



Sanchar Nigam Executives' Association

UP (East) Telecom Circle, Lucknow

All Communications to
the Circle Secretary

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To,

**The Chief General Manager
UP (East) Telecom Circle
Hazratganj, Lucknow**

Subject: Critical Field/HR issues related to the Company & the Executives of UP (East) Circle reg:

Respected Sir,

We are constraint to draw your kind attention regarding the following crucial Field/HR issues related to the Company & the Executives in UP (East) Telecom Circle:

- 1. Need of 'Model Tender Documents' for Procurement/Works:** At present, all the 31 SSAs in the Circle are floating tenders separately. Moreover, Circle Office, Mobile P&D & Mobile (Operation) units etc. are also floating tenders for procurement/work. All these units are floating tenders as per their requirements but some of these SSAs/units are also floating tenders without following CVC guidelines. ***There is no harmony in the various clauses of the tender documents of similar nature even some clauses having double/ambiguous meaning, for example, the very important 'Experience Clause'.*** Due to this, several times, tenders get cancelled due to ambiguous dual meaning clauses/conditions causing great loss to the Company. This may be verified from the 'Portal'. Whenever, contractors wishes are not fulfilled, they straight away complain to CVC or Vigilance cell etc. ***Since, there is team of the officers involved in the tender process, they are easy victim/bait of the 'Vigilance Cell/CVC/Audit/RTI' etc. etc.***

After implementation of ERP in the Circle, now time has arrived to have one tender for similar type of work throughout the Circle. If it is not possible at present, then at least, there should be some '**Model Tender Document**' for similar type of procurements/works. For example, there should be 'Model Tender Document' applicable to whole Circle for Broadband Mtce., Mobile Tower upkeep, U/G & OFC cable laying & Mtce., Engine Alternator & Power Plant Mtce. work, Procurement of various telecom stores, Mtce. of Exchange Earth, General cleaning, Supply of stationary/office items etc. etc. This will definitely save lot of revenue of the Company & improves the quality of the services because when the tender documents are standardized, only genuine contractors will qualify for the tenders. Sir, need of the hour is to do it at the earliest otherwise a time will come when each & every Executive dealing with tenders will waste his useful time to give reply to the Vigilance Cell/CVC/Audit/RTI!

- 2. Problems related to the Executives posted in field especially in outdoors:** The atmosphere in the 'Field' is not conducive to work at present in most of the SSAs. ***Due to huge infrastructure developments by the 'Civic Authorities' in whole Circle e.g. road widening, sewage works etc., services (OFC/UG cable cutting etc.)***

have been frequently disrupting. These types of emergent work require immediate funds/man power for restoration of the services. The Association has time and again pursued with the 'Management' to resolve the important issues like proper procedure of operation/maintenance of Broadband services/UG & OFC cable laying & Mtce./WiMAX/FTTH etc., timely provisioning of necessary store like OF cable, UG cable and other materials/measuring instruments etc., adequate and timely funding to the Executives to carry out their day to day maintenance work. But, nothing appreciable has been done by the 'Management' till date. Moreover, there is no proper work distribution causing huge imbalance of work on Executives working in 'Outdoors'. Instead of addressing the vital Field/HR issues raised by us, Executives especially our members are also being victimized/harassed/transferred on flimsy grounds for some reason or other, creating a huge unrest and depression among all the members. Even, JTOs/SDEs are suspended on complaints made on MOC's 'Twitter/WhatsApp' accounts.

Sir, JTOs/SDEs should not only be held responsible for not clearance of customer complaints. It is good to see that at least there is some 'RESPONSIBILITY MATRIX' for improvement of 'Services to Customer', recently issued by your good self. But there should also be a clear cut 'PUNISHMENT MATRIX' from Lineman to SSA Head (i.e. those who are in chain directly or indirectly) for not clearance of genuine customer complaints or deliberately delaying the internal processes of the Company.

3. **Rotation of Officers on 'Sensitive Post':** Two letters have been issued by the Circle Office Lucknow on 22.02.2016 & 05-03-2016 regarding rotation of Officers/Officials posted on sensitive posts for a long time. **This rotation was to be done by 12.02.2016 as per the letter from Corporate Office.** But, in most of the SSAs including Circle Office units, this work is still pending. Hence, it is requested that rotation of officers posted on sensitive posts is to be done at the earliest as per the directive of BSNL Corporate Office.
4. **Posting of Regular TDM at Deoria & Azamgarh:** For a very very long time, Deoria & Azamgarh SSAs have been working without regular SSA Heads & its look-after charges have been given time to time to the SSA Heads of the adjacent SSAs but they could not able to devote sufficient time for the day to day operation & development of SSA thereby affecting the performance/services as well as revenue of the Company in these SSAs. We once again request your good self kindly arrange to post regular TDMs in these SSAs which will definitely improve the performance of the Company in these SSAs.
5. **Issue of necessary guidelines for staff posted in CSC especially dealing with mobile services:** There are number of incidents of '**SIM swapping on fake identity**' especially with vanity numbers. Due to this, sometimes staff posted at CCN had been also punished. Therefore, it is the need of hour for clear-cut instructions/procedure for the Executives/staff dealing with mobile services. There is also an urgent need for educating the CSC staff dealing with BSNL services especially verifying the credentials/signature of the customer in case of SIM swapping.
6. **Extraordinary delay in payments of Temporary Advance:** After implementation of ERP, it was supposed that the payments would be done in definite time frame. The Executives who are posted in Field (especially outdoors and where there is no tender for U/G cable Mtce.) are under tremendous pressure for maintaining the services but could not do anything for want of necessary funds, thus hampering the overall performance of the SSA. **There is still a huge gap in terms of time between the sanctioning of 'Temporary Advance' and**

its actual payment! Deoria SSA is the worst sufferer in this issue at present. We also request that accountability should also be fixed on this issue to all concerned.

- 7. Acute shortage of Computers:** After implementation of ERP in the Circle, every Executive is supposed to do his work through ERP but number of computers available is less than the number of Executives. Moreover, most of these computers have completed their useful life & their maintenance/repair cost is also very high. Hence, there is an urgent need to assess actual requirement of computers in the whole Circle & afterwards necessary instructions may be issued for their procurement to all concerned.
- 8. Energy Conservation:**
 - (a)** Energy audit should be conducted by the certified Energy Auditors (a few of them already available in the Electrical wing) for all the Exchanges/BTSs, Telecom Buildings etc. to save the revenue. Compliance on audited report of all the SSAs should be monitored at circle level.
 - (b)** Use of LED lights in the departmental telecom buildings should be encouraged in phased manner. At least, Sodium/Mercury lamps should be replaced in the first phase. It will save lot of money in terms of electricity bills.
- 9. Free SIM to Vocational/Summer training students:** Lot of Engineering/Management students are doing Vocational/Summer **trainings** in all the SSAs of the Circle including training center. We request all these students may be given free SIM with some extra Data/Talk value on first FRC. This will definitely improve our SIM sale/customer base.
- 10. Vigilance clearance through ERP:** Sir, VC is always required in almost all HR matters. At present, VCs are called/sent on email through scanned copies. But this consumes lot of manpower as well as extraordinary delay in issuing necessary orders. In the month of January, 2016, Corporate Office has issued a letter with all necessary details regarding 'Vigilance Clearance' through ERP. Kindly issue suitable instructions to all concerned for early implementation of it and calling/sending VCs through ERP only, may be from next financial year. It will definitely save lot of manpower & tremendously speedup the whole HR process.
- 11. Misuse of RTI in the Circle:** In the Circle, there are some Executives (though very few in numbers) who are not doing work at all (or having some vested interest) & whenever letter or memo is given for improvement in their performance level, they simply start doing RTI, sometimes in his own name but mostly in name of some other third persons. To justify/hide their incompetence, inability or vested interest, these Executives are frequently asking for disclosure of indiscriminate, impractical, personal and sundry information under RTI act adversely affecting the efficiency of the administration and the whole administration getting bogged down with the non-productive work of collecting and furnishing information instead of discharging their regular duties; they are keeping the whole SSA/unit at ransom thereby hindering the growth of the Company as well.

Sir, this is also a some sort of corruption not to allow others to do their own normal work/duties. Now time has come to identify these inefficient/corrupt Executives (though very few in numbers but wastage of official machinery is very huge) should be identified, though, we can't stop them to use RTI but at least, we can put check on these incompetent/corrupt Executive as per law by evaluating their performance towards the Company. After all, they are also the public servant!

We want to mention here that we are not against the RTI for genuine reasons.

12. Proper sitting arrangement for Executives of Mobile Lucknow unit: Executives belonging to both Mobile (Operation) and Mobile (P&D) are sitting at Mahanagar Exchange Building Lucknow but these Executives are facing extreme difficulty while discharging their duties due to want of proper sitting arrangement because of shortage of space. A space audit of Mahanagar Exchange Building may also be conducted for resolution of this chronic issue.

13. Look-After arrangement in the grade of CAO: We bring to your kind notice that a good number of vacancies in the grade of CAO in UP (East) Circle are still lying vacant for a long time. **Sir, we feel that 'look after arrangement/promotion' against these posts in the grade of CAO may be given from AO cadre as per Circle seniority list.** This will definitely reduce the shortage of CAOs as well as motivate our Accounts Officers in the Circle. This issue was already raised in our last meeting with You in the presence of the GM (Finance) and positive assurance were also given.

14. Look-after arrangement in the cadre of Executive Engineer (Civil): There are twelve post of Executive Engineer (Civil) in the Circle and out of these, 04 posts are still vacant (01 at Allahabad, 01 at Gorakhpur & 02 at Lucknow). The civil work of Allahabad & Gorakhpur divisions is presently look-after by the Executive Engineer (P&D Civil), Lucknow but in spite of his best effort, he could not able to devote sufficient time for the day to day operation of these divisions thereby affecting the performance of these divisions. Sir, it is our humble request that kindly fill above posts by 'Look-after arrangement' as per Circle seniority list. It will definitely result in better working in these divisions as well as at the same time reduce excessive travelling expenses (in case of Allahabad & Gorakhpur divisions).

15. Look-After arrangement in the grade of SDE: 'Look-After arrangement' in the grade of SDE may be given from JTO cadre as 'JTO to SDE regular promotion' has been stopped due to various court cases for last several years. At present, approx. 1/3rd posts of SDEs are vacant in the UP (East) Circle for a long time.

We again request your good self to resolve above mentioned vital issues in the interest of the Company without any delay for which we shall be extremely grateful.

With great regards,

Yours' Sincerely
Sd/-
(Ajai Kumar Trivedi)
Circle Secretary

Copy for information & n/a please:

1. Com K. Sebastin, General Secretary, SNEA CHQ New Delhi.
2. The Sr. GM (NWO-CFA), Circle Office Lucknow.
3. The GM (Admin), Circle Office Lucknow.
4. The GM (Finance), Circle Office Lucknow.
5. The PCE (Civil), Circle Office Lucknow.