

केरल परिमंडल KERALA CIRCLE

दूर संचार भवन, पी.एम्.जी.जंक्शन

Door Sanchar Bhawan, PMG Junction

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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

Dated 30th August, 2021

To

The Circle Secretary
Sanchar Nigam Executives' Association,
SNEA Bhavan, Dharmalayam Road
Trivandrum-695001.

Sir,

Your letter dated 28th August, 2021 regarding the apprehensions expressed by your association have been duly studied and the following reply may kindly be taken as the final reply in the said matter :

1. The purpose of introducing the system has been repeatedly explained during various meetings with your Association and other informal meetings and the same is once again stated here for your convenience: *Punctuality is deemed to be the first step of integral honesty. When an organization is going through difficult times, the only one weapon its employees have, is demonstrable integral honesty and the first step in that direction is punctuality.*
2. Use of technology for monitoring employee performance is the standard practice and hence such use for the betterment of organization's performance is within the purview of the Circle Head and hence implemented.
3. It has been mentioned that there are difficulties in public transport. In this regard, it is informed that Kerala is one of the best administrated states related to public welfare and affairs to common men, and hence applicability of this apprehension is irrelevant. Further, the ground realities show that most of our employees use their own vehicle for their commutation. Further it is pointed out that the janitors or housekeeping staff who are one of most economically backward segments in the stakeholder list of BSNL use public transport and almost all of them reach much ahead of all regular staff to keep our office premises clean.
4. Further it is expected that all Executives should have their place of stay in their Headquarters where they are posted. As Public Sector Employees they are on 24/7 call duty, however, a general relaxation to this rule has orally been done, and this relaxation cannot be a cause for reaching office late if long distance trains and buses get delayed due to some reasons.
5. A reference was made to cleanliness in your letter. It is extremely sad to note that an opinion prevails that health and hygiene is responsibility of the administration and not that of an individual using the premises, interaction with the people doing work reveals unfortunate practices by our regular employees.
6. Reports are available that these housekeeping staff from the economically deprived communities are being unnecessarily targetted as if they are not doing their job. It is requested that these voiceless janitors are not targetted and whatever the little earnings they get is endangered. Wherever there is a deficiency, full powers have been given to the building in-charge Executive to provide what is necessary.

7. In so far as non-availability of funds including salary, the reasons are well known and moreover this should be the reason for us to work with the highest level of professional excellence.
8. The effectiveness of the online attendance system can be seen from the fact that majority of the employees have demonstrated punctuality. Hence the system has established the commitment of the majority of the employees towards fulfilling their responsibilities.
9. The system's purpose now is to identify those who are not regular and still need to be brought into the majority group, being a public sector undertaking with standard procedures for taking action, these reports are a part of the disciplinary processes to make them come in time. This also informs those who are coming in time not to become demotivated thinking that the disciplinary authorities are turning a blind eye. Hence this system helps in offering hope to that punctual majority against this exception group whose action like proxy attendance, late coming will be acted upon.
10. The system has given full flexibility to waive late attendance to the appropriate authority and thus those coming late are made to feel responsible.
11. Kerala circle, as stated earlier, is one of the highest revenue earning circles and having once the best network uptimes, the cost of even the smallest lapse in dedication per employee is therefore very high, and hence for reasons as stated in points 8 and 9 above, this system is a tool that helps in bringing to level those who are irregular to work on par with others.
12. In the case of field staff and officers, they are already having the mobile app version, and hence there is no problem for marking their attendance.
13. In so far as some claims on location, it is surprising that an officer's association has raised an apprehension on fundamentals of mobile handset signal latching and handover, sufficient wisdom prevails in the organization - Kerala telecom circle to understand limitations, wisdom also exists to interpret the location signals and correlate them with place of work. It is also a fact a few employees have demonstrated their dedication by routinely doing proxy attendance, this system unfortunately does expose such of those whose action demotivate others.
14. The responsibility of maintaining the details collected for the purpose of punctuality performance improvement lies with the CGM and any misuse of information by the custodian will be dealt by rules.

This may kindly be treated as the final reply from the circle with regard to the said matter and is expected that your Association takes the matter in its true spirit and enable Kerala circle to set standards for others to emulate on all parameters including the first step towards demonstrating integral honesty through punctuality.

With regards,

Yours sincerely,


(C.V. Vinod)
Chief General Manager