

ALL UNIONS & ASSOCIATIONS OF BSNL
(ASSAM TELECOM CIRCLE)

No : ASM/AUAB/OCT/2022-23

Dated: 8th Oct, 2022 at Guwahati

MEMORANDUM

To,

Shri V. Ramesh Ji,
Director – EB & CM,
Bharat Sanchar Nigam Ltd.

Respected Sir,

Greetings on the onset of the Sharadotsav.

The forum of the All Unions and Associations of BSNL, Assam Chapter extends its heartfelt welcome to you on your maiden visit to the Promising Land of Assam. We take this opportunity to thank you for your excellent leadership of the EB unit which has seen a constant growth under your acumen. We feel privileged to be the part of the team with such worthy leaders as your kind self.

We take this opportunity in detailing the issues as contained herein below and suggesting possible solutions for the same. Most of these issues are specific to Assam and weigh heavily on its overall growth.

1. Transmission issues

Problem Statement	Problem Cause	Effect on Revenue	Mitigation
Unstable Guwahati – Chennai MPLS backbone links	Frequent OFC cut in the Vijayawada – Chennai Flower Bazar and Rajahmundry – Visakhapatnam route Stability has also been affected because of surrender of one of the two RailTel 10G links between Guwahati and Chennai.	Frequent disruptions in the FTTH/ILL Services, drop in bandwidth- Loss of customer faith and business	Immediate procurement of two 10G links should be done from PGCIL between Guwahati and Chennai.
Unstable Panbazar- Adabari, Baihata- Nalbari and Pathsala-Barpeta routes	Surrender of OIL media between Guwahati and Kokrajhar station and Guwahati – Bongaigaon links are now working on BSNL media only		Necessary arrangements are to be done for hiring OIL media again
Isolation of Guwahati-Silchar Route	Guwahati – Silchar links are working on PGCIL media only. There is no alternative media available for this route. During PGCIL failure, Silchar gets isolated	Frequent disruptions due to Landslides etc has been a cause of the services going out and this has been a major cause of State Govt complaints	Possibilities to be explored for laying of BSNL own cable in Guwahati – Silchar route or building a redundancy through AGARTALA- SILCHAR route.

2. Enterprise Business

Problem Statement	Problem Cause	Effect on Revenue	Mitigation
High Quotes from BSNL in case of Turnkey Projects	Compulsion to add BSNL margins of 25% in addition to LF in the Non BSNL Component in tenders/nominations	High Discounting of Bandwidth to make the composite tariff tenderable- loss upon renewal	To make the rates attractive other than the LF addition of margin may be left upon the discretion of the business unit in case of Projects where the non BSNL Component does not exceed a threshold, say 33%.
Tariff in Nomination based Projects	Due to intense marketing the rates quoted by the Competitors are used for comparison and Government customers are tempted to go for Tender	Intense negotiations become a precedent.	The Discounting powers of the Circle head for the tender may also be introduced for the nomination based projects.
Contingency/Discretionary fund for Customer Meets	No mechanism for the Corporate Gifting on special occasions	Loss of goodwill and effect on Corporate Relations	Fund allocation for corporate Gifting on New Year etc.

3. FTTH/SIP

Problem Statement	Problem Cause	Effect on Revenue	Mitigation
Acute shortage of bandwidth in rural areas	TIP OLTs are being put through with less than 500Mbps bandwidth due to shortage of CPAN equipment.	Less than expected growth in the Virgin Market and loss of Govt Business	New CPAN equipment with 40G and 100G interfaces may be considered for immediate supply for upgrading the city ring from 10G to 40G/100G and fulfilling the need of bandwidth in rural areas.
Non inclination of the TIPs to provide FTTH Connection to Government	No provision of charging FTTH ONT Price etc through Bills	Non conversion of Government connections or consequent surrender due to poor Cu BB	Fixation of OTC for Govt Connection and provision to realise the same through BILL with built in revenue shares.
Higher Entry Cost for BSNL FTTH	The first month cost includes the Security Deposit, Installation Charge, ONT Cost and Fibre Cost	Small end customers are being left out and Plans non attractive in Rural areas	Charge the FMC in advance akin to GSM and security deposit at universal rate of ₹500 with no other installation charge. ONT/Fibre Cost to continue being franchisee component.
Bundled SIP with Franchisee based EPABX	The plans are loaded in favour of the Franchisee and small customers are disinclined to opt for a monthly rent of ₹15000 for the bundled plan	Loss of multiple business opportunity	Reformulation of the EPABX Plans and allowance of provision of 5 Port SIP in case of Small Business.

4. NIB/NOC/CM

Problem Statement	Problem Cause	Effect on Revenue	Mitigation
BTS Performance	Non availability of 2G&3G Ericsson cards , battery/DG backup	Loss of revenue due to frequent churning out and poor MNP ratios.	Improving replacement card availability and supply of batteries, load balancing and immediate tendering for the DEA AMC/repairs and allotment of funds for the same.
Non maintenance of SLA parameters	No NMS reporting tool available. Customers require live NMS to be made accessible to them.	High SLA penalties and consequent loss of business and revenue.	Provision of Centralised NMS at Circle Level with adequate facilities to extend the same to EB Customers and facility to generate reports therefrom.
Poor NOC Infra	Old Computers, printers and other IT Tools	Increased Customer Dissatisfaction	Allotment of adequate budgets for replacement of Computer & IT infrastructure in the Circle.
Bulk SMS Business	Tariffs unproportionate high making them un attractive for customers	Loss of multiple business opportunity	Rationalising the tariff by aligning it to the market trends and doing away with the multiple tariff structures/slabs.

5. HR Issues

- Finalizing the Wage Revision of the Non-Executives and implementation of the 3rd PRC for the Executives.
- Implementation of Standard Pay Scales of E2 for JTO/JAO equivalent and E3 for SDE/AO equivalent
- Full 30% Superannuation Benefits for BSNL Recruittees.
- E1+5 increments as interim relief to post 2010 batches till finalization of standard pay scales.
- Earmarking of exclusive staff for the NOFN without affecting the existing staffing norms.
- Posting of more staff at EB Finance and Technical wing at Nodal SSA.
- Posting of dedicated staff for running DGs at critical nodes in all SSAs.
- Dedicated Vehicles to be provided to field units & transmission units for manning outdoor operations and route maintenance.
- Immediate issue of SDE to AGM, AO to CAO and DGM Adhoc to DGM Regular Promotions as well as promotions in all other streams.
- Non Linking of unscientific IPMS-KPI with the APAR.
- Restoration of Medical Outdoor Limits for the Employees as earlier.

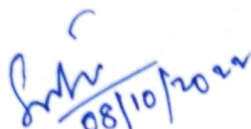
The IPMS KPI as are defined are totally unscientific as they do not take care of the specific functions being performed. for example, in Accounts wing how will the completion of Audit be marked. It is a fact that audit is to completed 100% but KPI allotment allows Good, very Good and excellent parameters, so to say that even non

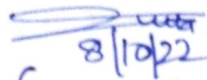
completion or partial completion of Audit can lead to allotment of 60/80% scores. Similarly in EB the revenue and business procurement performance has been uniformly allocated throughout the year ignoring the fact the EB is Annual Billing proposition. There are huge number of such instances.

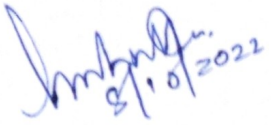
6. Miscellaneous Issues


- Renting out of Technical Building should be discouraged. For example, Dispur Exchange is going to be rented out in a very haphazard manner where some parts of the building is being rented out leaving very small area for equipment. This could also cause security issue since outsiders will freely roam in the same floor where critical equipment are installed.
- Periodical maintenance of telecom installations by Electrical/Civil wing- change from need based approach.
- Allotment of budgets and funds for the replacement of Computers and furniture in the office.
- Maintenance of the BSNL IQs and IBs .
- Painting of BSNL Admin Office and placement of proper BSNL insignia in all buildings.


Sir, we sincerely hope that you will empathize with the difficulties being faced by BSNL customers as well as employees in this remote but promising North Eastern Region of India, and put your best efforts in addressing the above issues to enable the subscribers to enjoy seamless telecom services at par with the rest of India as well to boost the morale of the employees.


(Satyajyoti Nath)
Circle Secretary
AIGETOA – Assam


(Nazrul Islam)
Circle President
SNEA – Assam


(Subhrendhu Bhattacharjee)
Circle Secretary
AIBSNLEA – Assam


(Bijoy Deka)
Circle Secretary
BSNLEU – Assam


(Gadadhar Kalita)
Circle Secretary
NFTE – Assam

Copy To :

- 1) The General Secretaries of AIGETOA, SNEA & AIBSNLEA.
- 2) The Chief General Manager, BSNL Assam Telecom Circle
- 3) The CGM, Core Network (Tx), North-East Region, Guwahati