



# SANCHAR NIGAM EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS

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All Communications  
to the General Secretary

To,

Shri. A. Robert J. Ravi ji,  
CMD BSNL Board,  
3<sup>rd</sup> Floor, Bharat Sanchar Bhavan,  
Janpath, New Delhi 110001.

**Letter No. SNEA CHQ/CMD BSNL/2022-2025**

**Dated 25<sup>th</sup> September 2024.**

**Sub: Issues regarding one sided action by BSNL Management to implement the People Analytical App and need of review of the entire process including roll back of present system.**

**Ref:** 1. Letter No. BSNLCO/CMON/11(15)6/ RSTG-2024 Dated 10/06/2024.  
2. Letter No. BSNLCO/CMON/11(15)6/ RSTG-2024 Dated 18/06/2024.  
3. Letter No. Dir. (HR) BSNL Board/2024/Misc./02 Dated 12/09/2024.

**Respected Sir,**

With reference to above subject and letter under reference 1, we hereby bring to your kind notice the mass unrest created among BSNL Executives by forceful action of BSNL Management for compulsions created on BSNL executives for writing daily Diary and stopping salary for not writing said diary on particular day.

We register our strong protest on this one sided decision and one more attempt to create unwanted and heavy pressure on the already overburdened and frustrated executives of BSNL.

We specially register our protest on the approach of BSNL Management to take such decisions affecting masses without even preliminary information and discussions to the recognised Asso action. We have already brought to notice of Director HR that if REA rules are not to be respected by Management and if facilities are to be denied by such unofficial ways, then better scrap the REA Rules and let all the Associations, regardless of membership and we also should not be compelled for getting Votes in tedious, time and money consuming Membership Verification Process.

In past we have experienced such actions of implementation of online attendance, Implementation of IPMS, Arbitrary Changes in Recruitment Rules and that time issues were preliminarily discussed and many suggestions for online attendance and IPMS were implemented after sample testing in particular Circle and getting feedback from executives and recognised Associations.

But this time, while implementation of People Analytical app, no discussions held with anybody and when it was reported that IPMS is being reviewed for delinking it from APAR, we have seen that one more addition has been done and now one has to write Daily Diary through Mobile app and in stringent condition applied if Diary is not written for any day, next day said executive will not be permitted to put attendance in Online system and he will be marked absent and his salary will be stopped.

This one sided action on part of BSNL Management has created mass unrest among the executives and we have registered strong protest against it with PGM SR/ RSTG BSNL CO and Director HR BSNL Board and we hereby register our strong protest against such attitude of BSNL management to decide the issues affecting to every executives without consulting to recognised associations.

We bring to your kind notice for issuing directions to all concerned to respect the REA Rules and if it is not possible, please issue directions for scrapping REA Rules and let all associations existing or will be formed in future be free to discuss with Management at every level and also take responsibility of such biased one sided actions of BSNL Management.

On your taking over as Chairman and Chief Managing Director of BSNL, we all have lot if expectations in change of approach of BSNL Management towards its own executives but it seems that BSNL Management is driven by the below level officers and CMD BSNL is following whatever is suggested by below level team of officers.

When such ne sided action has been taken, but at later stage we received very good and positive response after discussions with Director HR BSNL Board, we are able to convey message to down line that Management has no intention to decide issues without consultation to Recognised Majority Association and are ready for discussing the issues and review such decisions on feedback from the recognised Representative Association.

We are thankful to Director HR BSNL Board for immediate and positive response to our request and conveying decision vide letter under reference 3 for delinking of writing Daily Diary with attendance and stopping salary of the next day for not writing Diary on previous day. We are also happy with response by Director HR BSNL Board, by reducing intensity of punishment for not writing Diary for particular Day and now making it as one of KPI with 10% weightage in overall IPMS of each Executives.

We are also thankful to Director HR for one step forward by writing one special letter under reference 2 to all Circle Heads for extending facilities to recognised Associations and resolution of issues with interaction with Associations at Circle/BA/OA level with its copy with special mention of People Analytic App and calling for feedback/suggestions from Recognised Majority Representative Association.

Further, we take this letter as indirect clarification that there is no proposal for second VRS for Non Executives also and their services will be properly utilised as requested by Union Leaders and mentioned in this letter by Director HR BSNL Board.

Now, in response to the appeal by Director HR, we are submitting the following about the issues with decision of BSNL Management to implement People Analytic APP as whole.

Sir, Writing Diary is not new to BSNL executives and we use to write it earlier days, but the same has been stopped by Government of India by restricting the supply of Diary and Calendars and hence nobody is officially writing diary. We associations are printing and supplying Diaries as per demand of executives for personal records and not for any official submission as it is stopped by GoI orders endorsed by BSNL Management.

Further, we have seen that till now no Government Department or CPSU has made any compulsion of such Daily Diary even though all are administrative offices and BSNL which is mainly Technical Organisations, such compulsions for writing Daily Diary is not at all required. We bring to your kind notice that many of the executives are having their Daily Diary due to the nature of the work assigned as

without it they cannot perform duties. It is understood that such Daily Digital Diary is already working for Executives working in Inspection Circle and as it is requirement of duties, nobody has any issue in writing it.

But there are many units/section where work pattern or requirement does not need writing Daily Diary as their main responsibility is to maintain the Network assigned to them and their works are being regularly monitored by the Process and systems available in BSNL. But compulsions to write Diary to each and every executives by neglecting all other systems available for evaluation of performance of executives that to be on daily basis is definitely wrong decision and needs its review and apply it to only executives whose performance is not being evaluated by any other system.

Moreover in BSNL being service industry individual performance is nowhere exist, as every job is dependent on many persons and factors hence such evaluation of only individual performance is not required at this stage.

Nowadays majority works are assigned on turn Key project and Executives are kept away from the project. It may be please seen that Acceptance Testing was some by BSNL and same also has been stopped by different Orders. Also entire Maintenance activities are handed over to Vendors or TIPs and below level executives have no direct control over it except persuasion.

Even the Bills of vendors are directly passed by BBNW or Corporate Office When everything is assigned to vendors and how it is expected that executives should write on Network installation and maintenance.

One side Management is neglecting the hurt burning of executives and no HR issues are resolved and other side Management is imposing all such ideas with projection that Executives are not working properly or in indiscipline manner and Management is not recognising the day night efforts put by majority of executives for growth of BSNL even by paying from pocket.

When BSNL executives are already involved in all such activities and not getting spare time to meet the Maintenance needs of Network, such compulsion by adding one more app that to be linking with the salary has created mass unrest among the executives.

PGM Restructuring is in charge of SR section also which deals with the Staff Relations and who has conducted the Membership verification process to decide Recognised Majority Representative Associations and Support Associations and is responsible for maintaining Industrial peace and such letter is issued with her signature as PGM Restructuring has caused mass unrest and message is passed below line that the decision are deliberately taken by keeping recognised associations in Dark or Recognised Associations are being taken as granted.

It was quite possible that this issue should have discussed with us and certain issues in it would have been discussed and decided before launching of app and mainly about daily Diary and its linking with the Attendance and then Salary of executives.

We are sorry to say that some groups in BSNL have been always propagating misleading information against the executives of BSNL and hence such cruel ideas are being implemented to project that BSNL executives are not working to the desired integrity. But these officers forget that only BSNL executives have saved BSNL from all disastrous situations.

We would like to put on records as your good self may not be aware that BSNL executives have maintained and maintaining service by paying from pockets and by

putting services beyond duty hours. But till online attendance is implemented projecting that executives are not punctual.

Your honour, may please see that even though it is online attendance some GM/PGM level officers in BSNL Corporate Office are not attending duty and till their presence is marked. Some of GM/PGM level officers are also marking attended while in home or out of office and BSNL Management do not look into such serious issues. But we executives, who are obedient and punctual are troubled by implementing such harsh and baseless ideas.

We are sorry to say but it seems that BSNL Management has lost faith on GM/PGM/CGM level Officers and Management is doubting on their integrity and hence depending on only such ideas like IPMS, Online Attendance and now daily online Diary that to be linked with salary.

Sir, **we will specially like to bring to your kind notice** that on HR front many genuine issues are pending and even simple issues like disparity created with online attendance for second Saturday off is not settled for last one year. Apart from this major issues like Upgraded Pay scales for affected executives, Implementation of third PRC, enhancement of SAB contribution etc. are not even discussed to depth, but such compulsions are being created on executives every then and now and this has caused mass unrest among the executives.

As on today, BSNL has already made compulsions to BSNL Executives to use and utilise the number of Apps for day to day works and we have listed it out and details attached as **Annexure-A**. This is a partial list which we could consolidate and practically many more Apps are being used by the officers working in Field units.

Apart from these compulsory Apps for day to day working, **BSNL management expects that the Executives in BSNL have to be active on social media** to improve image and reach of BSNL among customers and for that access to the following Apps is mandatory. Many orders have been issued in these directions which makes it compulsory to the Executives in BSNL to use Twitter (X), Facebook, Instagram, Telegram, LinkedIn, YouTube, Speed test, Yahoo. Rediff mail, Gmail, BSNL email etc

Apart from these compulsions of these Apps, BSNL Executives are compelled to use the certain digital process/systems for office works and these activities are compulsory to perform duties successfully. The details are attached as **Annexure-B** for ready reference.

It may be further seen that there are many works which restructuring Section is not giving weightage and consideration in justifying posts, but these works are required to be done by the officers in field units. We have consolidated list of all such works and responsibilities of field executives and attached as **Annexure-C**. These are some of known works and the list of all such works which are not on regular records are to be done by the executives and its official recognition is required for justifying work load and posts of the executives.

Further, **there is one more time consuming Process in BSNL i.e. Video Conferences** and it will not be exaggeration if we say that VCs are only prime works being done in BSNL. We bring to your kind notice that there are many VCs conducted by BSNL, some VC are conducted by the respective Directors and Vertical Heads, some by GM/PGM level officers at Corporate Office that to be separately for different verticals, then many VCs by Circle Heads, different VCs by Vertical Heads at Circle level and then VCs at BA level by BA Heads. This multiplicity of the VCs makes the field executives involved online for 50% period of working Hours.

With all above submission, we request your honour for total review of People Analytic App and discuss in depth by accessing it is really required for growth and

development of BSNL and if it is conveyed to us, we will definitely conveyance our members in BSNL for continuation of writing Diary in modified form.

In response to appeal by Director HR BSNL Board vide letter under reference 3, we hereby submit following suggestions if after to depth discussions it is agreed and finally decided to go ahead with Diary Writing.

1. People Analytic App may be withdrawn as this app is not totally implemented in BSNL and only Diary writing part is included.
2. KPI entries about daily achievements added in this App may be removed and if required KPI partial achievement provision may be continued in ESS/ERP that to be on monthly or fortnightly periodicity and not on daily Basis.
3. In present app there is no special provision for writing feedback on difficulties faced in day to day working. There is request from majority of executives and members of SNEA that there should be provision for submitting reasons for shortcomings, shortage of resources and feedback for improvement of work efficiency etc.
4. Instead of Daily Diary it would be better if this is continued as BSNL Online Logbook or BSNL Sanvad, BSNL Communication App and instead of Daily its periodicity may be changed to weekly or twice in a week and maximum Ten times in month. In this case the Character limit may be enhanced suitably.
5. The KPI Indicator for writing Diary may be suitably modified for writing Diary or present approach of writing diary up to 90% i.e. 9 entries out of total ten may be continued.
6. The provision for Logbook/Sanvad and Feedback may be done separately and it should be mandatory to controlling officers also to respond to the queries made by subordinates.
7. Nowadays entire working is depending on the vendors and the response from vendors is very poor. Similar provision may be made for fixing responsibilities with non performing vendors and in such cases the KPIs of Executives should not be affected as being happening now.
8. After VRS, many of the executives are overloaded by workload of two or more executives and in such cases provision may be please made for giving additional weightage to the performance and provision may be made to record achievements beyond the prescribed limit of KPI achievements.
9. Before any such harsh action of again pressuring executives only, please direct to Restructuring Cell to define justified norms and posts for every wing and every cadre as per the practical work load to the executives in filed unit and not as done during 2020-21.
10. It is good to see the provision for defining Executives with excellent performance under Atyuttam and provision for like/dislike it. It should be reviewed and excellent performers all over India may be declared every month. Also special provision may be made to add weightage to the executives who are viewing and sharing likes in support of Atyuttam entries.
11. Provision may be please made for recording works done by executives after office hours and on holidays, Sundays and special reward and appreciation along with provision for certain C-Offs of such extra works beyond duty hours.



12. The letters issued in this regards are not self-explanatory and creating many confusion among the executives and stress may be please given for issuing clear guidelines and FAQs may be issued on the queries raised by the filed units.
13. We have consolidated the list of clarifications received during discussions with PGM SR/RSTG and Director HR and attached as **Annexure-D**. Though we have received verbal official clarification, **but** till there is no official clarification by written letter, the BA/Circle Heads will not agree to such clarifications and request to direct Restructuring Cell to issue clarifications.
14. We have also consolidated the list of clarifications need to be issues by Restructuring Cell for clearing doubts & fear in minds of the executives on this burning issues and details are attached as **Annexure-E**
15. Instead of implementing it with immediate efforts and all over India same may be please first implemented for particular Circle and its successful implementation it may be implemented to other Circles. This approach has been adopted in online Attendance and same has been successful to better extent.
16. Online assistance may be provided till initial quarter for guidance of the Executives for clearing doubts and issues in writing Diary /feedback in Sanvad App.
17. Provision may be made for allowing Diary writing from laptops and Desktops.
18. Provision may be made to modify the submitted Diary by late evening of that particular day i.e. by 2359 hrs of the day. Presently there is no provision for updating mistakes due to oversight in reporting of Diary.
19. It will be highly appreciated if Executives are given freedom to writ weeks Diary on any day of the week including last day of week.
20. Instead of implementing it from ongoing quarter and in between period with retrospective or cumulative figures, it may be please implemented from next quarter to one Circle on sample basis and after its successful testing and operation, the same may be please implemented on all India basis for other Circles from Fourth Quarter.
21. It is feared by all executives that the executives not writing Diary will be booked under Non performer category by neglecting all his other works and parameters and it may be please clarified and conveyed to all field units and Circle/BA Heads that no executive should be punished for writing Diary.
22. It is also spread that this Diary Writing is applicable only to DGM and below level officers and not for GM and above level officers. It may be please clarified where it is to be written by GM and above level officers also or it is limited to DGM and below level officers.
23. Before compelling all executives for such non productive work in their eyes as compared to their routine works and duties, please give a very positive and encouraging message by enhancement of TA/DA Rates for AGM and below level officers which are not revised since 2002, extend the updated and revised laptop policy to all filed units, enhance SA Contribution and look into other issues submitted by SNEA for minimum level of motivation among the executives.

24. We also request that to give confidence to the executives, please take up review of our genuine requests with some financial implication i.e. Approval of upgraded Standard pay Scales and Implementation of third PRC and at least the issues should be taken up freshly by BSNL with DoT.
25. Instead of the punishment approach, there should be motivational approach and the executives who are writing diary in excellent manner may be suitably rewarded, their services may be appreciated by BA/Circle heads and special incentive may be offered for executives who are maintaining diary in excellent manner by supporting performance KPI indicators.

Sir, we have elaborated all the facts and figures for your kind consideration in details so that the real feeling and difficulties of BSNL executives are reaching to Head of entire BSNL family. We also want to join hands with you and your leadership in mission of 25 % Market share of BSNL By Year 2025, but certain actions on part of BSNL Management makes us to work on such non issues and the good man hours are being wasted in such non-productive works and we really mean to avoid it and keep on working for overall growth of BSNL.

During our discussions, Director HR BSNL Board has clarified certain issue like there is no intention to trouble executives and every issue/difficulty raised will be given due consideration and we are hopeful that in same line required clarifications, FAQs and clear directions to field units will be issued by Restructuring Cell so that the present resistance and reluctance by the executives in writing Diary is reduced to better extent.

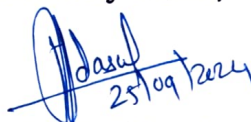
We are confident that our detailed feedback will be taken by BSNL Management in very positive manner and our concern is responded very positively by overcoming issues and concern raised by us.

Sir, we are ready for discussion on any issues in this letter or issues related to effective and collective performance of executives in BSNL and we will be highly obliged if your high office spare time for discussions or nominate some responsible officer to discuss these issues in detail and only issues unresolved can be discussed at high level office of your honour.

With Warm Regards,

Encl: AA

Sincerely Yours,



**M. S. Adasul**  
**General Secretary**  
**SNEA CHQ**

**Copy to:**

1. Director HR BSNL Board for kind information please.
2. PGM SR BSNL CO for kind information and n/a please.

**Sub: List of different Apps being officially used by the executives in BSNL.**

1. WhatsApp.
2. Teevra App
3. Prabal Plus App
4. CNMC App
5. iGot Karmayogi App
6. e-CAF verification
7. Sanchar Aadhar App
8. KAVACH App,
9. PRAJWAL App,
10. SAMPANN App,
11. CM Sales port App,
12. Central Govt CBud App.
13. Call before u Dig App,
14. FIORI App
15. GEO-TAGGING App
16. My BSNL App,
17. Mini OTNM App,
18. BBNMS App,
19. Bill Suvidha App,
20. BITS App,
21. SFAS App,
22. Mela App,
23. FMS App
24. OLA App
25. BSNL email App
26. Transnet App,
27. MDI App
28. Google Maps App
29. Zoom Meeting App
30. Google Meeting
31. Webex Meeting
32. BSNL online meeting App
33. BSNL lead management EB App
34. Online attendance
35. Some apps for FTTH and CM Vertical activities are under development stage.



**Sub: List of different Systems/Process used by the executives in BSNL.**

1. e files through e office
2. ESS/ERP Portal
3. e Mails
4. Explaining OTT platforms to customers
5. Showing speed of GSM services
6. FTTH Speed test
7. Online attendance
8. GPS location for online attendance
9. FTTH lead Management
10. FTTH compliance
11. Fault Compliance of OFC/FTTH
12. Scanning official documents
13. Speed testing demo to customers
14. Survey of 4G sites
15. For online attendance
16. For making the video call to get the update.
17. To keep /store the office data, documents etc.
18. Taking Photos of office works like trenching for Cable laying,
19. Creating Videos online & upload in the Transnet for AT
20. Processing bills in SAP for the contractor bills.
21. Monitoring Transnet app
22. OFC Route Monitoring
23. Access to BSNL CO and Circle Intranets for official orders
24. Explaining EB plans to customers

**Sub: List of Routine Duties /Works/Responsibilities of BSNL Executives working in field units:**

1. Almost every alternate day in the first week and last week of the month on the targets review for sales of CFA, CM and maintenance activities and 4G project.
2. No staff for any office Assistance due to copper is outsourced and FTTH is in TIP.
3. All the copper faults are to be coordinated with the Outsourcing vendor and as the number of connections are very less. Lot of time goes in coordination and closing of the fault
4. Also coordinate with local agencies when some digging is going on or some infra works.
5. In towns due to many government schemes and real estate boom daily infra works are going in some part of all towns.
6. One has to perform-FMS activities. Most of the TIPs are not well versed and educated well and has to resolve many queries on daily basis sometimes hourly basis.
7. Sale of SIMs by conducting road shows and Melas.
8. Report of disconnection reasons by dialling to customers
9. Search for new BTS sites.
10. Resolution of issues related to FRAC issues
11. Pursue Look Adalat cases of accounts team
12. Approaching I/C barred cases individually and get amount from them, if possible, get reconnection
13. Approach OG barred customers to payment
14. Check the feasibility of the typical FTTH connection
15. Check and submit feasibilities for proposed leased lines
16. Respond, discuss, talk to customers for their queries and satisfy them for continuation of BSNL services.
17. Visit to the customer premises for typical fault, even the connection is provided by the TIP.
18. Attend local sudden VIP calls and respond it as and when received.
19. Almost every alternate day in the first week and last week of the month on the targets review and 4G project.
20. Most of the TIPs are not well versed and not educated and hence has to resolve many queries on daily basis sometimes hourly basis.
21. Response to redressed and reporting of Customer complaints received from Higher Offices.
22. To check and resolve OCSC complaints.
23. To coordinate with the Franchisee of that area.

24. Coordinate with local agencies when some digging is going on or some infra works.
25. If Man power tendering is not there, then they have to arrange manpower or JCB for digging of to locate the fibre fault for transmission team.
26. Coordinate with the outsourcing team of BTS. Everyone knows our BTS outsourcing half of the work should be done by our teams only.
27. Coordinate with ONE NETWORK team if any issue raised by TIP, sometimes it takes lot of time as the TIPs in rural are not well versed.
28. Arrange CAFs to CAF team.
29. Searching location of Cable Faults and identification of particular OFC/Cable before digging which is time consuming process.
30. Additional workload of BharatNet.
31. Coordination with CNTX teams at the time of OFC cuts
32. Running through pillar to post for 4G implementation where now things are streamlining.
33. Attending Leased line faults.
34. Coordination with CNTX projects and maintenance for MAAN node installation
35. Attending regular review meetings on MAAN installation, 4G project, and 4G saturation project which are almost in every week.
36. Revival of Faulty OFCs.
37. Transnet entry on day to day basis.
38. Patrolling of routes and Cables.
39. Reply to PGMRS Cases, RTIs,
40. Maintenance of IQs.
41. Arrangements of Visits by higher officers.
42. Submission of Temporary Advance Account.

**Sub: Clarification we have received during discussion but not officially clarified by Restructuring Cell by Official letter.**

- a. There is no linking of writing Diary, marking attendance and Payment of Salary.
- b. It is now part of IPMS as one KPI for all executives with 10% weightage and its achievements are to be decided by controlling officers.
- c. Diary writing and its analysis is limited only to controlling officers.
- d. One more feature Feedback on Diary is made available on this Mobile Analytic App so that individuals can share shortcomings to controlling officers through this app.
- e. Now it is not mandatory to write Diary for all working days and its target is to write up to 90 % of working days **excluding leave period**.
- f. The maximum limit to write daily Diary is only 100 Characters and **not words**.
- g. The achievement of the Diary writing will be accessed only by the controlling officer and there will not be any centralized monitoring as proposed earlier.
- h. This provision will be available and can be seen once this app goes live.
- i. There is no intention of Management to harass or trouble the executives and if it was so demand of delinking of Daily Diary with attendance would not have been considered.
- j. Management wants to introduce certain ideas for effective performance of BSNL and if executives have any issues in Daily Diary and Filling KPI achievements daily, then the suggestions for its improvement are always welcome.

**Sub: Additional official clarification required from certain queries and doubts by field units by Restructuring Cell.**

- a. This is one sided action by the management with intention to create more pressure on executives and keen monitoring of the executives.
- b. This People Analytic App is being implemented for monitoring of executives and this data of Daily Diary and KPI achievements will be used for removal of executives as non-performer under 56J.
- c. It is compulsory to write daily Diary and it is harassment as executives are already overloaded by different routine works and reports.
- d. Today, it is delinked from attendance, but the same will be again linked at any other day?
- e. It was assured to GSs of recognised Associations that Daily Diary is delinked but till some executives were denied marking attendance on 19/08/2024.
- f. One has to make entries against KPI achievements from 01/07/2024 to 18/09/2024 and one has to make the total of 800 entries to start with entry of KPI achievements and this is nothing but harassment and involving executives in non-productive works.
- g. There are about 100 KPI Parameters for OA/ BA/ Circle heads and filling its achievements daily is tedious task and there is no such time with executives and it should be modified for Weekly/fortnightly.
- h. It is compulsory to write a daily diary of minimum 100 words.
- i. It is compulsory to write /fill in achievements under each KPI on the daily basis.
- j. One has to tally total achievements made under KPI achievements in Daily Diary with final quarterly achievements and fill in achievements under ESS portal again.
- k. This only arrangement for monitoring of Subordinates but subordinates cannot monitor/check achievements of controlling officers /Teams.
- l. This only one sided mechanism, and there is no provision for reporting difficulties faced by the executives in performing duties to their controlling officers.