



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
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To
The Chief General Manager (Telecom)
BSNL, Kerala Circle
Thiruvananthapuram

Sub: Lethargic, unprofessional and anti-employee attitude of the Circle Management, damaging morale of the self-motivated work force in the most potential telecom circle of BSNL in the country seriously affecting service quality of essential telecom services in the Circle - our strong protest thereof, Call for a day long Protest Dharna at Circle HQ, reg :

Sir,

It is a matter of fact that BSNL is passing through the most difficult situation due to liquidity crisis seriously affecting payment towards its employees, vendors, stores, contractors, suppliers etc. As a result, many vendors have stopped supplying the essentials such as labourers, materials, vehicle etc. From BSNL side also, in order to reduce the expenditure, restrictions have been imposed on spending on account of man power, vehicle, diesel, materials, temporary advance, capital expenditure etc. It is not unknown that men, money and material are the primary essentials for any organization to deliver the products and services to its customers. In the absence or shortage of the same, productivity and service delivery will be affected despite best efforts from the real stakeholders. It appears that the BSNL management at many levels is simply ignoring this fundamental fact and expects both operations and provisions to happen as per target/standards set under ideal conditions. But it is a silver line that Hon. Minister for Communication acknowledges this fact and identified the basic reason for the crisis of BSNL as lack of fair competition, predatory pricing and lack of timely upgrade of technology like 4G and copper to fibre transformation etc. Another appreciable fact is that many Circle heads and BA heads in BSNL have acknowledged the personal efforts taken by executives in mitigating the stalemates by spending huge amount of cash from their salary towards labour, vehicle expenses, diesel, local purchase etc. They also made atleast some earnest attempt to mitigate the burden being shouldered by the field executives, though many such attempts could not yield best results. There are reports that personnel contributions are shared right from GM to non executives in many Circles. **But in Kerala circle, which is having highest efficiency, good work culture and revenue collection, the difficulties being faced and the blunt realities in the field units are totally ignored by the circle administration.** The Kerala circle administration expect that all targets in service provisioning and quality of service like MTTR net/gross provisions should remain as in past wherein there was no limitation on resources as well as

demands. Recently the pressure put on field executives to ensure fault rectification as well provision of circuits are beyond achievable in the present condition with the absence of men, material, money and demands.

The Kerala Circle administration has miserably failed in meeting the minimum requirements and basic expectations of the employees in general and executives in particular to tackle the present grave crisis the Company has been facing ever since its inception where all operational and developmental activities for running the telecom services have been seriously affected. Timely restoration of Landline, Broadband and FTTH faults in the CFA vertical has been badly affected due to non availability of money, men and material leading to mass churn in customer base and revenue. Network quality of mobile services in the CM vertical has been degrading day by day due to non availability of riggers to carryout repair works at top of the towers. Timely provisioning and upgrade of EB circuits have been affected leading to mass dissatisfaction of high priority customers due to non availability of OF cable workers. Field marketing activities are affected due to non availability of vehicles and issues in DKYC servers. Even sweeping and cleaning of office premises and toilets are stopped due to non availability of workers causing serious threat to the health and hygiene of employees. We had brought about the indifferent attitude of the Administration in effectively dealing with the above issues to the notice of the Circle Head umpteen times and had requested effective intervention at least to understand the field realities and to support the executives who has been spending from their own salaries to run the basic services to meet the minimum expectations of our esteemed customers in the Circle. But the Administration has decided to simply ignore all such burning facts.

Hence, we would like to register our strong protest against the following acts of the present Circle administration.

1. **Severe degradation of service quality in CFA vertical:** The Circle administration has failed to project the minimum fund requirement for managing the essentials in the most revenue earning Circle which is contributing more than 12% of its total revenue and to appraise the field realities to BSNL Corporate Office for running the telecom services in the Circle and to retain its precious 17 lakhs landline connections. Instead, the circle administration has been involved in imposing unrealistic restrictions on spending to carry out minimum operation and maintenance works in CFA vertical citing Corporate Office advisories. The experienced and skilled cable contract labourers have been dispensed with and the executives are finding it very difficult to arrange alternatives to rectify cable faults where digging of UG cables is involved. At present, field executives are forced to spend from their pockets for arranging the essentials to run the services and to control large scale accumulation of faults without even temporary advance support. The external plant maintenance in CFA vertical has been badly affected due to non availability of adequate skilled cable workers leading to serious service quality issues. Executives are spending from their salaries to arrange vehicles and labourers to manage maintenance. Mass disconnections of landline, broadband and FTTH connections are happening in the Circle due to shortage of resources. We don't understand the recent NGN theory of BSNL Circle administration wherein they think that zero spending on account of external plant maintenance would give fortunes of revenue in all verticals. It is high time for the administration to revisit their wisdom in this regard.
2. **Unprofessional approach and mismanagement by the Vendor during NGN migration:** One of the other reasons for large scale landline faults is the recent migration to NGN which was done in the most unprofessional manner that too with the support of Circle administration. In an attempt to support the Vendor to achieve their targets, the Circle administration didn't even consider the concerns and suggestions from the field units and paved way for mass dissatisfaction among existing loyal landline customers. Lot many issues are yet to be addressed by the Vendor for ensuring normalcy in landline services particularly PRI customers. Circle administration, as usual,

deliberately ignored suggestions from field officers in the process of achievement of corporate targets but could do it at the cost of customer satisfaction and imposing additional burden to field units only. We are expecting the circle administration to play its role with vendors, NGN and ITPC core team in resolving the issues rather than simply fixing a migration date and insist for commissioning on so called target date.

3. **Smart practices to retain pristine glory:** The Circle administration has been involved only in projecting figures (factual?) of achievement of operational parameters to Corporate Office for reasons best known to them. One of the classic examples is non closure of closed landline/broadband connections in the clarity. Administration may be able to project retention of landline count due to this dedicated effort. But customers won't get their deposit money refunded after closure due to this act and our executives alone are at the receiving end during such protests. The negative implications of this type of smart practice, like so called DSC, in the GST regime is reportedly detrimental.
4. **FTTH suggestions were thrown to dustbin:** We had given many suggestions to the Circle administration for promoting FTTH services on a large scale. At present no constructional standards are followed in the Circle for drawing aerial OF cables for providing FTTH connections. The cables are pulled in a haphazard manner with available poles belonging to BSNL/ KSEB/ TIP/LCOs or through tree branches etc. So far BSNL has not obtained permission from KSEB or other TIPs/LCOs for utilising their poles. The case of using KSEB poles on large scale is a risky affair and that too without their consent. The risk and responsibilities of these unauthorised using of KSEB poles and its consequences are solely vested with the field officer alone and it is a deterring fact in this regard. The staff/ workers engaged are raising security concerns and demanding necessary safety measures as well as vehicle, ladder etc. for carrying out installation/maintenance works. Our view on this critical issue which is posing risk to life has gone to the deaf ears of the Circle Administration. The administration seems to take no action to launch Triple Play services including IP TV in the Circle along with FTTH for which in-house technical expertise is available in plenty.
5. **Least priority for BSS O&M, only reports and sim sales required:** BTS infrastructure in the Circle is in very bad shape without any preventive maintenance. Even the most basic infra maintenance works are stopped due to non-availability of housekeeping/ EA service personnel and riggers. At present, BSS Officers are reducing BTS outages by spending from their own salaries even for arranging vehicles for carrying out RF Optimisation activities. The blunt from land lord due to non-receipt of rent is another serious harassment faced by BSS staff. Service quality may further worsen if abrupt changes in weather conditions occur as seen in the recent past. It is for the first time in the history of Kerala Circle, VSWR alarms in BTSs have gone beyond 200 and the field units are struggling hard to contain the same for arranging timely rigger support and vehicles for timely resolution, that too taking very high risk. The Circle administration as usual remains as a mute spectator giving advisories and dictations only rather than rendering any helping hands to take care of its 70 lakhs mobile customer base including prospective EB and CUG customers. As in CFA vertical, circle administration is involved only in restricting expenses for infra maintenance, vehicles and riggers expecting miracles in revenue.
6. **Marketing constraints and non support to sales teams:** Circle Administration seems to concentrate only on number of melas being conducted by field units other than addressing real constraints to achieve target of sim sales. Non availability of vehicles causes difficulties for the staff to move with products. They seem to ignore the basic fact that all these efforts are to be done with a congested data network with 5 MHz 3G and 4G, where as other TSPs have better 3G ad 4G networks to cater the data demand of new customers. It is only a fact that retailers prefer other TSPs due to more attractive trade schemes and commission patterns as compared to that given by BSNL. There seems

to be no initiative from the Circle administration to formulate a more competitive S&D policy in the Circle. Frequent tariff changes and a handicapped DKYC system are affecting smooth business to be done by field units and channel partners. Circle administration ignores the inordinate delay in activation of BSNL SIMs occurring due to various complex procedures and server issues. When other TSPs are able to get their SIMs activated for their customers in minutes' time, our field staff are struggling to get their sold SIMs activated even after two days' time. The Circle administration takes no special interest to get these constraints resolved for the field units to sell products smoothly in the market other than unleashing admonishing advisories and power point presentations in webinars.

7. **Effect of ban on CAPEX as per the corporate austerity measures:** Though there is a total ban on CAPEX by the field units, we notice large scale procurements happening at corporate level. Lot of items which were never demanded by the field units are being dumped to Circles when the very essential minimum labour payments and procurements/repair of items like splicing machines, power meter, VFL engine spares and repair are done by executives from their pockets. The Circle administration doesn't seem to take any action to bring to the notice of Corporate Office regarding the very essential CAPEX requirements to meet high revenue EB circuit provisioning and FTTH connections which are to be done on priority. 3G BTSs are lying idle at sites wherever swap activities have been completed and redeployment is pending due to non-availability of fund and valid contract for CM installation.
8. **Reversion of SDEs:** Corporate Office had issued reversion orders to 38 Regular SDEs working for more than ten years, in which seven executives are now working in Kerala Circle/STR. These executives were promoted in 2008 and working as SDEs since then. The executives of Tamil Nadu circle approached Hon. CAT Chennai and obtained an order of status quo till their representations are disposed. Accordingly, Tamil Nadu circle has allowed continuing them as SDEs which is approved by the Corporate Office. Seven executives of Kerala circle who were similarly placed had approached Hon. CAT Ernakulam and obtained an order of status quo till the OA is finally disposed. But Kerala circle is yet to take any positive action to allow them to continue as SDEs as done by other Circles and approved by Corporate office.
9. **Pay recovery from Officiating JTOs:** Even though the Circle administration is least bothered about payment of salaries and other welfare cases of the executives including requests for transfer to choice stations citing genuine reasons, they didn't want to think twice to issue pay recovery orders from JTOs during their officiating period despite clear instructions from PCAT New Delhi and Corporate Office.
10. **Posting adequate executives to Malappuram BA:** We had requested to address the issue of posting sufficient number of executives to Malappuram BA, where shortage of executives is noted. Contrary to our request, transfer orders were issued posting JTOs to other BAs and Malappuram was ignored.
11. **Implementing issued transfer orders:** After prolonged discussions with the Circle administration for more than six months, transfer orders were issued to executives to choice BAs who served more than two-three years far away from their home BAs. But, lot many of such orders which were served in piece-meal basis are yet to be implemented. The administration seems to show any interest at all in implementing their own orders which could have helped atleast a few executives which shows their real intention and attitude towards the employees.

12. **Inordinate delay in forwarding intercircle transfer requests from Executives:** Circle administration is deliberately delaying timely forwarding of transfer requests of executives to other Circles. While all other circles are doing it without any hindrance and Corporate Office is generously responding to such requests, Kerala Circle derives some pleasure in delaying such cases as well.
13. **Posting of JTO to LD islands:** It is learnt that posting of a JTO to Agathi Islands has been initiated to compensate the vacancy of a JE who had resigned from BSNL recently. Replacement of a JE by a JTO that too violating existing norms would be inhuman and inappropriate and would cause hardships and mental stress to the aggrieved official. The administration is adamant against correcting the mistake made. We had given many suggestions to utilize the available man power in LD islands most effectively without spending money for the purpose of company cost transfers by way of TA/DA, Island allowance, hard tenure allowances etc during the hours of crisis. As per the existing norms in BSNL, the junior most officers are to be posted in hard tenure/long distance stations from a batch of newly recruited executives in any cadre which is also flouted by the Administration.
14. **Filling up of 2016-17 LICE JTO vacancy:** Long delay in filling remaining vacancy in LICE JTO category pertaining to 2016-17 vacancy year is affecting prospects of eligible internal candidates in the Circle.
15. **Declaring Idukki as an all India soft tenure station:** Our request to the Circle administration to recommend the proposal from Ernakulam BA and the Association to Corporate Office to declare Idukki as an all India soft tenure station is yet to be considered. A favourable decision in this regard can help the executives in Kerala circle as they would be benefitted by getting exemption from tenure transfers on all India basis by serving in Idukki district and the present staff shortage issue in that area also can be addressed.
16. **Conducting retirement meeting in Ernakulam BA one day in advance:** We had requested Circle administration to permit Ernakulam BA to conduct retirement function of employees working in Idukki area at BA HQ one day in advance considering the remote and vast geographical area of the BA. This would have helped colleagues of retiring employees to escort the retiring official to their home on the last working day which is customary and a tradition being followed everywhere in Kerala for years. Though we had pointed out that the retirement will be only on the last working day and the relieving order will be issued by the controlling officer only on that day, CGMT has not yet agreed to the request and insists that retirement function should be held on the last working day only. The adamant stand of Administration doesn't allow the employees being honoured on his/her superannuation day to reach their home well on time where relatives and friends would like to join together and felicitate them on the very special day of their career.
17. **Disrupting the well defined HR policy prevailing in the Circle:** It has been a policy in the Circle and at Corporate Office level from long time to allow request transfers to executives those whose have completed two years in a station to their choice station. But, the present circle administration seems to derail the smooth transfer policy being adopted in the Circle for last twelve years and delaying issuance of transfer orders to executives who have served more than two years in a station to their choice stations. This is at a time when BSNL Corporate Office has been giving such support to all deserving executives at all India level. Moreover, such requests from PGMs/GMs are being implemented even without completing two years in a station and effecting such transfers even without substitutes by giving additional charges to nearby BA Heads. Even, remote monitoring of

BAs from circle office without BA Heads at HQ is also now implemented for the first time in Kerala Circle history. But, such genuine requests from JTOs/SDEs/DEs wouldn't be possible to be implemented in the Circle during present era. Such requests are deliberately delayed for reasons best known to the Circle Head only. We would like to make it very clear that the executive community in this prestigious Circle will never accept such dictatorial practices in the Circle any more.

Thus there is no doubt that the present Kerala Circle Administration has decided to ignore its real strength of work force whose support is crucial and highly essential to tide over the situation when the organization is in deep crisis. It was the responsibility of administration to instill confidence among its employees to tide over the crisis BSNL is facing, but it is sorry to say that the present circle administration has gone beyond all our expectations and decided to penalise the employees in all possible ways. The Circle administration has thus not only failed to support the field units by ensuring basic requirements but also has demoralised and degraded one of its unique self-motivated work force for BSNL in the country through its inert attitude, threatening advisories and anti-employee HR measures which was never expected from an administration atleast during the hours of acute crisis. Other than giving unrealistic targets and admonishing advisories through its monotonous weekly radio broadcast webinars and circulars in Intranet, the present administration has deliberately decided to remain disconnected from its employees and neglect them and run away as if from a sinking ship hiding their inefficiency. Moreover, we are cutting a sorry figure before the customers, contractors, vendors and other employees due to the negative attitude of the present circle administration.

To register our strong protest against the above mentioned wrong practices being followed in service/HR fronts in the most potential and prestigious circle of BSNL, demolishing the time tested HR mechanisms followed in the Circle and against the unprofessional and anti-employee attitude leading to huge decline in revenue from all verticals, SNEA Kerala Circle has decided to observe a PROTEST DHARNA in front of CGMT BSNL Kerala Circle Office on 25th October 2019. The Association has also called upon its members not to be a party to any of the attempt by the management to merely inflate the figures with regard to operational parameters and achievements which are not revenue generating but inviting mass customer dissatisfaction.

**With kind regards,
Sincerely Yours**



**T.Santhosh Kumar
Circle Secretary,
SNEA Kerala**

Copy to:

1. GM(HR&A), O/o CGMT, Kerala Circle
2. Shri. K.Sebastin General Secretary, SNEA CHQ