

Subject: Possible options for effective and efficient restructuring proposal to meet additional manpower requirement for expansion, maintenance of BharatNet Network transferred from BBNL to BSNL.

As per Government directives and As result of merger of BBNL with BSNL, there is need of additional manpower for expansion, maintenance of BharatNet Network, and Government has issued directives from highest level of Minister of Communications to make arrangements for the same.

There are many possibilities, but instead of going for any other option, BSNL management has secretly planned poor and loss making proposal. BSNL Management has chosen only one option targeting BSNL employees and mainly proposed mass rather 100% transfers /dislocation of JTOs/SDEs and has not even given consideration to many other options available as on today.

The actual Requirement for maintaining this BharatNet OFC Network is line staff or maximum JEs who can effectively work on expansion, maintenance of BharatNet Network of BBNL. But instead of focusing on actual requirement BSNL has targeted JTO/SDEs and proposed to post all of them at Block or Gram Panchayat level. Earlier, rather years together, BSNL was providing new services and maintaining the External plant with the line staff which forcefully retired by giving them VRS in year 2019 and hence there is shortage of line staff in BSNL.

But instead of focusing on actual requirement BSNL management has used this opportunity to dislocate all JTOs /SDEs and some AGMs/DGMs when it was required to explore other options available and actual requirement to maintain the huge BharatNet OFC Network and generation revenue thereof by providing services at Gram Panchayat level and the following are some of options for the same.

- **Option I: Implementation of BCG Proposal by BCG:** BSNL has paid Rs 132 Crores to M/S BCG for consultancy and the present proposal for maintaining the added BharatNet services of BBNL is given by M/S BCG. As per clause of agreement with BCG, this year, BCG has to demonstrate it by physical performance. Hence this work of generating revenue, providing and maintaining the FTTH Connections under BharatNet services in pilot Project of Uttarakhand Circle and after success of the pilot project the same may be extended to other Circles.
- **Option II: Outsourcing the activities:** After VRS 2019, BSNL has introduced Cluster tenders for providing and maintaining the Landline and FTTH Connections but as it was awarded by centralised tenders it could not succeed as the tenders were of big amount. Now, with approach of totally outsourcing the Gram Panchayat Level Network, if such tenders/contracts are awarded at Block or Group of Gram Panchayat level, it can be effectively used by awarding works to local vendors. Now also BSNL has planned for single Tender for all services in that area

- **Option III: Using well established TIP Model with required corrective actions:** As entire FTTH network of BSNL is being generated and maintained with help of TIPs, the FTTH Connections at Gram Panchayat Level also should be generated and maintained through TIPs who are providing services on revenue sharing basis. Only required on part of BSNL is to sign TIP agreement with local persons from that particular Gram Panchayat or groups of Gram Panchayats. Here no expenditure is involved on part of BSNL except maintenance of the
- **Option IV: Outsourcing based on uptime of services:** The work of maintenance of GPs should be handed over to Vendor and his payments should be released on basis of uptime of GPs and penalties may be deducted for downtime beyond certain limit. The payment of vendors should be released on the basis of system generated uptime of GPs. Apart from this Franchise /DSAs services may be used for Marketing activities as BSNL do not have sufficient staff to meet huge requirement as being created at Gram Panchayat Level.
- **Option V: Utilising services of BSNL Retired Line staff:** The services of experienced BSNL retired line staff and available in that particular Gram Panchayat area and having experience in maintenance of lines and having good rapport with the local customers, Gram Panchayat, State Govt Offices/units, schools etc. may be hired either as consultant with their reporting to JTOs/SDEs on fixed payment basis and responsibilities thereof. This was well established procedure followed by BSNL and individual available at such places can give promote services in maintenance as well as Marking and adding business activities.
- **Option VI: Utilisation of experienced Contract/Casual workers:** Recently BSNL has stopped utilising services of Contract/ Casual Labour on name of expenditure curtailment. But these contract workers were maintaining line services, maintaining the OFC network and assisting BSNL by all means. Many of them are now working with Contractors or jobless and will be available for providing new Connections at Gram Panchayat area and its maintenance. These Contract workers were/are working with vendors on an average monthly payment of Rs 10000 to 12000. BSNL is making higher expenditure on services provided by vendors and these contract workers are working for them with lower salaries. Many times, the vendor changes but the contract workers working in that area are the same. About all have experience of more than 10 to 15 years of working in BSNL and hence they will be most useful for FTTH and GSM services at Gram Panchayat areas.
- **Option VII: Special drive for Recruitment of Line Staff:** Since formation of BSNL no single line staff is recruited by BSNL in last 25 years and practically there is no line staff available to maintain the external plant and BSNL was managing by rearrangement of available staff. Now huge network of BBNL is handed over to BSNL, and there is need of manpower at line staff

cadres Phone Mechanic and below level. As recruited by Post Office the , BSNL may recruit the locals as line staff ATT/TT exclusively for generating so called business/revenue, providing and maintenance of FTTH Connections in Gram Panchayat areas. This can be a part time or full time job depending on the business available in that Gram Panchayat area and the condition domicile from District/State ready for working at Gram Panchayat level may be applied for recruitment process.

- **Option VIII: Giving consideration to CGA Appoint applications to meet additional requirement:** Since last ten years BSNL has stopped CGA (Companionate Ground Appointment) from the family members of deceased BSNL employees/Executives and many of them are having qualification required for operation and maintenance of GPs as active staff independently or as supportive staff/. About 2500 to 3000 such applications all over India are pending for years together and there services can be utilised by giving consideration of their pending requests by CGA appoint first temporarily and then confirmation which will solve their grievances as well as BSNL will get the desired manpower to meet challenges created due to additional works of BBNL.
- **Option IX: One time Promotion of JEs and JTOs:** As on today, about 4500 JEs are eligible and waiting for JTO Promotions but not promoted as there are no vacancies of JTOs. There are 10000 JTOs eligible and waiting for JTO Promotions but not promoted as there are no vacancies of SDEs. With addition of BBNL huge network in BSNL, the assessment of JTOs/SDEs may be ascertained and accordingly the number of post may be increased so that requirement at Block level can be fulfilled wherein JTOs should be continued to be given the independent charge by direct reporting to AGMs.
- **Option X: Restructuring with additional Promotional Posts with BBNL Network:** When such mass restructuring is proposed some special initiatives for cadre restructuring is required. In BSNL majority of executives are waiting for promotions and it is painful that some of them are waiting for 28 years for their first Promotion. BSNL has constituted two Committees for such Restructuring proposal but unfortunately these Committees have not submitted the reports. But the leaving aside these two Committees, this third Committee is constituted on name of restructuring and this Committee has not gone through much depth and only focused on disturbing the available staff. As such, as immediate major BSNL has to focus of Restructuring review for additional posts so that Executives/Non Executives are promoted and assigned the promotional job as required by the BSNL or as desired by Government of India.
- **Option XI: Fresh Recruitment of JTOs:** BSNL has started process for recruitment of just 100 JTOs which is not sufficient to meet the present requirement of BSNL. Since last eight years no single JTO is recruited in BSNL, but thousands have left BSNL mainly due to VRS 2019. Hence it is

required that BSNL enhances the number of posts for JTO recruitment and recruit JTOs specifically to meet the requirement in Gram Panchayat area as there is acute shortage of JTO cadre and present man power is not sufficient to meet present requirement of BSNL and with addition of BBNL network the requirement is further enhanced.

- **Option XII: Recruitment of Diploma holder JEs:** It is now clear that BSNL has received instructions from GoI for providing the services, generating revenue from Gram Panchayat area. The average age of existing line staff available with BSNL is above 52 to 54 and at this stage the desired efficiency for maintaining the FTTH Connections, generating revenue and business by such higher age staff is difficult. Further to meet the high expectations of the Government BSNL needs staff with Technical skills required for providing and maintain FTTH Connections, Mobile Connections and related Marketing activities. As on today all these works can be done by recruitment of JEs with Diploma qualifications, the employees with higher qualifications are leaving BSNL in mass as they have better opportunities than available in BSNL.
- **Option XI: Clearing unrest among BSNL workforce with DoT approval on long pending Financial HR issues:** If Government and BSNL management want to go ahead with loss making Restructuring plan then also we have no issue if the following two long pending Financial HR issues of the BSNL Executives and Employees are approved by DoT by similar approach of service to the nation and without looking into loss profit out of services being provided by BSNL.
 1. Approval of Third PRC pending for approval by DoT since last ten years
 2. Approval of upgraded Standard pay scales pending for last 17 years with DoT

It is required by the BSNL management that for effective and efficient operation of newly added BBNL huge network all above options are explored while going ahead with pilot project. It is not that only one option will be applicable all over India and some options will be suitable for some areas and hence the selection should be as per the requirement of BSNL and not only on paper as it has been witnessed over the years and has been one of reason for failures of many missions of Government through BSNL.
