

SANCHAR NIGAM EXECUTIVES' ASSOCIATION
Karnataka Telecom Circle.

Key Note address of S P Jagadale, Circle Secretary in the open session of 8th Circle Conference held at **Mysore** from 21st to 23rd December 2024.

Respected Comrade President, Respected Director Finance **Sri Rajiv Kumar ji**, CGMT Karnataka **Smt N Sujatha ji**, Respected GM CA Prabhu Dayal Chirania ji, Respected Sr GM HR & Admin Karnataka Circle **Shri Ashok Agarwal ji**, our beloved CHQ President **Com Manish Samadiya ji**, GS **Com M S Adasul ji**, CHQ Treasurer **Com Tata babu ji**, CHQ Office bearers, Colleague Circle Office bearers, District Secretaries, CEC/CWC members from all over the Karnataka Circle, Invitees and guests.

It gives me an immense pleasure and feels privileged in presenting this Key Note address in august gathering of distinguished personalities present here today on the occasion of **SNEA Karnataka 8th Circle conference open session**. The comrades present here represent 900 members of this Association SNEA Karnataka. We are conducting deliberations mainly on the matters of **BSNL growth**, our involvement in further improvement of BSNL services and urgent requirements for creating level playing platform to achieve our objectives to compete with other Telecom operators and HR Issues of BSNL Executives.

The administration of Karnataka Telecom Circle headed by a very humble and kind hearted respected **Smt N Sujatha ji** CGMT Karnataka is very much transparent and quick in solving the grievances of the executives. We would like to thank respected **Shri Ashok Agarwal ji GM HR & Admin** Karnataka Circle and the entire team of HR & Admin for their concern and co-operation in issuing Time bound promotion , Look after arrangements and resolving the HR and welfare issues in time bound.

We represent all most all JTOs and SDEs who are directly facing the subscribers in the field and as front line managers we are finding it very difficult to compete with the other Private Telecom service provider in the absence of a proper level playing field.

O & M Issues

1. CDR ISSUE. Dockets are not getting resolved even after a week. No SPOC from vendor side to resolve the issues.
2. FTTH, other TSP giving 3 months free, IPTV prepaid services which need to be incorporated in our BSNL FTTH also.
3. Due unstable IGW connectivity from Bangalore to Chennai ftth speed is seriously affected. So we need to shift all IGW connectivity to Bangalore

only from Chennai, Partial migration is not improving the ftth speed performance.

4. Lack of Vehicles to field officers is seriously affecting performance.

3. Mobile Still CDOT core not stable, there is no CDOT IMS which is badly affecting our 4G services especially VOLTE calls.

4. Supply of STM card for Nokia Siemens MGW for reparenting 9 Huawei BSCs where CSFB not happening from 4G to 2G and facing lots of customer complaints (customers who are not having VOLTE supported handsets).

5. Permission for migration of non BSNL to IP sites where landlords are denying continuing rental agreement with BSNL and where building of Non BSNL site is difficult and not affordable due to construction cost of tower and other Infrastructures.

6. Performance of M/s Bondada is very slow and quality is also not satisfactory, which affecting the progress of Saturation project in Karnataka.

7. For fast provisioning of EB circuits deployment of DMW should be explored till OFC gets ready.

8. Renting out BSNL vacant land and building policy should be made more flexible and affordable.

9. Renovating of IQs / Hostels and Training centres which can fetch good revenue for giving workspace for Educational Institutes / Govt Trainings during slack period of BSNL training.

10. CSCs to be renovated and made more attractive.

11. Laptops should be provided to all field staff to maintenance of Transmission Equipment/ BTS/ Leased Circuits.

12. Post based Service Mobile connections and e mail id to be provided so that it will give continuity of the section communication /correspondence.

13. BA wise Intranet Portal for better and secure communications and reduce the use of Whatsapp.

14. Centralisation of MM Section BA should be authorised for tendering processes for HKS, Vehicle & minor Development, Operation & Maintenance with work quantum costing to the extent of GM / PGM heads of the BA financial power per annum or emergency cases.

15. Out sourcing tenders of Bharath Net OFC network should be done at circle level / BA level for the better performance and control over the contractor. If the same is given to BSNL with good number of man power, vehicles and stores then BSNL in-house can maintain better than outsourced vendor.

16. Exclusive Transmission/ Mobile / RF teams at SDCA / OA level should be established for the better mainntenance.

17. Karnataka Circle having more shortage of Executives which needs to be addressed.

18. Separate Capex fund to be infused in to for new Optical Cable Routes for long distance. Maximum long routes in Karnataka are affected due to multiple STR Cable faults and Cables restored are also life expired/ damaged beyond restoration and many cables are not accessible due to constuction of new roads all cables are in the middle of the roads, no scope to attend.

HR Issues:

Thanks to CMD BSNL in getting huge financial support to BSNL for 4G rollout and other CAPEX but there is no financial support for HR.

1. All our young Executives are deprived of standard pay scales E2 and E3.

2. Most of our executives haven't received a single pay revision even after 17 years of their service in BSNL and not got any financial benefits.

3. **E2 E3** upgradation of pay scales and implementation of **3rd Pay revision** will morally boost our executives.

4. **GTI** premium is being paid by an individual in terms of crores to LIC, as a welfare measure request for bearing the premium by BSNL.

Suggestion: BSNL Instead of paying premium in Crores of rupees to LIC , BSNL can create some Corpous fund and can ensure Rs 50 Lakhs to BSNL employees in case of any untoward so that their family and children study can be supported in absence of head of their family. In case of no claims corpous fund will fetch good intrest also and amount will be with BSNL only.

5. **GHI**, Request for restoring outdoor claim reimbursement without voucher so that our Employees can utilise that reimbursement amount to have their own Health Insurance policy which will save huge money to BSNL towards indoor medical reimbursement to the extent of health Insurance sum assured amount. Any claim beyond sum assured can be reimbursed through existing BSNL MRS.

6. **TA DA** enhancement.

7. **Restoration of LTC facility.**

8. **SDE / AGM / DGM** promotions.

9. **Repatriation of 27 JAOs back to Karnataka**, who are working in other circles beyond permissible time of Deputation and affecting Karnataka Circle working strength and unable to consider genuine cases of pending Rule 8 / Rule 9 transfer cases of JAOs. Inspite of **BSNL CO order dated 04.04.202** for repatriation back to Karnataka other Circles not acting and hence request for ERP releiving those 27 JAOs to Karnataka so that pending genuine rule 8 rule 9 JAOs request of Karnataka may be considered.

10. Transfer back of those Executives who completed 2 years. Hence forth requests for only need based transfers and no mass transfers to the extent of within Circle to avoid the language barrier especially for south Circles.

Today we have stiff competition in the Telecom market and aggressive price war between the service providers, this price war is reaching its peak even to break the provisions of *Competition Law* of the country. Many of the companies in Mobile services closed their services. In the present scenario the rate of entry of new ISPs for FTTH services shows the indication of immense potential in the market of DATA/internet service.

Due to the unhealthy price war in the Telecom market every Telecom company suffered huge loss and are still under great financial stress. Hardly few finger count TSPs sustained the losses and continuing and BSNL is one among those few. With tariif hike by other TSPs and with launch of BSNL 4G services many customers are coming to BSNL and our BSNL customer base increasing which is reflecting In revenue improvement also. If the TCS and CDOT core issues and with New IMS commissioning BSNL continue to get more and more new costumers.

We are unable to give 99% uptime of BTSs as at many BTS locations Battery backup is low or almost nil, DG sets are not working and even if DGs are in working condition we are unable to supply diesel, frequent BTS down due to OFC cable cut either of SSA or STR, forcefully shutdown of sites by owner due to denial of landlords to renew rent agreement with BSNL are the additional hurdles in deteriorating the existing service.

Outsourcing of *BTS Infra maintenance tender* for 3006 BTSs has brought improvement in monitoring the network. This visionary action has given great relief to our Executives' on the burden of Infra maintenance, by its successful implementation in Karnataka. However the result of this outsourcing will be visible and fruitful only if proper Battery backup and DG sets are made working. We seek the support of CGM for the Battery and Power Plant procurement and DG repair. At many DHQ/ SDCA HQ main Exchanges like Bellary, Bijapur, Jamakhandi, etc are not taking load even for few minutes, procurement of Higher capacity Batteries is very much need of the hour.

There is huge potential for BSNL Infra sharing by other TSPs. Right now around 1300 BSNL sites are shared to other TSPs and earning around 100 Crores of revenue per annum. If the Battery sets, DG sets and power plants are maintained in good working condition and rent paid regularly to site owners then Infra sharing is a potential business and therefore we request our CGM support in this regard.

The outsourcing of CFA is completed in Karnataka but the performance of the vendors is not up to the mark. The penalty clause of only levying maximum 15 % penalty is not making the vendor serious about the service as the vendor are assured 85% of the

revenue share even if his performance not up to mark. Some stringent clause can only make the success of this CFA outsourcing.

Because of massive expansion works of the State Government in respect of road widening and other works like metro construction, Gas pipe line, UGD, Smart city projects etc our cables are getting severely damaged. Our Executives are struggling hard to restore these breakdowns and on many occasions we are not getting the required stores and materials in time to restore the services and at the same time losing the cable pairs permanently. The State Government and other agencies will not even give minimum time for the restorations. Heart burn issue is that In Bangalore BBMP is continuously cutting our Over head OFC cables this is the major issue to be taken with BBMP as all Roads are of CC and in a city like Bangalore it is impossible to make all the cables underground.

Telecom services especially CFA/ mobile /FTTH/ Transmission are almost labour dependent. When the BSNL revenue was not increasing then BSNL Management thought of reducing Expenditure on this labour head of account, instead of curtailing major expenditure like AMCs where our people are capable, Vehicle for administrative works, vacation of rented buildings, etc but only concentrated on reduction of contract labours continuously even after massive reduction of regular staff through VRS. This approach of SSA heads and the management as a whole today resulted into very weak and fragile BSNL network deprived of constant, regular maintenance and preventive works. This is the root cause for deterioration of services and making unfit to compete with other TSPs.

In the field our Executives are working with scarcity of men, material and money. When we approached the management at SSA level many of the GMs raised their hands and expressed they can't help but our field Executives never said no and they have paid from their pocket and could see that the services are restored. **This is the concern and commitment of our Executives.** It is our request to CGM to regularize the temporary advances so that it will help our Executives to restore the services at the earliest.

Karnataka Circle is one of the top circle in FTTH provisioning and there is still great potential exist and we all are ready to penetrate still more but the issues related frequent interruptions due to cable cuts, speed Issues and intermittent disconnections are still persisting and these main reasons which are pulling us back in the FTTH market. As FTTH connections are added, the back haul upgradation need to be planned to meet the traffic loads. Our Competitors providing FTTH connections on three months free trial and with zero Installation charges but in spite of that BSNL staff and our FTTH Channel partners are continuously adding connections, it means that for **customer first choice is BSNL** that we need to encash and retain their faith by resolving the above issues related to FTTH. It is an added value to our FTTH if IPTV and OTT by having MOU with content providers are added as did by Kearla Circle. The FTTH channel partners are very much interested and working hard for the BSNL, our

support in resolving the issues will definitely raise their confidence in the market and will help BSNL in getting more and more connections. Additional CPAN nodes and OTN is very much need of the hour.

As there are many complaints from the field that FTTH franchisees are exorbitantly charging for low count cable and ONT, some standard policy that can be practically implemented is to be made to avoid misconception about the BSNL in the minds of the customers.

Our fields Executives are hardly getting any support after office hours and during holidays from the NOC/NMS, as customer is to be ensured 24 Hrs service and there will be great pressure on the field staff if the support is not getting from NOC/NMS. Therefore we request for round the clock support to enable the field staff to restore the services to the customers at the earliest.

After VRS there are lots of vacant places in many buildings which are getting destroyed because of no maintenance. Many are interested to occupy our vacant space but just because our buildings are not maintained and not having good look we are losing this potential renting out business. We request for making our renting out buildings with good look, forming one separate unit for identifying such locations and for finding potential users to rent out so that we can earn money and buildings are maintained good as well.

We are not matching with the private operators in the field of marketing networks and projecting our products. Our retailers do not exist in all the places where we have our BTSs in nuke and corner of the state in fact in the whole of our country. The visibility and availability of our BSNL product should be on priority.

Sir Due to massive development activities by various agencies our BSNL infrastructure is getting damaged severely and some time to the extent of irreparable also for which we are incurring heavy loss and losing the assets for which BSNL is not compensated by either state government or central government. It is our request to intervene and impress the various government agencies to compensate the losses to the BSNL due to their works.

In the name of Outsourcing, management has removed most of the contract workers but the management has not given thought or made any alternate arrangements when the outsourcing vendor do not work or stop working because of payment or any other Issues. When the vendors are not working management exert pressure on our field executives to get the fault restored without ensuring any resources which is not fare.

Management without ensuring any adequate resources, fixing unrealistic IPMS targets to Executives. Request to fix the target on realistic and achievable target based on the market Demand/ competition / our product strength and weaknesses. There must be provision to mention the shortcomings to achieve the IPMS target and it should be

accountable in IPMS. Unfortunately there is no IPMS for non Executives on whose performance the IPMS of executives depends.

BSNL 3G : 4102 BSNL 4G 430+ 3532 RJIL 4G: 65288 Airtel 4G: 52967

Online attendance implementation is measuring only the working hours between 10 to 5.30, if a minute less to it will be treated as penalty where as many of our field Executives are working beyond this 7.30 working Hrs duration. There is no mechanism to recognize and to extend any incentive or added advantage for them. This needs to be taken care in the interest of the field staff.

After AGM promotion there is very uneven of distribution of AGMs, request for rationalization of Executives as per geographical and commercial Importance. The Concept of **posting 5% staff to EB has to be reviewed for the unpotential area like Kodagu, Mandya, Karwar, Raichur, Bidar etc.**

We most earnestly and honestly have put our difficulties of the field not to blame anyone but to take remedial step to perform even better, Sportively and honestly we expect your advices and suggestions for further improvement.

Under the leadership of our very humble beloved **Smt N Sujatha ji CGM Karnataka circle will definitely excel** in every vertical in their performance by the due diligence and hard work of all the officers and staff. We will work with more zeal and enthusiasm and dedication to add more revenue to the BSNL and will make the flag of BSNL fly high. We request you CGM Madam / Director Sir to kindly take steps for a proper level-playing platform by overcoming the difficulties narrated above that help us to perform even better and motivate our channel partners too.

SNEA under the excellent leadership of our beloved **Comrade M S Adasul General Secretary** is committed to the aims and objectives of our **beloved company BSNL first** and our **personnel demands stands next to it**. Sir from Karnataka we shoulder any responsibilities for the betterment of the BSNL, assure to cooperate and support the management for all the works entrusted to all of us.

With cordial relation among all the Unions and associations in Karnataka we are able to maintain harmony and perform well for which I thank all the unions and associations for their best cooperation and support extended for better cause of the employees and BSNL in Toto.

We once again express our sincere thanks and gratitude to CGMT Karnataka Smt N Sujatha ji , GM HR & Admin Shri Ashok Agarwal ji and the entire circle administration for the kindness shown to our executives and also gracing our open session. We hope we are going to be more encouraged by your advices and suggestions in our effort of making the company BSNL to excel in performance.

Thank you, Thank you one and all.

Long live BSNL.

S P Jagadale
Circle Secretary
SNEA Karnataka Circle,
Bangalore.
22.12.2024