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To

✓ **Shri. P. K. Purwar,**
Chairman and Managing Director,
BSNL, New Delhi.

Sub: Even one year after the VRS, BSNL Revival is not picking momentum. Main reasons are: i) Non-launching of 4G services, ii) No motivation or promotion to BSNL Executives for years together, iii) Very slow pace in reforms and restructuring, iv) No progress in Land Monetization, v) Failure of outsourcing activities and closure of large number of landline/ broadband connections, vi) Non-payment of salary, intentionally. All the issues except Land Monetization are well within BSNL purview, not required Govt nod but absolutely no progress which indicates lack of professionalism.

Respected Sir,

The progress during last one year after the VRS on 31.01.2020 on various issues related to BSNL Revival is really demoralizing. Govt and BSNL management were repeatedly assuring the employees that if VRS is successful, BSNL Revival is very much possible, salary payment will be in time and some positive results will be seen within one year. The employees blindly supported the management in all its efforts, though they were critical about many management decisions/initiatives in this regard.

However, when we look back after the VRS on 31.01.2020, it is really astonished to note that even the elementary reforms which should have followed the VRS had not taken place in our organization, so far. Everyone anticipated it within one or two months of VRS. Decision making in BSNL is really missing. Even, the decisions taken, management never serious on its implementation, crippling BSNL. Salary payment is intentionally delaying, these are our observation. **Let us honestly examine critical issues one by one.**

1. 4G services:

Govt allotted 4G Spectrum on 23.10.2019. BSNL could not upgrade its existing network **(already procured and installed by spending Rs 6000 Cr)** in 5 months time and launch 4G services before the Govt decision in April, 2020 on Make In India.

BSNL missed the opportunity, putting a big question mark on BSNL Revival?

2. Promotion to BSNL employees for their motivation, no financial burden:

i. For Executives: Thousands of Executives working in higher scales waiting for promotion. Since all are in higher scales, no financial implication and DPC also not required.

Not a single Regular promotion given during last 2 years. Executives are highly demoralized. No initiative from BSNL management.

ii. Non- Executives to Executives: No promotion, no initiative from BSNL management.

iii. Senior Management: No hindrance. DoT issuing orders and BSNL accommodating them as per their convenience.

3. Reforms after VRS:

i. Vacuum in strategic cadres: 90% 98% of positions in strategic AGM/DE, CAO, DGM(T), DGM(Fin) cadres remain vacant.

No action from management to fill up the vacuum in strategic AGM/DE, CAO, DGM(T), DGM(Fin) cadres. Again BSNL missing the opportunity for Revival.

ii. Posting of SSA Heads: Many major BA/SSAs with 50 to 150 Crores revenue (equivalent to small Circles) is headless for years together. At the same time, Officers are posted to BA/SSAs with 10 to 20 Crores revenue. Excess Officers are working in many places on deputation.

No action from management. BSNL really missing the opportunity for Revival.

iii. Merger of Non Territorial Circles: Decided for merger of Non Territorial Circles and orders issued on 14.01.2020. But not implemented so far.

Work in Maintenance Regions seriously affected after VRS and Transmission network deteriorating due to Non implementation of order for more than 1 year.

iv. Redeployment of Executives to field Units after VRS: Majority of the Executives taken VRS were working in External plant and OFC maintenance and VRS created a vacuum.

Not much action taken to fill up the vacuum by redeployment of Executives working in Offices and Indoor duties.

4. Land Monetization: No significant progress so far.

5. Outsourcing of OFC routes and External Plant:

i. Many clusters for CFA maintenance becoming a big failure and the contractors don't have any previous experience. **Customers closing landline/BB connections due to poor services. New Contractors performance is very poor in many clusters but getting timely payment. Expenditure gone up by 2 times.**

ii. Other places, labour payment not made and experienced labours and small contractors and petty workers retrenched.

Customers closing landline/BB connections due to poor services. Small contractors and petty workers are not getting payment for months together.


iii. Maintenance of OFC Routes seriously affected due to labour payment.

6. Regular payment of Salary: Wage bill come down by half. Revenue collection is about Rs 1400 Crores per month. Salary bill is about 425 Cr, one third of revenue collection per month.

Still salary is not paid in time, further demotivating the employees.

In nutshell, during last one year period, other than VRS and Sovereign Bond, there is no significant progress on any other proposal in the Revival package. Quality of service is deteriorating. Transmission network is deteriorating, causing large revenue loss. Our landline connections are closing due to the failure of clusters. Management should initiate corrective steps immediately by involving all the stake holders by judiciously utilising the available manpower and Officers and by taking actions to motivate the employees, especially the Executives. This will be the first step towards the Revival of BSNL.

With kind regards,


(Sebastin. K) .. 01/02/2021

Copy to: 1. Shri. Ravi Shankar Prasad, Hon MoC & IT, GoI for kind information pl.
2. Shri. Anshu Prakash, Secretary (T), DoT, Sanchar Bhavan for kind information pl.
3. Smt. Anita Praveen, Addl Secretary, DoT, Sanchar Bhavan for kind information pl.
4-13. All Directors of BSNL Board for kind information and n/a pl.