**SANCHAR NIGAM EXECUTIVES’ ASSOCIATION**

(Recognised Majority Executives’ Association)

**KARNATAKA CIRCLE, BANGALORE.**



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No. SNEA/ Corrs /19-20/ Dated: 27th July 2019

To,

Shri S K Mishraji

Chief General Manager Telecommunications

Karnataka Circle, BSNL,

Bangalore-560008.

**Sub: Rationalizations of Staff in all BAs of Karnataka reg.**

Respected Sir,

This is with reference to the letter issued by your good office on 26.07.2019 regarding rationalization of staff in all BAs. SNEA would like to bring to your kind notice that, under the present financial crisis, without adequate and timely arrangement of money, material and vehicles, our executives’ in the field are putting their best effort to improve the service and revenue.

The justification done in the said letter is only on the number of lines in the Rural / Urban areas but other activities that the executives do; is totally masked or not duly considered, and excess of manpower is arrived by considering only the number of lines as the criteria. Hence it cannot an acceptable and viable solution at this juncture of present crisis. Moreover this general formula is highly impracticable to all the terrain and geographical situations. It is our request that before arriving to the said justification figures, it is important that the following facts may also be considered as these are not reflecting in the CDR portal apart from number of lines working and line faults.

1. The geographical area of network is to be duly taken in to account.
2. Executive is responsible for O&M activities, new service provision, Exchange Infra maintenance (Building, Battery, Power plant , DG ), BTS infra maintenance of his / her jurisdiction.
3. Quantum of Copper cable, Repair & Mtce works, OFC breaks, hurdles faced and time taken to restore the service which are not reflected in the portal.
4. Monitoring and coordinating of external agencies work that damages our infra structures.
5. Preventive maintenance and Monitoring of OF cable route, Localizing of fault during interruption and making it ready for splicing by excavating two pits to the Txmn team.
6. The number of individual broad band complaints with their modems and computer , NOFN GPs complaints, leased line faults , transmission related issues , clarity clearance , OCLAN / DSLAM / NOFN OLTEs / ONT issues etc all these are handled by the executive only not by the TT / ATT.
7. FTTH fault maintenance / customers issue resolving.
8. CSCs are also attached / *mela* activities / visit for outstanding dues collection are also part of their duties.
9. The justification for rural is totally wrong as the area of operation will be very wide and scattered.

All executives who are working in the Urban outdoor / Rural groups are facing the crisis, everyone has paid from their pocket just to retain our service and customers. But now rationalization of manpower with only number of lines criteria will definitely force to lose their interest and zeal of working.

The additional manpower is needed for the FTTH / Sales and Marketing / EB, it can be met by practically assessing the actual quantum of work of an individual executive with area of network operation and geographical terrain. Rearrangements of staff can be done but not to the extent of numbers shown in your letter. The said proposal may lead to disaster of outdoor network and it will definitely collapse if it is implemented in the present form.

Outdoor field executives are working under the crisis of resources. Every where our UG copper and OFC cables are getting severely damaged due to several developmental works by many agencies. They are managing to their best extent even with the shortage of money, material and manpower. Most of the time of our staff is being spent only for repair and maintenance repeatedly. It is known that since six months payments of Electricity bills, Rent of the buildings / sites, HKL payments, hired vehicle payments, temporary advances for day to day maintenance etc., are not being paid on time. Most of the attention of staff is being diverted to manage these crises without money. Our executives are literally begging and folding their helpless hands before the section officer or many times with the lineman of the Electrical authority for not disconnecting supply to Exchanges due to non payments of their Electricity bills by BSNL; it is similar with all owners of the buildings; hired vehicle owners; even HKLs also. Many rural exchanges and BTSs are unmanned, whenever such exchanges / BTSs goes down then the executive only have to go and attend without having any money and supporting staff. Most of our executives have spent huge money from their personnel pocket. In spite of the entire crisis our executives are putting their best effort to give the services and retain the customers. They are also putting their best effort to provide NPC, BB and SIM sales, port in of mobile connections also.

But sir it is very much discouraging of showing very minimum staff justification without considering the practicality of field problems which they are facing and when they are giving their best possible, in spite of all these crisis, stiff competition, severe damages to our cable networks etc. Even it hurts more when only field executives are targeted. What curse they have committed by working in outdoor is always their question to me.

SNEA would like to discuss the pro and cons of the said proposal and request for schedule to discuss before taking steps for its implementation.

SNEA is always for the growth and welfare of the organization.

Thanking you

Yours faithfully

Circle Secretary

SNEA Karnataka