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No. AIBSNLEA/ CHQ/Director (CFA) /2021

Dated 17.08.2021

To

Shri. Vivek Banzal,
Director (CFA),
BSNL Board,
New Delhi.

Subject: Suggestions for improving the Working of Out-Sourcing System of
Clusters - Reg.

Respected Sir,

We would like to draw your kind attention on the above cited subject and extended our sincere thanks on behalf of AIBSNLEA for constituting a Committee with Senior Officers for Review of Cluster Mechanism in pursuance to the decision taken in the meeting of AUAB Leaders and the CMD BSNL & Board of Directors held on 02.07.2021.

In continuation of our discussion had in the above said meeting, we submit our views/suggestions for improving the Working of Out-Sourcing System of Clusters.

1. THE METHOD OF CLUSTER DIVISION AND GROUPING OF AREAS

It is observed that the Areas / Exchanges Grouped as one Cluster has not been done geographically. The Grouping is unmanageable and non-maintainable by the Out-sourcing Agency resulting in overlapping Authority and made the monitoring as difficult.

It should not be so big but the grouping may follow the pattern of FTTH FSBs as Pockets and should be brought under single Local Authority's jurisdiction. For example a Pocket may consist about 3000 lines only.

2. CAPPING OF CAPACITY OF CLUSTER AGENCY

BSNL Corporate Office guidelines allow a single Vendor to take Agency-ship up to about 70% in a SSA clipped the Authority of GMs in fixing the Tender conditions flexibility that suits a particular SSA. It leads to Monopoly of an Agency. Hence, the Pockets has to be simplified like FTTH pattern and preferably the Cap reduced to less than 50% so that the experienced Retired Employees may be enabled to come forward in maintaining a limited Area that is within their capacity. Since there is no trained hands available in the Open Market to operate our Machinery and Technology, naturally our Retired Employees may come forward to work in the Agency. But they are discouraged by the huge Turnover Capacity condition. Therefore we suggested that Clusters may be down sized Area wise and increased in numbers.

3. FAULT CLEARANCE DURATION

Normal faults have to be cleared within 24 hours and not more than 48 hours. If it exceeds 72 hours, the Penalty has to be levied not at the present rate of 15% but it has to be enhanced. The delay in clearing faults may be monitored strictly to avoid unreasonable delay.

4. LEASED LINE MAINTENANCE

Since the Leased Line Customers are comes under Platinum/Gold/Silver Valuable Customers and providing High revenue to BSNL , the Leased Line Maintenance has to be undertaken by our own employees only and we can only provide the due importance to them.

5. MDF TO PILLAR AND PILLAR TO SUB OFFICE MAINTENANCE

The Maintenance of MDF to Pillar to one Agency and Pillar to Sub Office Maintenance to another Agency leads to overlap of responsibility and delay in clearance of faults. Hence it is suggested that MDF to Sub Office Maintenance may be entrusted with a Single Agency. Now in some places MDF to Pillar Maintenance is being done by our Staff and they may be relieved and utilized for Leased Circuit Maintenance, Office Numbers Maintenance etc.

6. AGENCY OFFICE

When it is 70%, the Agency Office will normally be far away and approaching them for any redress of complaints is very difficult. Hence it should be made compulsory to form the Office of Agency within the periphery of jurisdiction. For that we may rent out our BSNL Office vacant space at an affordable Rent and earn Revenue as well which may be deducted from their Commission.

7. BSNL OFFICE CONNECTIONS AND MAINTENANCE

Minimum about 200 lines are working as Office connections in a few buildings in a SSA. The maintenance may be done by our staff and the numbers be excluded from Agency which will help reducing the Commission.

8. AZEEM PROJECT NOs

As the Azeem Project comes under Mobile Sector the corresponding Land line numbers may be deducted from Agency Commission list as they virtually not attending any faults with regard to it.

9. SURRENDER OF LAND LINES AND REPEAT FAULTS

Compulsory fault booking with 198 may be implemented that only shows the real picture about faults whereas the practice of oral complaints directly to the Workman in-charge cannot be monitored the duration of fault or nature of repeated faults. The repeated faults has to be viewed very seriously. The delay in clearance of faults and recurring faults are the main reason for the surrender of Telephones.

Hence the number of surrender in a Cluster Area may be included as a Bench Mark in assessing performance.

10. HOLIDAYS

Only three National Holidays may be allowed for Cluster Agencies. Sunday or other Govt. Holidays' faults have also to be cleared and should not be carried forward.

11. NPCs

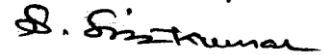
NPCs may be provided within 48 hours. Targets for Achievement may be fixed for motivation but without compulsion and fine. We may enhance the incentive rates for NPCs.

12. PAYMENT OF BILLS TO AGENCIES

It may be ensured the payment of bills to Agencies within the stipulated time viz., every month by 10th so that they will be encouraged and the Workmen under them may not suffer due to non-payment of Wages.

With Kind regards

Yours Sincerely,



(S.SIVAKUMAR)

General Secretary

Copy for kind information and necessary action to:

1. Shri. Yojana Das, Director (Fin), BSNL Board New Delhi- 1.
2. Shri. C.V.Vinod, CGM, Committee Member, BSNL, Kerala.
3. Shri. P.D. Chirania, Sr.GM (FIN-CFA), Committee Member, BSNL CO, New Delhi-1
4. Shri Vivek Dua, GM(NOW-CFA), Committee Member, BSNL CO, New Delhi-1.
5. GM (NWO-BB), Committee Member, BSNL CO, New Delhi-1.
6. Shri Anita johri, Sr.GM (SR) BSNL CO, New Delhi-1.