

**SANCHAR NIGAM EXECUTIVES' ASSOCIATION KARNATAKA CIRCLE**  
(Recognized Majority Representative Executives' Association)



**S B Nagavi,** BSc, LLB  
Circle Secretary  
Room No. 430, 4<sup>th</sup> Floor, Annexe Bldg,  
BSNL Bhavan, Halasur, **Bangalore 560008,**  
Mobile. 9448010565  
E-Mail:-nagavisb@gmail.com

No. SNEA/Agenda/17-18      Dated @ BG

07-08-2017

To,

**Shri R Mani,**

Chief General Manager Telecommunications,  
**BSNL, Karnataka Circle, Bangalore-560008.**

**Respected Sir,**

**Sub: Agenda for the formal meeting.**

(Rule 10(3) of Annexure A of recognition notification dtd 13-12-2016)

As **Majority Representative Executives' Association**, we having strength of more than 60% among paid up membership, representing all executives of Karnataka Telecom Circle requesting you to kindly schedule a formal meeting to discuss the following agenda points for the immediate resolution and necessary positive action.

**Transmission/NOFN Related Issues:**

1. **Efficient Transmission System Maintenance:** Prioritised and efficient transmission maintenance to be placed in all SSAs and more particularly in BGTD. Presently the expected importance is lacking. The SDE/JTOs are put to severe pressures. In the present state of affairs, unless the efficiency based outsourcing is not brought in place; the poor uptime of transmission backbone cannot satisfy the expectation of our customers. The fault based outsourcing model being tried in BGTD is not able to reduce the high down time like 15 days and months despite spending on huge contractor bills. Hence we request for a robust policy for the maintenance of the huge transmission lines (OF routes) in the circle adopting uptime based (efficiency based) outsourcing model.

Provisioning and Maintenance of FTTH connections, WIFI hotspot works, attending multiple OF faults with limited staff and resource are the present day constraints resulting into our poor show particularly long duration interruptions of the transmission lines and increased FTTH faults giving avoidable scope of migration of our esteemed customers.

Alternatively, as an immediate solution we propose to bring into a contract system of skilled labours, ITI diploma candidates, to assist the execution of above mentioned works, SDCA wise teams for restoration of faults in a faster way. In BESCOM, KPTCL this type of interruptions are very efficiently managed now but we are not following it.

2. **Chocking of Bandwidth visa vis DATA Tariffs:** In all tariff plans minimum assured speed is increased but in almost all THQ/Rural areas the DSLAMs are still connected with 1 or 2 E1s, we are not able to give the assured speed, hence customers are not satisfied with the available speed which is naturally lesser than the assured speeds; it is better to connect all DSLAMs in IP connectivity with sufficient bandwidth. We request for immediate bandwidth backup plans to meet the increase in DATA traffic requirements.
3. **DSLAM, Leased Line Modems installation at IP BTS Sites:** DSLAM, Leased Line Modems installation at IP BTS Sites to give efficient service to customers. LSA with IP vendors may be modified.
4. **Non availability of ONT/OLT:** Adequate supply of ONT/OLT equipments to field units for the provisioning of the FTTH connections and further the AMC of the existing equipments, so that we can match the LTE/4G speeds of our competitors with our optical fiber resource by better projecting our FTTH against the competitors.

If we aggressively plan our FTTH targets with support of stores, backup fibre facility we can challenge the present competition as Wireless 4G/LTE cannot match FTTH.

5. **Store and Spares Requirement:** Adequate supply of low count cable, OF cable accessories, splicing machines, OTDR, optical power meters etc., to meet the SDCA wise demands.
6. **Revenue sharing models for FTTH with private vendors:** This model needs to be extended to other SSA/District/Taluq headquarters. Presently the scheme is only for provisioning of FTTH in BGTD but maintenance is not included in this BGTD model. The outsourcing should include maintenance also.

Providing FTTH with the support of Cable Operators media with joint venture needs to be explored.

7. **Poor support of Vendor in NOFN project:** The quality of ONT and other accessories is very poor and frequently getting faulty and there is no immediate support from UTL. This creates dissatisfaction of service and inconvenience to the rural community. Proper interaction with UTL may help us to serve in a better way to Gram Panchayats. Already many GPs closed connections because of no timely support from UTL.
8. **CDMA Equipment Diversion:** Re-utilization of de-commissioned WiMax/CDMA equipments (lying idle since long duration) to other Circles wherever the services are present.
9. **OAN at DHQ and THQ in Raichur:** 96 fibre OF Cable laid but in almost all routes 4-10 fibres working out of 96 fibre and SSA not taken care to attend.
10. **Energizing OF cable at Raichur:** For many BTS's sites OF cable laid by STP and routes handed over to SSA but routes not energized by SSA even after 4-5 years resulting huge loss to BSNL.  
(Bannigol, Gorebale, Neluvigipura, Chickbagnal, Ragalpalvi, Huda)

### **Cable Networks Related Issues:**

11. **Efficient UG Cable Maintenance:** Outsourcing of UG Cable network on network efficiency basis. Till such arrangement is made, employment of contract labours for attending the cable faults and major cable breakdowns due to road widening and other agency works.
12. **Cable N/W accessories Shortage:** Supply of Crone Type CT Box, UY Connectors, Jumper wires, Birla 3M modules, JF Kits ( Huge shortage of higher size Kits).
13. **Cable Route Locators:** Purchase of Cable Route Locators for tracing cables. Circle office is holding the approval where BGTD has sent a proposal in this regard. We know from the bills huge money is sent only to trace the cable on labour charges. This is avoidable with the CRLs.
14. **State Level/SSA level Co-ordination meeting:** Holding of State Level Co-ordination meeting with the State Government authorities for co-ordination of the Municipal, Public Works authorities with the field units while executing the development works particularly the road widening works in the entire state. A strict guideline to the SSA heads to hold similar meetings to maintain the coordination at SSA level also.

### **Mobile and Wireless:**

15. **Backhaul Bandwidth for BTS:** Expansion of Mobile network in tune with the new DATA plans. In BGTD and in many SSAs the required bandwidth is not available due to shortage of sufficient transmission bandwidth. Needs bandwidth expansion by utilizing new technologies like PTN/OTN equipments on urgent basis. Most of the BTSs in Bangalore are working on linear mode and needs to be brought on ring mode.
16. **Testing Tools:** Adequate supply of E1 testers, Engineering HS, IP converters.
17. **AMC with M/s Huawei:** The AMC with M/s Huawei for Ph 5 “ Y “ part of sites for infra is not yet finalized, urgent action to be taken for renewing the same otherwise the condition of Infra maintenance will be seriously affected. Vendor is not supporting the PP module repair, Dual AC, DGs supplied under Ph 5.
18. **Arbitrary Power Restriction to BSNL BTS:** Explore the possibility to increase transmitting power level from existing **20W to 40W** as radiated by other private operators (submitting to TERMCELL by other private operators in 2G,3G & 4G) to increase coverage in rural 2G & 3G sites.
19. **Round the clock Manning of OMCR:** Round the clock availability of executives at important places like OMCR (GSM/UMTS & all Switches), NOC to avoid un-necessary downtime & to support field staff working during odd hours.
20. **Spare Cards:** Minimum spare units to be provided at each SSA for immediate restoration of 2G/3G BTS cards, RRH units & RRU to BTS connecting OF cable, micro link IDU & ODU faults to avoid prolonged interrupted services.

### **Infra Related Issues like Battery, PP, AC and EA:**

21. **SSAs failure to maintain AMC:** Most of the SSAs do not have AMC for infra maintenance like PP, EA and AC etc.,. SSAs heads must be made answerable for these lapses. Many Exchanges are working on single module in rural areas. The purchase of

new battery sets and installing in exchanges without a proper working Power Plant with healthy control card to charge the battery is nothing but waste of capital invested on purchase of Battery sets. Needs immediate action in this regard.

22. **Replacement for scrapped infra:** Supply of Power Plants, Engine Alternators, Air Conditioners, Package ACs, Battery Sets in lieu of scrapped units. Many SSAs despite the scrapping being completed, the items are yet to be supplied.
23. **Supply of various capacity Battery sets:** Many of exchanges in Belgaum and other SSA are facing this problem including Belgaum main exchange which urgently needs 4000AH battery sets, as the existing battery is not taking load and life expired, power plants modules (DELTA). The same condition is with other major exchanges in urban/rural areas. The matter is already communicated to Circle office by Belgaum administration.
24. **Sanction of Various Electrical related estimates:** Many of the electrical works of Belgaum are pending due to administrative approval, which include repair of protective (HT panel repair/replacement) eqpt in main exchange and if they could not act immediately major hazard may occur, routine check of FIRE ALARM system etc. It is also required to hand over electrical installations to ELECTRICAL WING including Engine alternators of higher capacity.
25. **Scrapping of old departmental vehicles and Eqpts:** Scrapping of old departmental vehicles /motorcycles/other material present in Belgaum SSA at various exchange buildings/compounds and already ACE-9 of OCB-TAX/CDOT materials submitted to administration but action is pending since eight months.
26. **OCB Switch Replacement at Belgaum:** Immediate allotment/procurement of class V NGN eqpt for OCB switches replacement, and Allotment of CDOT NGN eqpt including CACU. Since M/s Alcatel has stopped manufacturing of ocb spares, it is becoming difficult to procure the required cards even by purchase. This is mainly in the case of RNP cards. Also ANRAX mother boards are also required on priority basis to covert nearly 40 RSUs to ANRAXs in the SSA. Which will reduce infra related problems including reduction of KPTCL bills and improving the Battery life. And also reduce the network connectivity problems.

M/s ZTE vendor has stopped the replacement of critical cards(MSUIM) signaling cards of IP-TAX of Belagavi Soft switch ,so if any major cards goes faulty and difficult to maintain the Soft switch connected to SIX districts. Hence it is very much essential to replace the CLASS-IV switch with CLASS-V NCNGN.

#### **EB/Marketing/Mobile Marketing:**

27. **Implementation of e-KYC/POS:** Immediate implementation of e-KYC/POS at all CSCs for paperless/cashless transactions & non supply of Topup cards(Rs 20 & 30) since 4 months.

28. **Competitive leased line tariff:** As other service providers are offering the Internet leased line at very low price it is almost 1/3<sup>rd</sup> of our BSNL tariff. It is very difficult to compete with them.
29. **Supply of Radio modems for quick services:** Service provisioning by other service provider is faster compared to us because they are giving on aerial or wireless but we BSNL compulsorily have to provide on OFC, preparing estimates getting sanctioned, Issuing work order to Contractors and getting final work done taking much time. For fast solution we should go for Radio modems on which we can transmit 100 mbps and it is free band and we can use freely for fast service provision.
30. **Competitive post paid plans on par with Pre-paid:** We are not concentrating on post paid and CUG connections where we get fixed and assured revenue and customers are also loyal. More and more attractive plans are coming only for prepaid but not post paid. Example for prepaid 333 plan for every day 2GB data is free but post paid customers of Rs 525 plan we are giving only 3 GB for entire month is it not only discriminating and discouraging post paid connections where irrespective of calls he makes he is giving fixed revenue. He should have also given same privileges.
31. **Bulk push SMS service popularization:** One more promising EB is bulk push sms service, many companies giving their product and service information through SMS instantly and regularly like Transport companies, Vehicle show rooms, Insurance companies, banks for the transaction done information and recently all educational institutes have started giving sms about the students attendance and their academic performance to their parents. It is better if we utilize this opportunity and let us popularize this business. As per our study the tariff of private operator is higher than us this we can exploit very well but not being done.
32. **Bandwidth increase to meet congestion of DATA tariff:** Due to various attractive prepaid data plans the data usage has increased drastically to 3 times of our earlier usage. But there is no up-gradation of equipments and band width back up to handle additional traffic. This is creating congestion and affecting quality of voice as well as the data speed, this being the main reason for our MNP port out is getting increased and there by our MNP is going negative.
33. **License threshold alarms:** Many RNC s are giving License threshold alarms as Data traffic is exceeding the limit set by Vendor which may be limiting factor to handle additional Data traffic emanating due to new STVs. Customer satisfaction is affected due to this.
34. **Expansion of Sales Chain:** Our product like SIMs, RC vouchers availability is very poor in rural areas but where as other operators are penetrated more . Sales chain is to be strengthened to reach the last mile/our BTS location.
35. **Retention of MNP port out Customers:** To control MNP port out we don't have mechanism to interact with customers who are getting port out. In case of other operators as soon as customer request for port out before issuing Code they will call plenty of times and takes the reasons for port out and resolve the issues and offers extra talk time etc and puts max effort to stop port out. But that mechanism is not available in BSNL which needs to be incorporated to stop MNP port out and retain customers by resolving their issues.

36. **Hangama Services to BSNL Subscribers:** Unilateral extension of these services without the knowledge of the subscribers is creating customer dis-satisfaction and has caused for voluntary closure and disconnection of connections. The vendor needs to be enforced to stop such mischief.

#### **HR Issues:**

37. **Rule 8 Transfers:** Considering all the pending Rule 8 Transfers who have completed 5 years of service in Karnataka Circle as per the guidelines of BSNL CO orders and the broad understanding that has been established with the administration.
38. **Request transfers:** Bringing back the LICE JTOs, who were working in Bangalore, Hubli etc as TTA/.JE but now disturbed in the recent postings on promotion as was already assured to us.
39. **Un Manned Telephone Exchanges:** Proper guidelines and instructions to man the 'unmanned exchanges' in the SSAs to be issued. This can be resolved by calling tenders to get skilled contract workers to maintain the unmanned exchanges.
40. **Posting of regular CAO (IFA):** Posting of regular CAO (IFA) at Bidar SSA, Chickmagalur SSA for early resolution of accounts related matters.  
Rationalization and proper distribution of accounts executives in all SSAs as is being done on engineering side.  
Uniform implementation of CVC guidelines with regard to transfer and posting of executives and stop selective application of rules only to SNEA members of accounts wing that too with false interpretation of CVC orders.
41. **Issuing transfers Order and Cancellation of orders:** Bad practice of issuing transfer orders and cancellation of orders few days after, both in executives and non executives' cadre creating doubts in the minds of staff in RAICHUR SSA.
42. **Stop Escape Route of Avoiding Long Stay Transfers:** Some SDEs who are in the long stay list of intra circle transfers will apply, try and get posted to STR, STP, QA etc., to remain in Bangalore/Mysore only. Administration should not entertain, forward such applications. In case of orders issued by BSNL CO arbitrarily should be brought to their notice how they are heart burns to the persons who have accepted the transfers despite their personal family and health issues.

#### **General Issues:**

43. **Frequent BB failure on Saturdays and Sundays:** Frequent BB failure on Saturdays and Sundays, Malware attach on the BSNL Broad Bands and necessary corrective actions. Rotational Transfer of executives working in NOC Bangalore who have completed 4 years in NOC to BGTD and vice versa needs to be explored.
44. **Technical jobs for Technical Executives:** Proper utilization of the technical executives for technical jobs only and the JTOs and SDEs working in the units like CSC and other non-technical positions to be used for technical jobs. Recently huge number of JAOs are recruited and posted in various SSAs and their job assignments need to be practically studied and possibility of using them in CSC etc can be explored, as assured in the first formal meeting. A case study of Davangere SSA can be the best example in this regard.

45. **Administrative powers to DGM level officers:** It is well known that so many districts are not having regular GMs. One GM is attached with two to three districts with Circle Office establishments. In the absence of GMs, DGM level officers are supposed to take decisions on certain administrative matters. But the prevailing practice is that on every matter, DGM has to contact respective GMs over phone, or through Fax, or sending persons with file to where GM is available and so many means. The precious time of DGM level officers are spent for such unproductive activities. All these cumbersome ways of finding the GMs and getting approval for even the simple administrative matters, are resulting in delayed decisions. There are instances of for getting one approval; files were piled up for fifteen days to a month. Hence to avoid delay, DGMs are to be vested with certain powers. It is said that such practices are available at certain circles. Eg. Maharashtra.
46. **Holding of Formal Meetings by SSA heads:** Some SSA heads are deliberately refusing to hold meetings with SNEA and thereby violating the recognition rules on the contrary harassing SNEA leadership and members. Karwar administration is totally biased to SNEA, not considering the request transfers of SNEA members, no transparency in the posting orders of JTOs and SDEs, huge malpractices, non maintenance of request transfer registers, not responding to our agenda are the usual practice of Karwar administration. In Mysore so far our request to resume the incomplete meeting is not accepted.
47. **Delay in decisions and disposal of files:** In Belgaum we are finding abnormal avoidable administrative delay in decision and disposal of files, medical claims, posting orders etc., It needs to be probed into and normalcy is restored.
48. **Illegal HKS Payment through Temp Advance:** In Raichur the SDEs are forced to take ty advance to make HKS wages. This needs to be stopped by issuing suitable instructions to Raichur administration.
49. **Issues Relating to Smart City Projects:** Due to Smart city project so many Development works are in progress (construction of overhead bridges ) which are Damaging many of our U/G cables and OFC media hence necessary estimates have been prepared to the TUNE of two to three crores and very much urgent in nature to sanction at circle office in respect of Belgaum SSA.
50. **Building Maintenance:** Repair and painting of Telecom Buildings and Staff Quarters. In many places, the plastering of walls and porticos are collapsing and needs urgent attention. Otherwise in the name of economy we are loosing our valuable assets.  
  
Many of the major exchanges including main exchange Belgaum and staff quarters are getting leakage problem, drainage problem and many civil related problems. It is requested to take up the matter with CIVIL authorities on priority basis to safe guard BSNL eqpts and property.  
  
Though in the form of HRA (being not paid to staff quarter occupants), BSNL is saving in the salary bill but the staff quarters maintenance has gone bad to worst except WMS quarters where ITS officers' stay. This needs to be immediately attended and addressed.
51. **GST Related field difficulty:** After implementation of GST, quotations with GSTIN are being insisted for all works involving ENG-27 sanction. It is very difficult to get vendors/contractors having GST number for petty works. As GST is not mandatory for vendors/contractors having turnover less than 20 lakhs, most of small scale vendors/contractors do not have GSTIN. Large scale business men do not come forward for petty works. Hence other accounting options may be looked into.

52. **ERP implementation and paperless working:** Even after two years of full pledged implementation of ERP, still the field officers are forced to do conventional paper works and also doing the same on ERP platform resulting into double working and hence ERP instead of reducing our work has increased our work load. It is high time that decision to paperless working as far as the work related to ERP is concerned is to be strictly taken and practically enforced. Or tell us the alternative to reduce our work load in this regard.

53. **Shortage of young Staff/skilled and unskilled workers:** The present executives' strength; projecting as shortage is an incorrect approach. **We are facing dearth of work force in the field like attending break downs, line faults and interruptions, digging trench and jointing works, route monitoring, attending BB and FTTH faults, attending OF breakdowns etc.,** Hence we have to adopt policy of system efficiency based outsourcing (managed service model) of these vital jobs that are severely affecting the QOS of BSNL leading to customer dis-satisfaction or engage both skilled and unskilled work force on contract basis as being adopted by other PSUs. Out of compulsion today the JTOs/SDEs being executives are forced to be on the roads and customer premises or engage with series of attending to customers but with unsuccessful result in the absence required work force/materials. Providing proper level playing platform for the existing 3000 executives in Karnataka is the much required job of top management to bring expected results and targets.

Kindly schedule the meeting at the earliest to discuss the above agenda. We request the meeting be held in 3<sup>rd</sup> week of August 2017.

Thanking you,

Yours faithfully,

S B Nagavi  
(Circle Secretary)

Copy to: Shri **Ashok Kumar Aggarwal**, GM Admn and HR, % CGMT BG for infn and n/a.  
Com **K Sebastin**, General Secretary, SNEA CHQ for kind information and n/a.