



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001

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No.SNEA/Kerala/2020-21/II/113

dated at TVM

the 29/06/2020

To

Sh. C V Vinod,
Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram-33

Respected Sir,

Sub: Cluster Franchisee performance – reg

Ref: BSNL CO-CFAP013(15)/1/2020-NWP-CFA-BSNL-CO dated 15-5-2020

It is reported from circle field units that the performance of cluster franchisees in external plant maintenance are far below from the SLA provided in the NIT. The penalty calculated for slippage of SLA is more than 10 times the capping of 15% of the invoices imposed to the franchisees. It is reported that the following are the main reason for the poor performance of the cluster franchisees:

1. Sufficient number of technicians are not deployed by the bidders.
2. The technicians deployed are not skilled to attend cable/ BB/ MDF faults
3. The contractors are not having experience in the field. (Most of them are BSNL Mobile franchisees which has no relation with CFA sector) and there is no supervisory control for the franchisees over the technicians.
4. Sufficient materials/ Tools/ testing equipments etc are not supplied for fault rectification.
5. The workers are not paid or not paid adequately though BSNL is making payment around @ Rs 50/- per line per month.
6. Since the penalty capping is fixed at 15%, the franchisees are not giving much seriousness in slippage of SLA.

As the NIT does not contains any specific provision on the above requirements the only option left to the BSNL is to impose maximum penalty of 15 %. Though as per NIT the tender can be terminated for not meeting SLAs for 3 months, as per the letter under reference it was decided to reduce the penalty and not to account the slippage of SLA up to the month of April for termination purpose of the tender due to COVID. In this connection taking into account the fact that the maintenance contract for copper based external plant is a new type of work in BSNL and the contractors are not experienced in the field it may be difficult to get experienced bidders on termination of the contract. Since these contractors are having atleast 3 months experience in the field it is suggested that extension for the termination of contract as per the letter under reference may be permitted to the bidders who are ready to increase the capping on penalty for slippage in SLA to the tune of at least 50% of in the invoice amount or the actual penalty worked out for slippage whichever is less. It is also suggested to not to pay the incentive based on FMC till the bidders are meeting the SLA conditions instead of termination of the contract for 3 months.

Thanking You,

Sincerely Yours



**Jithesh K P
Circle Secretary
SNEA Kerala Circle**

Copy to Shri P.G.Nirmal, GM (NWO-CFA), Kerala Circle