



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

WEST BENGAL CIRCLE

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No.: WB/SNEA/SHQ/2021-22/35

Dated at Kolkata, 15.03.2023

To

**The Hon. Chairman & Managing Director,
Bharat Sanchar Nigam Limited**

Sub: Issues pertaining to WB for kind cognizance of Respected CMD Sir on his Visit to Kolkata

Respected Sir,

At the outset, let us convey our sincere gratitude to you for taking BSNL on the path of its past glory and making its revival possible by securing two back to back packages from Government of India. It is under your able leadership that in recent days BSNL has been reckoned with strategic importance and thus the wheel has started to turn once again for BSNL in the market. New business propositions from different government sectors have started to flow in. Hopefully in few months BSNL will start to provide much anticipated 4G/5G services in Pan India Basis and that too with home grown technology and equipment. 4C saturation Project has been another important prestigious project which has come in BSNL way under your able leadership. FTTH business in the form of Bharatnet Udyami Project has been another game changer for BSNL to pervade our footprint. There has been an overall facelift of our beloved organization under your dynamic, commendable guidance.

We also welcome you with all our heart to West Bengal Telecom Circle. It is also heartening to say that under the sincere guidance of our Hon. CGM Madam, our circle is also thriving its best to achieve different heights in all the verticals albeit of many challenges. But as it says, there is still miles to go. There is still lot of areas to improve in WBTC. We will try to elicit your good self about certain issues pertaining to WBTC which you may be well aware of.

- 1. BSNL Owned OLTE:** The FTTH connection is increasing rapidly in WBTC through various initiatives like Bharat Net Udyami, TIP/LCO etc. At present the FTTH connection is 42821 in WBTC. But as on date out of 1019 OLTEs, there are only 23 BSNL owned OLTEs in WBTC. **To get a more robust presence in the market, BSNL should install more number of BSNL owned OLTEs in WBTC.**
- 2. Credit of LCO's commission:** This matter is a very cumbersome process. It has to be made simple like private players getting rid of Wallet concept. We must not force anyone to block his business profit in the name of mandatory wallet balance. **Once payment is made by customers for any bills, commission should be credited upfront and directly to LCO's account.** ITPC must evolve a process in such a way so that our business partners get satisfied.
- 3. OTT Bundle:** BSNL is now providing OTT bundled plans in 799 onward. But the private players are providing in much lower plans also. So the **OTT bundle offer may be incorporated in low value plans also so as to compete with the private players.** Also it may be noted that OTT help desk of

support is not there. If customer gets any OTT issue then it is very difficult to get the prompt resolution.
OTT front end support access may be given to BSNL circle executives.

4. **Simplified Provisioning of New Connection:** The existing process of provisioning of new connection is very complicated and need intricate functioning in different modules. If any issue is faced at any of this module, then it takes at least 2/3 days to resolve in the present scenario and therefore ultimately the new potential customer gets a negative impact about our service at the very outset. This should be simplified so as to speed up the procedure.
5. **Dunning:** Due to dunning done by ITPC on Saturday or day before any declared holiday, the customers get affected and sometimes the customers who have already made the payment, it takes substantial amount of time to restore the service of the customer and thereby affecting the image. **Such activity should be done with more planning.** Also it is for your kind cognizance that ITPC is now and then changing processes without any prior information to field units which results in delay in service provisioning and mistakes by field executives.
6. **4G/5G Service:** The much anticipated 4G service is going to start in PAN India. Necessary instructions for the planning of the service have already been issued by BSNL CO ND. In WBTC in addition to the existing 2631 sites, 502 sites have been allocated for expanding our footprint. But considering the present coverage of our mobile service, it is requested **to increase the number of towers in WBTC more in future so as to give seamless mobile connectivity** to our bonafide customers. In this regard, it may be worth mentioning that currently RJIL and Airtel are having 15000+ and 10000+ sites in WB.
7. **AMC Support to Prephase VII CM equipment:** Another burning issue in CM vertical is the BTS procured in Phase V and before where the AMC support by the OEM vendor like Ericsson is very poor, resulting in huge outage as well as affecting our service. **These BTs should be swapped with the indigenous 4G BTS at first.**
8. **Augmentation of Transmission backbone:** Transmission is going to be a major factor for successful implementation of 4G/5G services and also expansion of our FTTH service. As you must appreciate, the transmission backbone has to be augmented thoroughly and for the same **procurement of OTN/CPAN must be done at the earliest.**
9. **Support of PTPL:** It is also to be noted that OF cable maintenance by PTPL is not found satisfactory in WBTC as they are having no proper equipment like OTDR/SPILCING MACHINE/POWER METER etc., no standard materials and store, no route patrolling for preventive maintenance and corrective measures, no efficient manpower/supervisor/skilled FRT team engaged as per agreement. As such the service and as well as MTTR is being severely hampered by the activity of PTPL vendor. It is felt that they are reckless and adamant to ignore interest of BSNL violating all terms and condition of agreement. We appeal to your good office to intervene to this issue so that the issues can be avoided to reduce MTTR and uplift the service of BSNL.
10. **Vehicle** - Many OAs are having no vehicle or insufficient number of vehicles causing delay in restoration of transmission media faults thus deteriorating MTTR. Vehicle is one of the basic

requirement for service restoration. We request your kind intervention so that vehicles can be available at OAs in sufficient numbers.

11. **Skill Upgradation:** There is serious need of skill upgradation for the employees in BSNL at par with the huge change in the technology in recent days.
12. **Renting Out Business:** Nowadays rental business is in the full swing in BSNL and WBTC is also gaining momentum in this sector by the sincere effort and initiative taken by CGM, WBTC and Sr. CE(C). In this connection, it is proposed to at least do minimum civil maintenance works at our office buildings, quarters etc. so that these premises can be presentable to the potential prospective tenants. In this regard, necessary budgetary support for the maintenance of these building may be extended.
13. **Revival of TF, Kharagpur:** We also congratulate your good office for taking the decision to revive the Telecom Factory, Kharagpur. However for its true revival budgetary as well as other support must be extended from the BSNL CO ND so that the TFK can function at its optimal level.
11. **Huge Shortage of Executives in different cadres:** As of now there are huge shortage in working strength i.r.o. sanctioned strength issued by BSNLCO vide letter no. 4-02/2021-Restg Dated 23.11.2021 and subsequently vide no. BSNLCO-RSTG/15(14)/1/2020-RSTG dated 22.07.2022 in the cadre of SDE (T), AGM (T) and DGM (T) in WBTC. According to the mentioned letters BSNLCO the sanction strength and present working strength of JTO(T), SDE(T), AGM(T) and DGM(T) in WBTC are as below as on date.

Cadre	Restructuring Sanction Strength by BSNLCO	Working Strength	Shortfall
JTO(T)	216 (as per BSNL CO vide BSNLCO-RSTG/15(14)/1/2020-RSTG dated 22.07.2022)	293	(-) 77
SDE(T)	197+64 (64 SDE sanction strength diverted from CTD to WB by BSNL CO vide BSNLCO-RSTG/15(14)/1/2020-RSTG dated 22.07.2022). Total=261	89	172
AGM(T)	80+13 (13 AGM sanction strength diverted from CTD to WB by BSNL CO vide BSNLCO-RSTG/15(14)/1/2020-RSTG dated 22.07.2022). Total=93	20	73
DGM(T)	32 (As per restructuring order 4-02/2021-Restg Dated 23.11.2021)	2 (both DGM(Adhoc))	30
Total Shortfall in Executives' cadre in Telecom wings			198

On similar ground, Hon. CGM madam has also intimated BSNL CO ND regarding staff shortage in other wings like Civil, Electrical.

As presently IPMS has been implemented, due to scarcity of executives, multiple charges have been assigned to present working executives, and thus their IMPS scores are getting badly affected.

12. **Remedy to meet up the shortage:** In this regard it is worth mentioning that few executives were transferred from other circles. But most of them refused to join in WBTC and modified their transfer orders. It is also to be mentioned that vide letter no. BSNLCO-RSTG/15(14)/1/2020-RSTG dated 22.07.2022, 64 SDE(T) and 13 AGM(T) have been diverted from the sanctioned strength of CTD to WBTC. In this connection executives from CTD are not willing to come to WBTC as vide letter no. 400-36/2011/Pers.I(Pt) dated 09.12.2015 stay in CTD and WBTC will be counted as stay in WB only. Thus any executive who may join more than 500 km away from his/her present posting would not be getting the circle break in his/her tenure. For example, recently one AGM from CTD has joined WBTC in Jalpaiguri OA which is almost 600 KM away from Kolkata. But his circle stay has unfortunately remained same.

In this light, it is brought to the consideration of your kind self to consider –

- i. **WBTC as a Tenure Circle for other distant circles as was previously done to meet up the shortage and**
- ii. **CTD and WBTC as separate circles in terms of circle stay so as to cover this huge manpower shortage.**

It will definitely boost up the existing executives in WBTC and thus yielding better performance by the circle.

13. **Hard Tenure in WBTC:** Currently in WBTC, there are 3 stations declared as SOFT TENURE namely 1. Darjeeling (6709 Ft.), 2. Kalimpong (4101 Ft.) and 3. Kurseong (4864 Ft.) vide BSNL CO ND letter no. 400-36/2011-Pers.I(Pt.) dated 15.04.2013. As these stations are far flung from the plain in the hilly region prone to landslides during summer and monsoon season, so it is requested to consider these stations as HARD TENURE so as to motivate executives for posting at these challenging stations. In addition to this, **Ganga Sagar** under Kolkata OA (Entirely isolated in the island at the confluence of River Ganges in Bay Of Bengal where huge pilgrims (about 40 lakhs during Makar Sankranti, this year) come every year in the month of January and throughout the year as well) may also be treated as HARD TENURE.

At the same time, it is solicited to declare the following stations as SOFT TENURE in WBTC as reasoned below.

- i. **Kharagpur OA** (Naxalite Forest Area)
- ii. **Purulia OA** (Naxalite Area)
- iii. **Bankura OA** (Naxalite Area)
- iv. **Kolkata OA** (Mainly South 24-Pg. District being Sunderban and Island areas)

14. **Pay, Promotion & other burning issues:** It is imperative to say that for any professional, pay and promotion are the two biggest motivations. As you are very much cognizant that there are so much

anomaly in the pay structures of the executives like **Standard Pay Scale / Initial Basic of 22820 / E1+5 / LICE JTO Pay loss etc.**

Also the executives are eagerly waiting for their **promotion in different cadres like JTO-SDE, JAO-AO, SDE-AGM, AO-CAO, AGM-DGM and CAO-DGM as well as in different verticals like Telecom, Finance, Civil, Electrical and Telecom Factory.** In the recent years there have been number of promotion orders issued from your good office. But at the same time, there are still huge number of employees who are still looking for their due promotion.

Your kind attention is drawn to some of the pertinent issues like **EPF Higher Pension, 30% SAB contribution etc.** for early disposal of these important matters.

Also it is requested to kindly consider bearing the **premiums paid towards GTI and Medical Insurance** by BSNL in lieu of the employees.

It is therefore our humble submission to you to consider these cases sympathetically and do the needful at the earliest so that the executives get their adequate motivation and in turn yield more for our beloved organization.

15. Compassionate Ground Appointment: In recent years, number of young executives succumbed to death and thereby leaving their families in distressful condition. In such a remorseful situation, it is kindly requested to your good self to restart the Compassionate Ground Appointment as social obligation.

Lastly all the employees are eagerly waiting for the 3rd PRC in BSNL. We are sure that under your able leadership, we will achieve this which once seemed to be nearly impossible. BSNL has started to change both in and out and we are sure in coming days BSNL will be ruling the telecom industries once again.

We are obliged to you for giving us your valuable time. We will hope that all the long pending issues elicited above will get their justified conclusion.

LONG LIVE BSNL.

With regards,


(Somnath Ghosh) 15/3/2023
Circle Secretary, SNEA, WB