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No. AIBSNLEA/CHQ/CMD/2015

DATED: 29.06.2015

To,

Shri Anupam Srivastava
CMD BSNL
New Delhi -110 001

Subject: Roll out plan of ERP in West Bengal Telecom Circle – reg

Respected Sir,

As per the targets fixed by the BSNL Corporate, the ERP is to be started (rolled out) in West Bengal Telecom Circle w.e.f. August 2015.

In this regard, we would like to inform that-

- 1) Physical verification of Assets, Work in Progress has not yet been completed and the work has just started in some SSAs. As there is a dearth of technical officers in WBTC, it is not possible to complete the work in due time.
- 2) Providing wrong Asset, Capital Work in Progress, Inventory data in the system, without committing physical verification, will be very fatal from the employees' interest point of view and it will also bottleneck the transactions in post implementation period of ERP.
- 3) Preparation of data templates of all the modules by the SSAs and Primary Accounting Units are taking a lot of time and mammoth work is pending due to many causes.
- 4) **Non-availability of computers-** Management has failed to purchase required Computers though sufficient time has already been passed after placing of requisition by the SSAs/Units to Circle Office.
- 5) **CDR connectivity has still not been provided-** Important end users viz. FICO Cell of Circle Office, proposed Central Settlement Cell (CSC), Circle MM section, Circle HCM section and all other important end users are still not provided with CDR connectivity. Non-provisioning of CDR connectivity and other infrastructures, even one month before the date of migration is highly dangerous. This poor situation of provisioning of network (or hurried provisioning of infrastructure in late hours) will definitely create a serious bottleneck/pandemonium after August 2015. Ultimately the officers handling the ERP system will face enormous difficulty and lapses.
- 6) Due to non-availability of infrastructure, Circle FICO team members are not at all capable to access ERP portal and learn the subject till now.
- 7) It is a matter of utter surprise and regret that in spite of repeated persuasion, even Accounts Officer (FICO) has not been provided a Landline connection with Broad Band facility. In such a situation collection and monitoring of data templates has become perfectly impossible matter.

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- 8) Management also has not proposed for sufficient trainings of all the users and all the module team members are still in very much darken situation about their future activities in ERP. This situation is highly dangerous. According to Corporate office version "Success of ERP depends on the good quality of data/information provided to the system and good quality of training". But unfortunately as the data templates are not completed to good extent, it is not clear whether data are good or bad. Secondly Training is not at all sufficient.
- 9) Regarding quality of training one incident is sufficient - During May last week one FICO module training was scheduled to be conducted in RTTC Kalyani where two core members from ALTTC Ghaziabad were supposed to take part as trainer. But due to their absence, training was almost cancelled. Lastly ITPC Kolkata tried to manage the situation by providing two local trainers, who obviously failed to clarify the important queries of the participants. As a result, time and TA/DA expenses as well as man-hours has become worthless against 28 Accounts Officers during this high time of Statutory Audit.
- 10) As huge number of casual laborers are engaged in WBTC, service unions are demanding to draw their wages through ERP system. This matter needs immediate settlement before migration to ERP.
- 11) Lot of officers who were initially nominated as SPOCs and got sufficient/requisite training at ALTTC, has now been transferred from Circle ERP Module Core teams. New officers who have replaced them are not at all trained. Sufficient training is needed for Circle Core Team members who will be power users in future.
- 12) Statutory audit of WBTC is going on at present. Taking into consideration the geographical area of the Circle and the complexity in the accounts and the past experiences, it can be easily estimated that Circle will take minimum upto third week of July to complete accounts after completing the activities with CAG Phase II audit team. This is a lengthy process.
- 13) Due to shortage of officers, many of the technical as well as finance officers are having double charges of ERP modules as well as their original works.

Under, these circumstances, it is felt that the ERP roll out date in WBTC is required to be deferred till the repair of the loopholes to ensure a smooth and safe migration to ERP.

With Kind Regards

Yours Sincerely
-sd-
(PRAHLAD RAI)
General Secretary

Copy to:

1. Shri A.N. Rai, Director (EB), BSNL Board, New Delhi -110001.
2. Shri N.K. Gupta, Director (CFA), BSNL Board, New Delhi -110001.