

**SANCHAR NIGAM EXECUTIVES’ ASSOCIATION** **(INDIA)**

# WEST BENGAL CIRCLE

**Room No. 14B(1st Floor), Raniganj Coal House, 3A, Chowringhee Place, Kolkata-700 013. Phone 2228-8955, 2228-3434/09433344333**

## Ref. No. WBC/CGM/2015-16/2 Dated at Kolkata, the 31.08.2015

To

The Chief General Manager, WBTC.

1, Council House Street,

Kolkata—700001.

**Sub: Measures to be taken for revival of services in WBTC as discussed in CEC**

**meet.**

Sir,

It is a matter of great pleasure to inform you that our Circle Executive Committee (CEC) meeting was held on 8th & 9th August, 2015 at CTO TI hall Kolkata, and all our Circle Office Bearers, CWC members, Zonal Secretaries (SSA Secretaries) and other Circle Executives attended the meeting. In this context, it is to be mentioned that all our Circle Executives attended the CEC are proud for your gracious presence in the meeting and we are really happy as you have spent a prolong time through interactions with our Circle Executives on maintenance and developmental issues for the growth of WBTC as well as to extend satisfactory service to our beloved customers. The issues and measures discussed in the CEC are appended below in details.

**GSM**

1. **Low voltage detection (LVD) to be extended to NBSNL SITES to save costly battery sets from pre mature expiry of life.**
2. **Measures should be taken to improve GSM services through early restoration of all halted GSM 2G (approx 300 BTSs) & 3G (35 BTSs). in addition approximately 400 to 600 BTSs are get down per day under WBTC. Drive testing to be conducted to upgrade the service.**
3. **No tender exists for supplying Rigger in almost all the SSAs. All the SSA Heads are to be requested to float Tender in this regard.**
4. Ericsson NODE-Bs are connected by only 3 PCMs, Ericsson should be pursued and pressurized to complete the conversion from 6 Mbps to 14.4 Mbps through FE or GE ports.
5. **No tender exists for power plant module repairing in almost all the SSAs. All the SSA Heads are to be instructed to float Tender for power plant module repairing.**
6. Remuneration of Watch and ward (Rs.1500/- in an average per NBSNL site) as per guidelines of Circle Office is a **paltry** amount which should be enhanced where as the amount paid on account of watch &ward in USO sites maintained by Civil/Electrical wing is much more.
7. **Furthermore some BSNL sites are not having any employee posted mainly during night hours which causes BTS downtime more, SSA heads are to be requested to deploy our own manpower or engage manpower through Watch and ward basis.**
8. **Almost all the USO BTSs are halted for numerous reasons under WBTC**. In this regard we have already submitted a detailed report to you before six months, but unfortunately it is to be mentioned that no appropriate action has been taken so far.
9. New BTS installation under Phase VII has been hampered badly due to no transportation tender at Gangtok SSA. Many Minilinks have been allotted to that SSA even from Assam Circle also which could not be carried and new BTS as well as existing maintenance work also hampered. GM Gangtok should be instructed to resolve the issue.
10. **Maintenance work at Gangtok SSA is also hampered for not having any valid tender for supplying Vehicle.**
11. GMT Gangtok should be instructed to arrange for new fifteen nos.BTS sites under S S B project & 8 (eight) nos . of new sites for I T B P under LWE project from MHA Dept for Bhutan, Nepal, Tibet & China Border-area. Joint survey has been completed by April 15, but no initiation taken further from GTK SSA .
12. **In CAL SSA ZTE is unable to install 3G BTS (Ericsson Make) swap site due to very small reason of non-availability of SFP from M/s ERICSSON. GM(CM) WBTC and other officers of circle office including SSA GM are informed, but no effective action has been taken so far. Physically ZTE installed 3G BTS in 10 sites.**
13. **Allotment of 1000Amps Power-Plant and 2X4000 AH Battery to Durgapur MSC sanctioned by CGMT office. Proper initiative to be taken by SSA head immediately in this regard**.
14. All 33 BSCs should be connected to the parented MSC in ring. Proper planning to be done at SSA level in coordination with respective transmission wing under the supervision of Circle office.
15. In between BTS and BSC, the connectivity exclusively should be maintained by Transmission wing with adequate manpower.
16. **Kindly ensure provision of LAPTOP and VEHICLE in each BSC location. A list may kindly be served SSA wise.**
17. **All SSA heads are to be requested to submit the report at the earliest regarding distribution of manpower, showing clearly how many employees(executives and non-executives) are engaged in transmission maintenance and BTS maintenance.**

**TRANSMISSION**

1. **Every SSA heads should be directed to lay OFC cables through tendering. In this it very much relevant to mention that CGM WBTC issued one order addressed to all SSA heads for finalising the UG/ OF cable laying tender vide NO. CGM/WBTC/MISC/2014 dated at Kolkata the 28th March 2014 (the order is enclosed for ready reference). But it is very much unfortunate to mention that no action in this regard has been taken by the SSA heads till date. UG and OF cable was not laid by the SSA heads for last 3-4 years to meet up the desired requirement. So if no tendering is done by the SSA heads in coming days CO,ND will not allot further UG/ OF cable to WBTC.**
2. **Deficiency of jointing kit for OFC/UG Cable joint.**
3. **Connectivity from core router at KOLKATA to each EDGE routers at Siliguri, Durgapur & Kharagpur are mostly down due to media problem. Either we have to improve our media through laying of new OFC utilizing our own resource or to hire bandwidth from PGCIL/ RAIL TAIL.**
4. **Problem due to unstable Media: In our existing system the customers of RSU EXCHANGE get dial tone during media problem and able to communicate within that Exchange area, but after introduction of NGN, customers would not get dial tone unless the media with the core situated at a distant place is stable. Thus after implementation of the projects like IPTAX, NGN, the customers are suffering due to non-availability of stable media and subsequently they are churning out. Hence we are not opposing new centralized technology, rather we express our deep concern about the churning out of the customers, the only solution to built a stable media.**
5. **Each and every Exchanges must be connected through at least two media before further migration to NCNGN.**
6. **Allotment of DXC in four district headquarters under Calcutta SSA as well at Asansol which is in the vicinity of Calcutta and Asansol having enormous Business probability.**
7. At Durgapur NIB, for last 3 to 4 months we are forced to stop the provisioning of high bandwidth lease circuits,(almost 400 cases are pending) due to unstable media towards Kolkata and Bhubaneswar.
8. MNGT Edge project is underway. In this project Durgapur NIB will get new edge routers( Durgapur, Asansol, Burdwan, Bankura, Suri , Baharampur ) and after some times they will take their own load. But once again all these routers will work with one uplink with Patna and Ranchi and the other uplink with Kolkata. Considering the present OFC condition of ETR, it is obvious that those Patna and Ranchi links won't work . In case of problem in Kolkata link, these Nodes will remain isolated.
9. **In MNGT edge project, Durgapur will be getting two Edge Routers ( R1 and R2). If all NIBs take their own load , the loading on Durgapur will be reduced to a great extent. Also one Cisco 7613 edge is working here. So , if proposed R1 edge is converted to Core ( if technically possible) , not only we will get multiple uplinks for Durgapur NIB , but the new NIBs can also be connected to Durgapur core using GE interfaces( Using DXC). If technically possible we can even connect Kharagpur and Dhanbad NIB to Durgapur for better stability. If it can be done.**
10. **Arrangement to be made for providing various cards of Transmission wing such as Data card, Control card, V-MUX card for MLLN ckt.**
11. **Faulty splicing machines in SSA are to be repaired through tender. Necessary instruction to be given to all the SSA Heads.**
12. **Proper arrangement to be made for repairing faulty Tejas equipment and cards.**
13. **ETP Kolkata is not laying any OFC in SSAs in spite of issuing diversion of OF cable from NOFN project.**

CFA

1. **Exchange earthing is not properly maintained in almost all the Exchanges of WBTC for which the exchanges are fault prone, therefore it is requested to instruct all the SSA heads to take appropriate actions to ensure that exchange earthing are maintained as per specification. In this regard it is to mention that CGM/WBTC issued order vide No. CGM/WBTC/MISC/2014 dated at Kolkata 28th March 2014 (order enclosed) to all SSA heads for taking necessary action regarding Exchange earthing. But it is very much unfortunate to mention no actions has been taken by the SSA heads till date.**
2. **All SSAs are facing scarcity of CDOT control cards like ARC, ETS, ARI, HMS, TSC etc as the faulty control cards are not being repaired since long. In addition centralised procurement through manufacturer as well as repairing through authorized vendors are not being done by the circle office for last few years. It is requested to take appropriate actions immediately for procurement and repairing of the said control cards. Otherwise churning of the landline customers will be expedite like any thing, in spite night free call offer by corporate office for landline customers.**
3. **CTTC/Salt Lake Card repairing centre to be upgraded with adequate equipments & man-power so that it can repair all type of CDOT control cards. All these control cards stated above will also be required after implementation of NGN.**
4. **There were huge hue and cry after first phase execution of NGN at Siliguri and Asansol, due to wrong data base in CDR. Before further execution actual data base available at local switch should be compared and reconciled with the CDR data base. Other wise customers are churning out.**
5. **There are some place where access to CDR routers are not feasible and hence we are unable to extend CDR platform, which can resolved through VPN over BB as prevailing in CTD area.**
6. **Out Door faulty Broad Band splitters are not replaced by the vendor (M/S NSN Ltd) in time. So our Broadband customers are facing a lot of problem and always they express their annoyance over BB service. We are losing Market share of Broadband rapidly. We suggest that some compulsion to be attached with M/S NSN Ltd. to deliver the working Splitter against faulty splitter in a time frame manner.**
7. **All SSA heads to be instructed to float Tender for**
8. **EPBT repairing**
9. **UG cable repairing and laying**
10. **SMPS power module**
11. **Earthing**
12. **UG CABLE NETWORK IS HAMPERED EVERY NOW AND THEN BY OTHER AGENCY** resulting churning out of customers. If we can offer those customers **WLL PREPAID SERVICES MAKING SOME PROVISIONS IN CDR AND COMVERSE**, we will be able to arrest disconnection. Main hindrance is that we are not having WLL SET.
13. **No repair and replacement AMC is available with Manufacturer for DSLAM cards (IU & CXU). Proper action to be taken at Circle level. So spare IU & CXU cards to be provided to all the SSAs .**

**EB**

1. **Complaints are being received from the Enterprise customers that they are not getting proper attention where ever they are approaching to the SSAs for restoration of their leased circuits. The Circle EB team also not able to exercise proper fault restoration drive as they are not finding any particular officer responsible in the SSA for Enterprise Business. Therefore SSA heads are to be instructed to provide exclusively at least one SDE/JTO as EB nodal officer. In this regard it is to mention that one order was issued by CGM WBTC on formation BB core team and posting of a nodal officer for EB at each SSA head quarters vide letter no. CGM/WBTC/MISC/2014 dated at Kolkata 28th March 2014 (order enclosed). Sorry to mention that not a single SSA head followed this instruction, so it is requested again instruction to be given to all SSA heads in this regard.**
2. Circle marketing should communicate all the SSAs’ EB team regarding new scheme, Tariff, Chart, promotional offer etc. and BSNL Product awareness among BSNL Executives.
3. **WBSEDCL gold customer wants 545 numbers of MPLS MNS circuits. Out of this, BSNL is losing the business at 120 locations due to non-availability of cable network. Resulting which we are standing to loose (RS. 120 X 218400) i.e. Rs2.68 Crs. of revenue. Additionally, we are unable to commission 124 nos. of circuits due non-availability/faulty port in NIB, Kolkata. It requires your urgent intervention since BSNL has already taken an amount of Rs.3.6 Crs to fulfill the agreement.**
4. **Separately, BSNL is unable to provide 128 nos. of circuits due to non-availability of port at Durgapur NIB.**
5. **SSA heads should be instructed to address issues pertaining to SWAN circuits. Out of 442 circuits 33 circuits are permanently down since 2 years due to following issues (i) Local lead faulty (23 Nos.) (ii)RF issue (6 Nos.) (iii) Battery Bank Faulty (4 Nos).**
6. **Re-connection, Wrong recharge by Retailer, not handled by the Nodal IN section at CMTS, Calcutta properly.**
7. A proper guide line should be circulated to all SSA heads to avoid huge penalty imposed upon by TERM cell for CAF related matters.
8. **Proper utilization of marketing fund to be done by our Circle and SSA marketing team. Adequate staff for marketing should be provided at SSA wise.**
9. 9. **Seminar on features & tariffs of BSNL products is to be conducted on quarterly for BSNL Executives**
10. **Message for Launching of new product is to be conveyed to the mobile number of all BSNL Executives**
11. **Hoarding of all product is to kept at visible place of BSNL building so that all Executives and non Executives become aware of BSNL products.**
12. **Popular BSNL GSM plans should be sent through SMS to every Executives and CSC officials**.
13. **Following CM products are to be made available with all SSAs without further delay**
14. **3G & 2G POSTPAID MICRO**
15. **3G& 2G POST PAID NANO**
16. **3G PREPAID & SWAP MICRO**
17. **3G PREPAID & SWAP NANO**
18. **Feedback from customers should flow from CSC to Circle marketing team for deciding business strategy.**
19. MNP issues usually is delayed for 7-15 days, so proper action to be taken at Circle level to resolve the issue at the earliest.

**HR**

1. **Constraints in respect of wage payment to non-listed labours in almost all the SSAs under WBTC to be sorted out properly on implementation of ERP.**
2. **We are having Level-II CSC in all district head-quarters in WBTC where customers are coming every day with billing problems which are not being sorted out instantly for non-availability of Account Executive in the cadre JAO/AO. It is requested to provide initially at least one JAO/ AO to the level-II CSC in district head-quarters and in course of time to all the level-II CSCs in WBTC.**
3. Rotational transfer amongst the Executives working in the same station should be started so that each executive may get the opportunity to work at least more than one establishments.
4. **After formation of new Civil District at Alipurduar, there is huge demand for new Land line/ BB/ Leaseline etc. At present Alipurduar SDCA having 7500 Land lines,1600 BB connections, 19 DSLAMs, 75 Leaselines, 34 GSM BTSs, 9 CDMA BTSs. 4 BLOCK NOFN work are on progress. Due to shortage of Executives, we are losing revenue of BSNL at Alipurduar. One Civil District should have at least 30 (thirty) Executives out of which only 2(Two) Executives (one DE & one SDE) are working. In recent spell four JTOs were transferred on RULE 8 and administrative ground from Alipurduar, but no reliever was provided against them by Circle office, in addition two SDEs have taken VR from Alipurduar in recent past. We strongly demand, at least one AGM, three SDEs & Two JTOs additionally to be posted at Alipurduar from forthcoming Transfer order.**
5. **Look on order of Sri Subir Kumar Brahma as SDE(L/A) for Maynaguri Sub-division, issued by circle office five months before to be implemented without further delay. The order was issued (Vide Memo no.SF/TC/P-10/XIV/L/A/2014-15 Dated 18-3-2015).**
6. **All the pending prayer transfer cases for eligible Executives in the cadre of JTO, SDE (L/A), SDE & AGM(L/A) as per the norms set by administration and Executive Associations in the month of June 2015 to be issued at the earliest possible time.**
7. **In Kharagpur SSA six numbers of AGM posts are lying vacant and it is very unfortunate to mention that these six numbers of AGM posts are being looked after by a single regular DE, who is also looking after the post of DGM/ Kharagpur. Sufficient numbers senior regular SDEs are available in Kharagpur SSA, so it is requested to give the look after responsibility in the post of AGM to them.**
8. **Acute shortage of Executives is prevailing in almost all the SSAs. SSA wise vacancy position in the cadre of JTO, SDE & AGM to be intimated to Corporate Office for immediate allotment of SDE and AGM from other circles.**
9. **Filling up of AGM (EB) & SDE/ Sales & Marketing at DURGAPUR is very much essential as in Asansol SSA DURGAPUR is the industrial hub.**
10. **All store materials for CFA, CM, Transmission, CDMA etc, are being procured centrally on behalf of WBTC at Siliguri store. Store materials which are required for South Bengal SSAs are being collected from Siliguri store only. In this regard it is relevant to mention that if one exclusive SDE and AO be posted at BARANAGAR store and subsequently procurement of store materials for South Bengal SSAs is done at BARANAGAR store instead of Siliguri store, then huge expenditure in transportation may be avoided. Due to huge work load of AGM(LL & MM), CO, the said post may be bifurcated namely AGM(Planning),CO and AGM(MM), CO.**
11. **Deputation cases JTOs to other Circles on medical and other severe grounds to be considered on priority basis for immediate release.**
12. **Release of RULE 8 transfer applicants in the cadre of JTO as per the norms set by the Administration and Executive Associations to be implemented at the earliest.**
13. **Huge number of officiating JTOs are working in different SSAs in WBTC. Corporate office has ordered to extend FR22(1)(a)(I) fixation benefit instead of FR 35 as fitment formula from the date of their joining as JTO officiating. Different SSAs are fixing the pay in different ways, which had been taken to your notice and all the relevant papers was submitted to you. It was assured that Circle office would formulate a uniform guide line in this regard and circulate it to all SSAs to avoid pay anomalies.**
14. **A letter was submitted to you regarding stepping up cases of some JAOs working in WBTC. it was assured that the issue will be resolved at the earliest possible time. It is requested to resolve the issue.**

**CIVIL**

1. Departmental Buildings and Quarters should be properly renovated and maintained.
2. The status of Andaman & Nicober Circle is now a recruiting Circle and by virtue of this the said Circle can recruit JTOs as per its need for Civil and Electrical establishment as JTO is the Circle cadre. But very sorry to mention JTOs(Civil) are being provided for Andaman & Nicober Circle from West Bengal Circle till date. So it is requested to pursue the issue with Corporate Office, so that transfer of JTO(Civil) from WB Circle to Andaman & Nicober Circle not to be considered.
3. SDE is all India cadre, so for Andaman & Nicober Circle, SDE(Civil) to be posted from all the Circles in BSNL as it is being followed for Engineering(Telecom) operation wing. It is requested to pursue this issue with Corporate Office.

**ELECTRICAL**

1. **Minor electrical works up to 5000/- per month per SDCA may kindly be allowed to the concerned SDE/CFA for immediate restoration of services and thereby generating revenue. As we are not in a position to incur the said small amount of expenditure for minor electrical works, but for this reason BSNL is losing huge revenue.**
2. **AVR of maximum Exchanges are faulty, but no action in this regard is being taken by Electrical wing.**
3. **ACs not working properly in most of the Exchanges and installations.** Electrical wing is not taking effective measure in spite of several reminders given by the field executives. On the contrary senior executives of Electrical wing are clearly denying to take proper actions as no adequate fund is being given by WBTC in this regard. As per the version of senior executives of electrical wings the fund allotted by WBTC to electrical wing is totally used for making payment towards the labours. For electrical maintenance purpose extra fund to be allotted to all the SSAs by Circle office, otherwise service quality is deteriorating day by day.
4. **Engine Alternator in almost all the stations are not working for the reason stated above.**
5. **Prompt supply of 12V battery. There should be a maintenance stock of such item in anticipation at the level of EE(E) otherwise SSA heads should be allowed to procure 12V Battery (EXIDE make as a proprietary item) on buy back policy.**

**MISC**

1. Laptop instead of Desktop may be procured for better mobility.
2. **Tendering procedure should be done for U/G & OF Cable laying unless which total telecom network is under threat including NOFN project.**
3. **No fund & vehicle for Wi-Max mtce work.**
4. Allotment of Batteries against life expired & unserviceable batteries are urgently required to avoid frequent automatic shutdown due to power trouble.
5. **Postpaid LANDLINE & GSM bills should be delivered by outdoor staff which will increase interaction with valued customers.**
6. There is no NIB EDGE ROTER allotted for CAL SSA comprising of four districts which crippled the SSA growth including circle.
7. **After implementation of ERP, financial power of TDMs/TDEs as SSA Head should be reviewed**.
8. Necessary vehicles to be arranged in Gangtok SSA for betterment of service.

So it is our earnest request to you to take necessary steps as early as possible for implementation of the said proposals discussed in the CEC so that better service may be extended to our esteemed customers in WBTC.

Thanking you,

Yours Sincerely

(Tapas Ghosh)

Circle Secretary

SNEA(I), West Bengal

Enclosed for kind intimation

1. Order of CGM/WBTCT regarding finalization of cable laying tender.
2. Order of CGM/WBTCT regarding formation of BB Core Team and posting of a Nodal Officer for Enterprise Business.
3. Order of CGM/WBTCT regarding Exchange earthing.