

SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

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



Circle President

Dr.V.G.Sabu

AGM, Trivandrum

Mob: 9446433433

Circle Secretary

Jithesh.K.P

SDE, Kannur

Mob: 9447707475

Circle Treasurer

Suneer.S

AO, Circle Office

Mob: 9447341693

No.SNEA/Kerala/2021/19

dated 28th Aug 2021

To

Shri C.V.Vinod

CGMT BSNL,

Kerala Circle

Respected Sir,

Sub: - Online Attendance System – our apprehensions reg.

Ref:

- a. No.KRLCO-11/12(12)/1/2021-HR AND ADMIN dated 27/08/2021
- b. No. GM(HR/Admin)/Genl.Corresp./2020 Dtaed 01/07/2021
- c. **Link 10.44.1.198/reports**

With regards to the letter No.KRLCO-11/12(12)/1/2021-HR AND ADMIN dated 27/08/2021 with subject: **Monitoring of online attendance of employees** at work, we have reasons to believe that it is high time for the administration to have a review on the discriminatory and humiliating practice of employee surveillance in Kerala Circle in the name of “Punctuality for Productivity”. These sort of arbitrary & one sided approach of Kerala Circle management which is totally disrespectful of the existing & documented control mechanisms envisaged in BSNL regarding how an employee and his/her work conditions are to be controlled through various rules & flow of authority/hierarchy and totally violates the mutual trust & respect between employee & controlling officers/management, resulting in large scale dissatisfaction and discouragement in the employee community in the BSNL Kerala Circle.

It should be noted that the employee surveillance system has been implemented in a profit making circle during the peak of COVID-19 pandemic, when an employee had to find the means of transport, to reach office/place of work, in the absence of public transport facilities and lack of support from the management in arranging for transport even to rectify faults. We are of the opinion that BSNL Kerala Circle administration couldn't act promptly even to ensure basic safety measures for its employees by providing minimum hygiene standard at its office spaces, premises or washrooms. It is very easy to quote that “duties/responsibilities are above rights”.

The following points of concern are brought to your kind attention for immediate & favorable consideration and action on **withdrawal of Online Attendance System**:

1. The Circle Administration should publish the analysed/realised benefits of implementing the employee surveillance/harassment system: other than discouragement of employees when the system recorded their punctuality at the cost of publishing the very private/personal reasons (which at best should be known to immediate colleagues/controlling officers) in Intranet; the inability to mark perfect “IN or OUT” at times in a month might be a lesser offence when compared to infringement on privacy of an individual; epitome of anti-employee attitude displayed by the head of one of the most committed workforce in BSNL.
2. It is requested to let the reason be known for choosing Kerala Circle for implementing the employee harassment system. Is it just because that at times Kerala was the only circle known to be profitable and bringing in such a system was the only managerial tool to destroy the working atmosphere, harmony and employee trust factor?
3. It is observed that some random locations are seen shared via the link **10.44.1.198/reports** as per No.KRLCO-11/12(12)/1/2021-HR AND ADMIN dated 27/08/2021 against timestamp of each employee. As the office address of the employee is already known, there seems no valid reason to use such a random field.
4. There are rumours being circulated that the BSNL Kerala Management is trying to fetch the location of employees by use of applications which have access to SMSC related call records. It is kindly reminded that when safety of network & data is to be given highest priority in the interest of national security, **Kerala Circle management is seemingly going against the spirit of national security aspects** by arranging a platform which if misused/unauthorised access can result in tracking of location of any customers including VVIP customers attached to the network; **the access to call related information should be restricted only to Hon’ble court/security agencies** if so required **and not for any other purposes that can be categorised as infringement on privacy of an individual**. The application(s) if so coded for accessing customer/employee location other than for security agency related activities may kindly be taken out of the network with immediate effect. Article 21 of the Constitution of India, 1950 provides, “No person shall be deprived of his life or personal liberty except according to procedure established by law.”
5. In field units and CSCs tending to customer needs such as providing new connections & clearing faults, bill collection (for which letter regarding extended working hours for CSC already is in place No. GM(HR/Admin)/Genl.Corresp./2020 Dated 01/07/2021) should be the primary motive for which at times limiting the working hours between 09:30 am to 5:00 pm might not be the best solution (in the present scenario when outdated soft-wares are still deployed to run the network and employees are managing by working outside the stipulated office hours).

Except for the sloganeering by the BSNL Kerala Circle management; the employee harassment system officially labeled as Online Attendance System never had any features to improve work efficiency or quality. Kerala circle Administration always pointed out that punctuality is an essential factor for improving productivity, revenue generation and service quality enhancement. We agree to the same that punctuality is a great virtue and believe that men, money & materials are the essential factors for improving performance of a company. By compromising all the basic essential requirements of an organisation including finance, technology and now mutual trust; how by just enforcing punctuality through

surveillance/harassment in a geographically small Circle like Kerala the circle management proposes to enhance the productivity of the company.

Based on the above mentioned points the **Online Attendance System should be withdrawn** with immediate effect and provision for marking attendance as followed in other circles/ BSNL corporate office is to be implemented in BSNL Kerala Circle.

Thanking You,

Sincerely Yours



Jithesh K P

Circle Secretary

SNEA Kerala Circle

Copy to:

- i. General Secretary SNEA for taking up the issues with CMD & Dir (HR)
- ii. CGM Tamilnadu /GM Nodal South Zone for review of access to SMS call details.
- iii. Convener, AUAB, Kerala