



*SANCHAR NIGAM EXECUTIVES' ASSOCIATION  
WEST BENGAL CIRCLE*

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No.: WB/SNEA/SHQ/2021-22/23

Dated at Kolkata, 01.08.2022

To  
The Chief General Manager Telecom  
West Bengal Telecom Circle  
Bharat Sanchar Nigam Limited  
8, Red Cross Place,  
CTO Building (1<sup>st</sup> Floor),  
Kolkata-700001

**Sub:- Inputs/Suggestions for improvement/expansion of BSNL Services under WBTC.**

Respected Madam,

First of all on behalf of Sanchar Nigam Executives' Association, West Bengal Circle I would like to express our cordial gratitude to Hon. PM, MoC, CMD, BSNL Board Members and others who were instrumental to bring the 2<sup>nd</sup> Revival package for BSNL amounting 1.64 lakh crore.

I also convey my thanks to you for your sincere efforts for betterment of BSNL West Bengal Telecom Circle. In this connection, I would like to submit some of the points here below for further improvement/expansion of BSNL services in WB circle.

**1. CFA Segment:**

**a) FTTH Expansion:**

- i) BSNL owned stable Kolkata Chennai backhaul link should be ensured.
- ii) Hired Raitel Kolkata Chennai backhaul link should be stable, its uptime should be more than 99%. If possible distribution of hired bandwidth between Raitel & PGCIL may also be considered for better reliability.
- iii) BSNL Owned OLT should be procured and installed at maximum locations to ensure 100% coverage and it's 100% revenue will be with BSNL only.
- iv) LCO Agreement should be reviewed by adding the Capping of OTC for providing a connection, also penalty clause should be incorporated for leaving BSNL at any point of time without prior intimation to BSNL.
- v) Wallet transaction for LCOs should be simplified, so that LCOs may withdraw/utilize the money at any time.
- vi) The process for providing FTTH connection in FMS/Clarity/CRM should be simplified and it should be a single window operation with simplified user interface.
- vii) Tariff for FTTH should be revised as compared to other operators and all OTT platforms should be provided with specific tariffs.
- viii) Access of BBNL OLTs should be simplified for providing connection. ONT compatibilities issue should be resolved. Also Service provisioning process should be simplified.

**b) Optimum utilization of NGN Exchanges:**

- i) As of now all the LL exchanges of WBTC are in NGN. Possibilities may be explored to convert all NGN Exchanges to FTTH exchanges by incorporating Software/Hardware.
- ii) Presently most of the U/G cable has been damaged. All LL Exchange should have atleast 5 KM coverage with availabilities of U/G cable. If required new U/G cable may be laid so that LL/BB services can be extended to the public/Govt. who are under that exchange.

**c) Availability of Material:**

- i) Different capacity of Battery and Power Plant: Presently no Battery backup is available in most of the BSNL and Non BSNL Sites as since long procurement of Battery and PP has not been done.
- ii) Different types of OFC: All capacity of OFCs should be provided to SSAs.
- iii) Drop wire: Presently no drop wire is available in any OAs. It should be procured and distributed.
- iv) PIJF/UG Cable: No stock of PIJG/UG cable in OAs. It should be procured and distributed among OAs.

**d) AMC/ARC:**

- i) Immediate AMC is required for repairing of faulty PP modules.
- ii) Presently more than 300 ANRAXs are down due to non-availability of CDOT Control cards (i.e. ARI, ARC, TIC, TUI etc.). Immediate AMC/ARC is required for repairing of faulty control cards of CDOT.
- iii) MoU with CDOT for field support should be reviewed to save crores of rupees.

**2. CM Segment:**

**a) Immediate Roll out of 4G services:**

- i) The data coverage of BSNL is very poor in WBTC (with only 1700 3G BTSs sites) compared to other operators like RJIL (13096 sites operating in 3 Bands (850/1800/2100) with 3/4 Sectors), Airtel (9754 sites operating in 2 Bands (900/1800) with 3/4 Sectors) and VIL (8052 sites operating in 2 Bands (900/1800) with 3/4 Sectors).
- ii) In view of these stats, 4G must be rolled out immediately in WBTC. To increase / improve the coverage, more number of sites may be newly hired.
- iii) State Government offices like GPs, Buildings, School, Colleges may be approached to give ROW for installing MARR RTP to install the 4G BTSs. This may be very much cost effective.

**b) Poor AMC Support:**

- i) Most of the Ericsson BTSs procured in Phase IV and V are at the doorstep of being obsolete. The AMC support for the life expired cards are not upto the expectation. Recently the BSNL CO has extended AMC of Ericsson with some of the challenged Hardware not covered under RNP Clause resulting in huge partial fault.
- ii) Minilink Support Issues –
  - a. No AMC i.r.o. M/s Vyomtech ML
  - b. No PO authorization for RNP or burnt-out ODU/IDU i.r.o. M/s HFCL
  - c. No AMC extension i.r.o. M/s Ericsson supply ML

**c) O&M of BTS & Towers:**

- i) Immediate replacement of Battery and PP at the important Nodal Centres.
- ii) The health of the towers must be checked periodically.
- iii) Proper Rigger Tender must be ensured at all places for required RF Optimization.
- iv) Proper FRT teams must be constituted with all requisite amenities.
- v) PP repairing must be included in the scope of the work of the outsourcing vendors.
- vi) Regular RF optimization must be ensured.
- vii) IP sites with high IPF must be reviewed periodically with the revenue aspect.

**3. EB Segment:**

**a) Expansion of EB Business:**

- i) An exclusive Team for executives are to be formed at each OA/BA/Circle level.
- ii) EB team should be well equipped with all our services.
- iii) Fortnightly knowledge sharing on EB products should be conducted at all level.
- iv) Attractive leaflet should be printed and should be shared with all corporate customers.
- v) A monthly calendar to be published accordingly EB team should visit each and every corporate customers.

**4. Transmission Segment:**

**a) Allotment of Transmission equipment:**

- i) CPAN equipment mainly B1/B2 are urgently required at each OA for bandwidth augmentation.
- ii) Splicing Machine/ OTDR should be immediately procured.

iii) 4F/24F/ 48F OFC should be procured immediately.

**b) O&M:**

i) SLA should be implemented in all major routes.

ii) Liner routes must be converted into redundant/ring through new OFC laying tender.

iii) All OA should have dedicated FRT with all amenities.

iv) Dedicated vehicle for FRT should be there.

v) OFC/bandwidth hiring should be immediately processed for Hilly area (Kalimpong/Kurseong/Darjeeling).

vi) Dependency of Kalimpong media at Rongpo (Sikkim Circle) should be avoided.

vii) Where SLA is there, our Trans team should not involve in in-house maintenance, proper monitoring on SLA is required.

**5. Marketing Segment:**

**a) Proper Advertisement:**

i) Visibilities of all our services should be increased.

ii) Social Media should be more properly utilized.

iii) Dedicated Team for marketing activities should be there.

**b) Mela/Special Drive :**

i) Mela should be organized on weekly basis.

ii) Special Mela/Camps should be organized at prominent places like universities/colleges/markets etc.

iii) Executives and Non executives should be involved in melas.

**c) Awareness:**

i) Awareness meet about our entire product among executives and non-executives should be held monthly.

ii) Proper Training to be organized by CSC staffs to handle customers.

**d) Call Center/Customer care:**

i) Activities of call centre should be monitored minutely, as customer are not getting proper response from call centre.

ii) Dedicated team should be formed to analyse customers feedback.

**e) CSC:**

i) Most of the CSC are presently closed, people are unable to pay their dues. All CSC should be opened immediately.

ii) All product should be available at CSC.

**6. Finance Segment:**

**a) Ty Advance:**

i) Ty Adv. to the tune of 70 Lakhs is approved by SSA heads for which payment is still pending. OAs are facing huge difficulties to run the show without Ty. Adv. All the approved Ty. Adv. should be paid on immediate basis for smooth functioning of O&M activities.

ii) Process for distribution of Ty. Adv. should be reviewed and payment to be made on basis of document date, certain percentage may be released on the basis of urgency.

**b) Vehicle:**

i) Presently OAs are having one or two vehicle, by which it is not possible to maintain all our services. Sufficient number of vehicle should be provided to Transmission/CFA/BTS/NOFN maintenance teams.

**c) Job Contract:**

i) Few SSA are partially locked for long time due to non-payment of job contract, which causes delay in execution of works.

ii) Necessary steps may be taken immediately to run the OA without any obstacle.

**d) Computer/printer/Scanner:**

i) OAs/Units are running with very old IT equipment like Computer/Printer/Scanner etc, in few OAs/Units Executives don't even having Computer/Printer/Scanner etc.

ii) Immediate procurement of IT equipments should be made.

iii) If possible, a Laptop should be allotted to individual executives.

**e) Coordination Gap:**

- i) In many units/OAs it has been observed that the coordination gap are there among Finance and Technical wings. It is also observed that without observing the importance of field activities properly finance wing put objections towards execution of the works, it should be stopped immediately.
- ii) Coordination between transmission and NOFN team should be improved.
- iii) OA heads should monitor activities of finance executives working under that OA.
- iv) BA heads should visit their respective OAs in a regular interval to avoid above gaps.

## 7. HR Segment:

### a) Employee Welfare:

- i) All the long pending dues of employees in terms of Pay, promotion and pension (30% SAB for BSNL recruitees) should be extended to motivate employees.
- ii) All other dues like medical bill should be paid in time.
- iii) The payment of GHI,GTI etc should be paid by BSNL instead of employees.

### b) Posting and work distribution:

- i) In WBTC few Vertical and BA head is vacant, that should be filled up immediately.
- ii) Presently most of the OA are headed by SDE level officer. All OA should be headed by Regular DGM/AGM as per BSNL restructuring guidelines.
- iii) Posting of SDEs/JTOs should be as per the norms of BSNL restructuring guidelines. Presently all OA/BA having huge shortage of SDE/JTO.
- iv) Work distribution among employees should be distributed in proper manner
- v) Non executive's work force should be utilized properly.
- vi) Proper Mapping/hierarchy is required for seamless execution of work.

## 8. Civil Issue:

- i) Survey for all rented exchanges to reduce expenses taken by decision to vacate extra unused places.
- ii) Space audit must be done at all the BSNL owned offices. The extra spaces may be vacated for renting out purpose.
- iii) The Staff Quarters must be repaired and also may be rented out to other Govt/Corporate agencies.
- iv) All the offices should be repaired and painted afresh to give better impression to the public.

In anticipation that all our suggestions will be considered by your good self for further improvement of our Circle and with warm regards,



(Somenath Ghosh)  
Circle Secretary,  
SNEA, WB