

SANCHAR NIGAM EXECUTIVES' ASSOCIATION

PUNE DISTRICT BRANCH



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No. SNEA/Pune/Gen Corr/2019-2020 /15

Dated: 02-03-2020

To,

PGMT Pune,
Sanchar Bhavan, BSNL
Sahu College road,
Pune

Respected Sir,

A warm welcome to you on behalf of SNEA Pune!

Sir, first of all we would like to congratulate on your new assignment as PGMT Pune and extend our best wishes.

Here are some important issues in Pune SSA which we would like to highlight and bring to your kind notice so as to resolve in time bound manner.

1) Shortage of Executives in CFA field units:

There is huge shortage of Executives in CFA and there is urgent requirement of rearrangement of executives from other streams of BSNL like ITPC, BBNW, Mobile (Nodal &NWP/NSS), and RCNGN.

a) It is seen that Executives at many places are overburden with multiple charges without subordinate staff and it has become very difficult to work in present situation. The multiple charges allotted to most of the executives in CFA had caused the huge unrest amongst them as they are seeing the executives from the other streams like ITPC, BBNW, Mobile (Nodal &NWP/NSS), and RCNGN working in same units for many years without additional work load in post VRS scenario. This act de-motivates them and expressing anguish due to non-equal distribution of work which needs to be addressed urgently.

It is observed that in post VRS scenario management has not taken concrete steps towards manpower planning in every aspect of BSNL services. The situation is alarming as there are many faults pending in all important sections of Pune SSA which has spoiled the image of BSNL exchanges and many important units are unmanned. Many customers are surrendering our services due to this.

b) Recently some transfer orders were issued from mobile nodal Pune but except few executives, most of them are posted in other mobile units of Pune and not to Pune SSA. The order issued were on pick and choose basis without any criteria.

These transfer orders were issued as there was urgent need of executives on fields but it is noticed that ladies executives were posted who are on CCL, Maternity leave hence the real purpose was not served. Gents executives are required in field units at all levels like JTO , SDE & AGM. The standard policy guidelines such as longest stay / staff justification should be followed.

2) Tenders to be floated on priority:

All tenders related to CFA maintenance, EOI, CFR, OFC etc. to be floated on priority.

As of now there is no staff posted at some exchanges since staff is reduced post-VRS and EOI is discontinued due to non-payment. If provision for payment to EOI is made, non-executive staff posted presently as exchange security may be utilized for field work. Due to this condition, many faults of broadband, leased Lines etc are pending causing longer down-time to our esteemed customers.

Since we are not able to provide services to customers, this may result in damage of the image of our BSNL company.

3) Frequent failure & Congestion in Backhaul network of BSNL causing Speed issues:

Due to frequent failure and congestion in backhaul network of BSNL, it is very difficult to NIB and field units to handle the customers. Frequent failure of Pune-Mumbai backbone links affecting internet speed of all customers of PUNE (BB, FTTH, Internet Leased lines).

Due to present scenario of BSNL backhaul Network, speed issues, latency and packet drops are observed. Customers are also losing trust on BSNL network and if this continues, we may lose our ILL and FTTH customer base which is maximum revenue generation area. This issue was already been taken with DIR HR during his official visit to Pune on 17/02/2020 but is noticed that, the frequency of failure of backbone links is increasing and speed issue still persists.

4) Dedicated maintenance team for SLA based CCTV / EB projects:

SLA based CCTV project is with us. Penalty of one quarter i.e. for three months on an average is more than 75 lacs. It is suggested that a dedicated team may be formed for maintenance of CCTV exclusively. Costing of a team comprising of one SDE, one JE, two TM, two labour and a vehicle is approximate 3.5 Lac per month i.e. 10 lac per quarter. If this team is able to save 50 percent of penalty, then also we will likely earn 40lac+ per quarter.

Same is the case for EB customers. This is required because SLA based OFC vendor is not performing up to mark. Maximum eligible penalty is imposed. Now he is relaxed that we cannot impose further more penalties. If OFC is not

maintained properly then the entire system has no meaning though we may get 4g, ultra modern NGN switches, high bandwidth carrying PAN, etc. This should be the first point of agenda.

5) Unavailability of funds and Temporary advances:

Due to non-payment many vendors had stop working. This has resulted in pendency of many faults in every section, also temporary advances are not paid to the executives who had already paid huge amounts from their pockets for day to day maintenance work. Due to non-payment of Rent, taxes and MSEDCL bills still many sites are disconnected.

6) Issues of CSC:

The outsourcing of CSC to Integrated franchisee is still not fluent. The franchisee were authorized for limited work of mobile and were not given with full authority for Booking of CFA products, collection of cheques etc. Because of this, payment through cheques in many CSCs could not be collected which has resulted loss in revenue and opportunity of adding new customers. Many places at CSC are not mapped for execution of CDR work orders. New Commercial Officer role assigned executives are to be trained so that CSCs functions smoothly.

Newly DSA and franchisee appointed in CSC to be trained for day to day CRM orders .

Sir apart from the above there are many issues in the fields which are to be taken by the management by proper coordination and planning. The staff working in Post VRS scenario are frustrated, working under tremendous pressure and their morale are down.

Sir your kind intervention and immediate action to cope up with present scenario is required. We would appreciate your kind intervention to resolve the above-mentioned burning issues in time bound manner.

On behalf of SNEA Pune, we assure you of full cooperation in development of Pune SSA under your leader ship.

Thanking You,
With regards,

(V.R. Chaudhari)
District Secretary SNEA Pune

Copy to: -

Shri. Bharat Sonawane CP SNEA MH @ Pune

Shri. M. S. Adsul SNEA MH @ Mumbai.