



SANCHAR NIGAM EXECUTIVES' ASSOCIATION
ANDHRA PRADESH DISTRICT

All communications addressed to the
Circle Secretary

J UMAMAHESWARA RAO
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SNEA VCD/CWC /2021-2024/78

Date: 03-04-2024

To
The Chief General Manager Telecom,
O/o CGMT, AP Circle,
Vijayawada,

Respected Sir

Sub: Request for grant of formal meeting to discuss different HR and Organization issues of Executives. –Reg
Ref:APCO-11/17(14)/1/2020-ADMIN APCO dated at VJ the 29.02.2024.

This is with reference to the above cited letter where it was asked to give agenda points on specific issues. The modified agenda points are herewith given in annexure for our discussion in the formal meeting. Hence it is requested to grant formal meeting to SNEA AP, the recognized Majority Association in BSNL.

Thanking you sir,

Yours Sincerely,

Encl: As above

(J Umamaheswara Rao),
Circle Secretary,
SNEA, AP Circle

ANNEXURE

The Agenda Points

A. Network Speed and Reliability in FTTH:

1. Bring all Access Network elements (i.e A1, B1 Node, CPEs, MADMS) to which OLTEs connected in ring/Mesh topology with auto rerouting.
2. Install OTN, MAAN or ALIEN WAVE Equipment at DHQs where traditional Aggregating network elements (DWDM) are working, like in Anantapur OA where all traffic is being aggregated through DWDMs. If multiple Fibre cuts happened, manual intervention is needed to restore the services which causing interruptions to FTTH customers which severely damaging the image of BSNL in FTTH segment.
3. Immediately take necessary steps to minimize the major Core Network routes interruptions (Chennai to Vijayawada) and other media interruptions.
4. After introducing Advance billing system, getting billing issues during new connection and Plan changes when compared with prepaid plans of other operators. Hence it is requested to introduce prepaid plans in FTTH segment.
- 5 The FMS and wallet for the FTTH activities should be made more users friendly on par with Private ISPs

B. MOBILE NETWORK IMPROVEMENT: Main reasons for not meeting the BTS uptime of 99.5% in some BAs is due to poor battery Backup, DG sets not working, media issues and Spares scarcity in case of Nortel/Motorola Technologies.

- 1) It is requested to kindly allot the new battery sets immediately to Zero Battery backup sites. Procurement of New power plants and repair of DG sets as per requirement.
- 2) There is scarcity of spare parts of Nortel/Motorola to maintain uptime of Nortel BTS/Motorola BTS. It is requested to plan the swapping of 2G Nortel/Motorola BTS with ZTE/NSN.
- 3) Additional Riggers may be allotted to the O&M teams in the respective BAs for attending the faults like replacing RFMs, RRHs and other works so that further improvement can be achieved in our GSM performance.
- 4) There is Shortage of Non Executives in maintaining the non BSNL sites which is very difficult for the field staff to maintain the NBSNL sites. The maintenance of Non BSNL Sites in Urban and SDCA headquarters also may be included in the tender for BTS outsourcing.
- 5) In BAs Cell-One O&I and O&M teams should be strengthened with well-defined scope of works uniformly throughout AP or merge them as one unit under the control of BA head. The following measures are suggested:
 - Sufficient Supportive staff may be posted.
 - Separate vehicles are to be invariably provided.
 - Coverage and network issues to be attended immediately.
 - Regular optimization of the N/W is the need of the hour.
- 6) Regular maintenance of the electrical works pertaining to the BTS maintenance i.e. Fuse cut out panel, AMC of Engine Alternator regular maintenance and also make arrangements to replace faulty life expired Power plants. Shelter repairs works.

C. 4G Saturation & Phase IX.2 Project in GSM up gradation of technology:

1. Launching of 4G services will have huge impact. *This will strengthen the hands of the Executives of BSNL and inject confidence among them for better performance.* Priority may be given to launching 4G services at potential areas, Major towns, District and Mandal headquarters, Educational areas, Business areas and along with highways and train routes.

2. Sufficient executives as per the norms depending upon the number of BTSs may be posted with sufficient number of vehicles as per the prescribed guidelines for smooth completion of both the projects in a stipulated time so that BSNL will earn USO fund and also additional customer base to enhance the BSNL mobile market share in CM Vertical as well as to increase the ARPU in AP Circle please.

3. Training program for 4G project with TCS team.

D. Transmission segment:

1. OF routes more than 90% of the total RKM completed the age of more than 20 - 25 years which were undergone more cuts so as the optical characteristics were drastically reduced. Rehabilitation and new OFC routes may be taken up on priority basis to have the efficient and more reliable transmission medium for our services.

2 It is requested to make availability of OFC Inventories (OFC Cables, Joint kits, Patch cords, Pigtails, Connectors) in all BAs.

3. Due to shortage of A1 Nodes and B2 Nodes CPAN network not fully implemented which is causing rerouting issues during interruptions.

4. Allot more than one CPAN EMS terminal user credentials for each BA to monitor and reroute the traffic whenever interruptions occurs in high traffic BAs like Vijayawada.

5. Strengthen the Transmission team and One Network to monitor all elements of network.

6. Outsourcing of OFC cable maintenance works and splicing and patrolling is the need of the hour. Hence please allot dedicated vehicle with sufficient Kilometers.

E, Other General Issues

1. BSNL Exchange buildings are ready to collapse due to lack of proper maintenance at some places. In some buildings due to leakages of rain water causing equipment damage. The compound walls at some places are collapsed. It is requested your good office to arrange civil works for carrying out repairs to BSNL exchanges and premises.
2. Proper maintenance of Staff quarters, IQs and ensure hygiene conditions at office wash rooms.
3. Identify the vacant lands and buildings to utilize for the commercial purpose. Renovation the vacant buildings will attract for renting out and will fetch good revenue for BSNL
4. CSCs are to be strengthened to improve the brand image of BSNL

F. HR ISSUES:

1. OTP Transfer requests

- a). Issue orders for OTP Transfers Request and circulate OTP requests in intranet.
- b. Conclusion of OTP Requests process before opening next window with Waiting list
- c) Maintain OTP requests wait list and publish it in Intranet, instead of cancellation.

2) Longstanding Transfers/Transfer Policy

a) Limiting Long Stay Transfers only to meet shortages. At present almost all BAs having sufficient staff hence requested to confine to need base transfers only instead of rotational mass transfers.

b) Deploy more executives in the field rather than Administrative offices. The staffs who are working in Administrative offices, MSC, O&I and Indoor may be transferred to field after every 4 or 6 years on rotational basis, similarly the executives who are working in the Transmission and O&M may be transferred to their required places after completion of stipulated time that is 4 or 6 years. It is very useful for executives in the interest of BSNL and will avoid monotonous for working, to discharge their duties with more enthusiasm which will improve overall performance and also individual IPMS and APARS will be improved.

C) Guidelines for OA to OA transfers with in a BA,

d) Consider Manual transfer requests of Executives from CNTX-S to Circle/BA.

e) Strengthen the CNTX-S by posting JTOs .

3) Consider the Requests for posting in O&I and MSC sections.

4) Review of Transfer policy by addition of critical medical cases,

- 5) Call options from executives for looking-after arrangements at circle level only by following seniority. Minimize looking after arrangements as per guidelines of the Corporate Office.
6. Time bound promotion cases are missing due to improper data entry in ERP. It will delay the time bound up gradation of Executives and hence remedial steps may be taken.

7. IPMS Related issues:

- a. No workload other than mentioned in IPMS.
- b. Weightage availability of resources may be taken in to account while assigning IPMS targets.
- c. Provision to show the reasons, shortcomings in achieving the target assigned.
- 8. Issues related to Online Attendance for Executives.
- 9. Status on EPF Higher Pension applications.

10. Lot of unrest is prevailing in GTRBA & ONGOA due to the vindictive attitude of Sri S, Sridhar GM GTR are to be resolved on priority.

11. Facilities to SNEA as Recognized Majority Representative Association:

- a. Marking important Circulars to Recognized Majority Association (SNEA).
- b. Involving SNEA Majority Association in framing/reviewing different policies/guidelines before issuing policy /guidelines.
- c. Sanction of accommodation for SNEA Office at BA/OA Level.
- d. Sanction of FTTH Connections SNEA circle /BA offices.

12. Empanelment of hospitals for indoor treatment on cashless basis.

- a. We have only 66 hospitals were empanelled, very less when compare to Telangana wherein it was 139 Hospitals empanelled and other big circles. Empanel more hospitals in each BA and major city or Town.
- b. Pending medical claims amount to various empanel hospitals /employees may be cleared and escalate to BSNL CO for early clearance.

13. As the 4G saturation projects in AP Circle covering all the agency, rural, hill terrain villages, identification of hard / soft tenures proposal may kindly be initiated from AP Circle and with due recommendations of the local District Collectors may be forwarded to BSNL Corporate office to notify the some of the SDCAs in respective BA/OA as hard / soft tenure stations.

14 Status on EPF Higher Pension applications may be disclosed.

15) Provision of Laptops/Mobile Handsets for Executives.

16) Discussion on latest letter issue by APCO on low performance of executives in the Circle office.