissatisfaction and making compulsion customer to port out.

By resolving these above two issues by clearing the concerned vendor bills and making necessary arrangements for AMC of PP and DG, definitely service can be improved and still more customers can be added.

2. From 1<sup>st</sup> February 2020 there will be huge vacuum of field staff both in executive and non executive. There will be great impact on the external plant maintenance, Transmission and BTSs maintenance. Actually by this time successive plan to meet the crisis of the O&M activities would have implemented so that the persons or the outsourcing agencies would have made aware of the network and infrastructure details with the present section in charges who have opted for VRS and are available only up to 31.01.2020. After 1<sup>st</sup> February 2020 most of the in charges of the networks will not available to guide and share the knowledge with the successors which will definitely hamper the service.

It is to request to implement the succession immediately as only 20 working days left out.

There is large number of TTs who were working in Lines & cable maintenance and Transmission are in exit step, it will create immediate crisis and hamper the services and create dissatisfaction of the customer, to overcome this initial crisis it is to suggest to that clearing the pending dues of the HKLs and restore the HKLs to the extent of number which were there in **December 2018** especially for O& M activities of external plant so that those HKLs already aware of the network can help in early restoring of faults and to assist the new incumbent officer In-charge.

**This is required especially due to the fact that there is no Outsourcing policy regarding Rural and Mobile network published so far by CO, ND**

3. Rearrangements of manpower definitely required to meet the shortage, it is to suggest kindly take in to account of the staff available in MPLS / BB NOC / where in most of the activities are supported by the Vendors through regular AMC. Staff in RTTC etc where in training schedules are minimum. It is to suggest that the existing teaching faculty can be utilized for the RTTC only during training schedule and rest of the period may be utilized for local O&M supporting activities of the particular SSA.
4. All the administrative correspondence has to be through e office to reduce unnecessary file work and reduce the processing time and avoid delay of decisions.
5. A GPS based app may be developed to record the main and important copper and OFC cables and the joints which will be permanent record and it will be ready reckoner for any successor and agency to work.
6. Customer may be made as a part of our product sales by extending some incentive for getting new customers to BSNL.
7. Many EB circuits are pending due to requirements of media converter, power adopter, patch cords etc which alt together cost around Rs 5000 to 10,000 by arranging which a good amount of revenue will come to BSNL and gain the confidence of the EB customers with BSNL.
8. Mysore is the model for BSNL owned FTTH connections, sufficient resources and stores definitely boost the FTTH and EB circuits still more.
9. As per the recent Corporate office guidelines to form BAs , Bangalore, Mangalore, Mysore, Hubli and Belgaum are the important Tier 2 cities which have to be compulsorily included as BAs along with others if any.

10. It will be more relevant if the restructuring plans are done with Officers who remain and handle the network after 1<sup>st</sup> February 2020 so that it can be planned on the basis of how best they can handle the network.
11. As an welfare **measure** for the employees BSNL is continuously extending the honor the staff on their retirement as an acknowledging their long service to the organization.

Because of large number of staff retiring due to VRS, tradition of honouring on the retirement day should not be paused for these VRS optees and request for the continuing of the tradition of honouring on the day of their retirement as our beloved CMD sir expressed that all VRS optees have to be respectfully sent from the organization. On the day of their retirement.

It is once again **requested** a schedule for discussion and need to know the views of the managements on the above issues and points mentioned in our earlier letter will bring the confidence in the staff especially those who has to take this organization ahead.

Thanking you sir.

Yours faithfully

S P Jagdale  
CS SNEA Karnataka