

KERALA CIRCLE
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. SR/GENL/2012-17/

05th November 2020

To

Shri Jithesh K.P
Circle Secretary
SNEA, Kerala Circle

Sir,

**Sub : Reply to the points for discussion in the meeting on 05th November 2020
with BSNL Kerala Circle Management – reg.**

Ref : Your Letter No. SNEA/Kerala/2018-19/II/147 dated 15th Oct. 2020

Attention is invited to your letter addressed to CGMT, BSNL, Kerala Circle, cited under reference above. Reply to the points mentioned in your said letter is enclosed.

Yours faithfully,

Encl : a/a

R. SATHESH
General Manager(HR/Admin)
O/o CGMT, BSNL, Trivandrum-33

HR Related Matters

1) HR Restructuring and re-deployment

After having made a thorough study of the HR requirement at executive level in the circle, taking opinion from the executive associations, a restructuring proposal has been sent to BSNL Corporate Office. Requirement of 55 DGM(T), 20 DGM(F), 210 AGMs & 32 CAOs have been proposed for Kerala Circle.

2) Pending Request Transfers

Request transfers are considered after completion of two years of service in the present BA. Such request received in circle office are published in intranet. The cases are being processed based on merits. It is to be noted that most of the requests are received for transfers are either for Ernakulam or for Trivandrum BAs.

Though the Circle has a humanitarian approach towards deserving and genuine cases, filed requirements such as shortages in BAs, business needs and potential, operational requirements etc will be the main yardstick for posting, hence where shortages will result, executives have to move from incoming BA to outgoing BA.

3) Rule 9 Temporary transfers

All eligible requests (of those who have completed 2 years or more) under Rule-9 for temporary transfers to other Circles are forwarded to Corporate Office for favourable consideration on humanitarian grounds, as per the rules and guidelines issued by Corporate Office from time to time, though we have shortages in several BAs.

4) EPF related issues and suggestions

For EPF related claims & settlement, SPOC at circle and BAs are already approved and will be published in the Intranet.

5) EPP pending issue for JAOs and inclusion of 2013 JAOs in gradation list

DPC for the pending cases of EPP have been completed and orders will be issued soon.

6) Pay fixation and recovery issue of officiating JTOs

BSNL CO vide their letter dated 27.10.2020, have agreed to Kerala Circle's request to allow the affected JTOs to exercise the option under para 3.6 of the PAT order dated 07.05.2010 for fixation of pay under 2nd PRC. A model pay fixation sheet will be issued

7) LA arrangements in BAs - An overall assessment of requirement of executives, shortages in BA's and their deployment in various wings are being done. Wherever felt necessary, we will be going in for giving L/A, based on field conditions and requirements. Promotional aspirations of Executives are also taken into account.

Based on the assessment, looking after for DGM/AGM/CAO have already been called by circle office.

8) Non-availability of BA Heads - At present 4 BAs are not having regular Heads, viz. Trissur, Kottayam, Kannur & Malappuram. Now, as a temporary measure, till regular GMs are posted, the charge of GM Kannur & GM Malappuram, being the most affected BAs, have been given to DGMs.

9) Continuance of Employees' health insurance scheme for the next year

The matter has been discussed and will be reviewed when BSNL payment position normalizes.

10) Civil/Electrical Issues

Being a PSU, CPWD & Govt. rules and regulations can only be followed. It is gathered from Corporate office that Civil wing restructuring is under process. Once finality comes further actions in this regards can be taken up.

11) TR Centralisation - Will be examined

12) COVID 19 affected employees- leave eligibility

Proposal for special leave for COVID affected persons and for quarantine period has been sent to BSNL Corporate Office for decision / guidelines. Decision awaited. However, whatever possible within the existing rules are being done at present.

13) Online attendance System

Post VRS, the staff strength has come down by almost 50%. Now, the situation is such that we have to manage with the existing manpower for maximum output. Online attendance is being marked by staff members across all grades- CGM to ATTs. With active cooperation of all associations/ unions, the initiative is generally successful. Employees are expected to mark attendance with pride.

II. SERVICE RELATED ISSUES

14) AMC for Engine Alternator

Each BA is responsible for efficiently managing all matters in the BA. Therefore, best option can be decided by the BA.

15) Consumer Mobility related issues:

Marketing

- (a) The ARPU is decreasing because of large number of inactive customers and the circle is trying hard to improve the active customer count by various means like SMS, OBD etc. The acceptance of higher plans by customers mainly depends on various market dynamics. Corporate office version for large number of plans and frequent modifications is that they are based on their observation on the trend and market conditions. As far as educating retailers and other channel partners are concerned, it is part of the Project Vijay team's work in the BA and instructions have already been issued to ensure that the changes in tariff to be reached upto the POS. As far as updation of tariff plans in various websites meant for recharging, circle Sales and Marketing team has been instructed to ensure the updation in all the sites without delay keeping a check list. Kerala Circle has introduced a concept of focus sales of plans to avoid the issues related to plethora of plans.
- (b) Small portion of recharges used to fail due to various reasons like lack of knowledge of the tariff plans by the customers/POS. However, normally the corrected recharge is happening without delay and revenue loss from this account is minimum. This is the observation of the Corporate Office also. Multiple recharge facility has been enabled for certain plans and it will be extended for other plans also very soon. Dis-allowing of top up of inactive customers has been done based on the Corporate Office observation that it prevents customers from charging with PV/STVs otherwise. According to Corporate Office, the decision of withdrawing top up facility to inactive customers found to be effective pan India.
- (c) BSNL Corporate Office has informed that all those offers are after due diligence only. Kerala Circle has to only follow.

2. BB Plans above Rs 500 for FTTH N/W also

Most of the cable in copper is not suitable for a high speed of more than 10 mbps.

3. Tower renewal and IP IN sharing

As far as the rent dues for the sites where renewal is pending/going to be due , the matter has been taken up with Corporate Office for releasing the fund at the earliest vide letter No MS/Infra-Leaseout/SSA-Corr/2016-21/71 dated 16.10.2020. With respect to shifting of existing non BSNL sites on its expiry of lease agreement to IP sites, careful study is required to be done case by case as dismantling of tower and other installations and restoration to its original status

involve expenditure. However, scrapping of towers as is where is condition can be thought of. Orders for scrapping on site for towers will be issued

In site scrapping of towers

Onsite scrapping of towers can be considered wherever applicable.

4. Issues related to Call centre, Activation delay, DKYC Issues, Term cell penalty etc

Issues related to the Call Centre ,activation delay, DKYC issue, CAF penalty etc. are dealt with appropriately as and when happened. Actions are being taken for a permanent solution in all these cases. BSNL is planning to develop its own call centre.

16. New FTTH Plans

These plans have to be carefully monitored, considering various parameters

17. Commencement of IPTV in other BAs

First, let us resolve the issues and market effectively.

18. Cluster monitoring and invoice processing

- a) Instructions have been issued for disconnection of idle service connections.
- b) As the tenders have already been finalised in line with the instructions from Corporate office, matter of allowing cluster partners to continue with increased penalty will be taken up with Corporate office.
- c) Details of NPD numbers is available in ITPC reports. Circle office has already taken up the issues related to LC faults, NPD details availability in FMS etc. with ITPC.

19. LCO payments

Corporate office has made it clear that payments to FTTH partners will only be through E-pay and direct payment is not feasible. Outstanding amount can be credited to the wallet of LCO. Those who are not having E-pay wallet have to wait in the queue system for their turn to come.

20. Infra procurement leased model

Proposal sent to BSNL Corporate Office for Towers and the same is being analysed there.

21. Transmission Maintenance

Necessary instructions issued to all BAs

22. SRRC & repair of PP modules and cards

In-house repairing of PP modules is planned to be strengthened by posting additional officers/staff. For this Volunteers were called for and interview completed.

For cards, the process has been initiated.

23. Clarity/CRM/FMS issues

The slowness **Clarity/CRM/FMS issues** are pointed out in DIR CFA meetings/ webinars. It will be taken up with Corporate Office again

Immediately after stoppage of vendor maintenance of CDR systems, intermittent failure and delay with provisioning system leads to delayed service provisioning. Many times the issues were brought to the notice of circle management. It is replied that issues are related with the vendors and hardware. Major share of the working hours of the field executives are spent in front of these software due to the delay/failure. Some of the issues observed are - Delay in Clarity SO

tasks status change from "Assigned" to "In Progress", Observed huge delay in each tasks when ever clarity system behaves abnormal., Provisioning/Fault closures are prolonging for more than a day, Multiple breakdowns observed in a week with clarity/provisioning systems for the last 2-3 months, Effects of planned maintenance activities during weekends are carried over to the week days, Delay in NGN/BB Port change, Clarity not hit cases are now a days more which can be only settled by booking ITPC dockets, in some cases if customer paid the dues and AO approved payments the reconnection order in clarity will be in assigned state for more than a day which require a re-firing to change the state

The CDR issues wrt CRM and Clarity were observed in the past 1 month. The issues were raised to ITPC team from time to time. The resolution of the issue is taken up with new AMC vendor M/s IWhaleCloud.

The issues have been resolved to a greater extent now. It is giving a positive feedback from SSA field units also. FMS related issues are taken up with concerned ITPC FMS team from time to time. FMS server is a bit overloaded as per the information from ITPC FMS team and they are working on it for a permanent solution

With regard NGN automatic activity there was a failure in connectivity on 14th October 2020 to UT NGN core at Hyderabad and the core switch worked from DR NGN core at Chandigarh for few days. This delayed auto provision orders during the NGN core worked from DR site (3 days). The new BB port change fault flow given by ITPC team is shared to field units based on the new fault clearance code (ROMD) to be entered in FMS. Now BB port change activity is also working well.

The main issue cited was orders raised in CRM were taking a longer time to hit clarity (delay on 1 day and more). These were cleared by weekend maintenance activity by the vendor. When the vendor completes the maintenance activity, all the order queues pending in CRM will start hitting clarity making the Clarity system slow. This was observed for few weeks in the last month. The feedback from field units were collected and escalated with pointed issues to ITPC team weekly. Now based on the coordination with vendor and ITPC team the system operation has improved quite a lot. Kerala Circle has already written to CMD on this matter.

24. Refund of deposit to closed numbers

No funds being received, however, long pending PG cases being settled wherever some fund is available.

25. CPAN B- Node Issues

C-PAN network is under warranty at present and AMC will follow once the warranty is over. Spares are provided 10% purchased by BSNL and 10% Free of Cost (FOC) by the vendor. As far as B-node is concerned card level spares are only available as decided by Corporate Office while placing the purchase order and subrack faults are expected very rare. O&M issues related to C-PAN NOC Bangalore and the vendor are taken up with Corporate Office as well as STR. It will be taken up again.

26. New Business Models

Noted, any specific proposal from any LCO who is willing to invest can be considered.

27. AMC related issues of OLTEs, DSLAMs, Switches etc

Sl.No.	Name of BA	No of Alphion OLT	No. of ports	Capacity	Working connection	A
1	Kollam	2	44	1408	1172	
2	Alappuzha	2	36	1152	900	
3	Malappuram	3	60	1920	1334	
4	Pathanamthitta	2	28	896	728	
5	Ernakulam	42	984	31488	9874	
6	Palakkad	2	32	1024	860	
7	Kottayam	3	1044	33408	1856	
	TOTAL	56	2228	71296	16724	

Detailed feedback from all BAs was taken except Ernakulam who wanted card level service assistance. All BAs wanted AMC as the cost per customer/annum was around Rs. 800/- only. We have taken up with CGM-BBNOC to get their opinion

28. NGN migration and POI shifting

NGN migration from NT Switch is going on. 25 exchanges out of the left out 64 exchanges have already been migrated and target has been fixed for the migration of the remaining exchanges. The progress is being reviewed regularly. Required funds are provided as and when the same is projected by BAs.

29) Delay in updation of online payments in CRM and there by delay in reconnection

Customers can use any channel, G-Pay, Paytm etc. These channels can have their own P.G. The technical and financial conditions/implications of having BSNL PG is beyond the scope of this office.

30) Customer bills not receiving through Email – for EB customers in their company domain

Regarding bills sent through e-mail for EB customers, it is available in the system. However BAs are not resorting to sending the bills automatically by the system as corrections /modifications /verification are normally required in the Bill. BA s have been asked to verify the master database and correct the details and all BA s except Ernakulam and Trivandrum completed it.

31) FTTH Provisioning and KPI monitoring, Centralised customer care for FTTH and technical support to BSNL franchisees/Exclusive LCOs

Monitoring of 3rd party OLT reachability done by BBNOC, all BA NIB in-charges are supposed to monitor, the advantage of a centralized NOC circle-wise for FTTH is not immediately feasible.

32) Purchase of high end ONTs exclusively to provide recently launched plans >100Mbps in TVM & EKM

No funds for CAPEX as on date.