

SANCHAR NIGAM EXECUTIVES ASSOCIATION MAHARASHTRA CIRCLE



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Dated 18th January 2018.

To,

Shri. Peeyush Khare,
Chief General Manager Telecom,
Maharashtra Telecom Circle,
6th Floor, BSNL Admn Bldg,
Santacruz (W), Mumbai-400054.

Sub: Issues related to growth and development of BSNL in Maharashtra Circle to be discussed in the formal meeting.

Ref: Letter No. A/A-I/SNEA (I)/2017-2018/F-II/35 Dated 17/01/2018 from DGM Admn Mumbai.

Respected Sir,

SNEA Maharashtra conveys sincere thanks for taking initiatives in various prospects for development and growth of BSNL. I, on behalf of all 3000 Executives of SNEA MH ensure full support and dedicated efforts from everyone for growth and development of BSNL. We have already submitted agenda on HR issues and it's good that even after discussions with concerned unit heads your good self has decided to take review of the HR issues once again.

SNEA MH has received following development and growth related issues from members and we will request your good self to have discussions on these issues in this formal meeting and if it is not possible to have discussions due to shortage of time, please grant us time separately for development issues. The details are as follows.

- 1. Review of the procedure and standards for approval of proposals by EB team Mumbai:** Sir, of the late, it is seen that many EB proposal received by our field officers are rejected by EB team at CO Mumbai and many times the details are not conveyed to the field officers and concerned customers. SSA teams are working hard to retain CIC customers and in such situation EB Mumbai has to proactively support these field officers but due to current practices about 50% of the filed proposal are rejected and there is need that at least one officer from EB team Mumbai is in touch with the filed officer while proposal is discussed with the customer at Basic level and all the requirement

of BSNL are well explained to customer at entry level and once proposal is accepted by customer as well as BSNL even by field officer same should be approved by EB Team Mumbai within period of three days. Present procedure of collecting proposal by filed units and waiting for approval by EB team Mumbai or BSNL Corporate office which takes time in months together needs immediate review and we are confident that your good self will take immediate act on for same.

2. **Use of apprentice in Maharashtra Circle for improvement of quality of services:** Our staff is retiring day by day and there is need of skilled technical staff to meet need of today's technology. Use contract manpower like Skilled Technicians/ITI Electricians for carry out urgent breakdown / preventive maintenance works with Bike & Mobile arrangement by vendor and operates this manpower in OME contract agreement or as per guidelines issued by Govt of India for apprentice practices by implementation of trade Apprentices in MH circle. The entire circle is facing shortage of skilled manpower which is badly required expectations of the today's customers in all fields. Also we may incorporate apprentice from MBA/Marketing academics for successful implementation of MELAs and sales against which we may offer certificate to such apprentice which can be available at cheaper rates and the very purpose of BSNL will be solved and these students will get practical knowledge and finally BSNL will get services just in few hundreds or thousands rupees.
3. **Distribution of repaired cards at SSA HQs:** Sir as on today, the faulty mobile cards are collected at different centers at prominent locations and all filed units have to send the faulty cards to these centers. In this procedure the cards are transported by using BSNL hired/dept vehicles and huge expenses are involved as BSNL officers and Staff are regularly deputed for same. Also it takes lot of time and manpower as every SSA sending cards every now and then and some time cards are accumulated for making sufficient stock for transport and BTS services are down. As such it is need of time that vendor should collect and return back the faulty and repaired cards respectively at site/sub division and if not at least at SSA HQ , such provision maybe incorporated in AMC agreement for Phase VIII.4
4. **Reduction in Turn Around time and immediate supply of replacement of repaired cards:** As per provision of AMC vendor has to immediately supply the replacement repaired card against the faulty card. But here vendors are enjoying and replacement card is never given and the BTS services are down

till the sad faulty card is sent for repair, gets repaired / collected back from vendor and then put at the concerned site and till time services are down causing direct and heavy revenue loss to BSNL and it can be avoided. Further the turnaround time of 21 days has to be reduced to 7 days so that vendor acts fast and BSNL services are not affected even in worst case of availability of spars.

5. **Use of Armored OFC by BSNL:** Now days due to road widening activities the BSNL Cables are always fault prone and it is very difficult to trace the faulty OFC cable cut in such works as well as OFC Cables which have reached at middle of old roads. Also BSNL is spending much more amount in digging and laying HDPE pipes for laying unarmored OFC and this money can be saved if present OF cables are replaced by Armored OF Cables. Current market competitors are using armored OFC and BSNL also needs to accept this change and switchover immediately to armored OFC so that tracing of fault will be easy and faults will be attended in minimum possible time and the money being spent on laying of HDPE pipes can be saved to certain extent.
6. **Exploring Talent of highly qualified JAOs:** Sir, in recent past MH Circle has got ample JAOs and practically the capacity of many of them is underutilized. We are lucky enough to get such highly qualified officers and we have to explore their talent. We also have some technically expert JAOs who are able to explain the terms of technology as well as financial terms to the customers and utilization of their services under Enterprise Business will definitely help BSNL in grabbing new business for BSNL and generation of business/revenue for BSNL which is our final aim. Also in many places the CSCs are manned by only technical person and in today's scenario the customer visiting CSCs/PROs is in need of understanding different tariffs, money related issues and how can he/she get cheaper services of BSNL along with latest technology and this can be better explained by these JAOs and hence their services can be utilized at CSCs/PROs wherein direct interaction comes with esteemed customers. We are sorry, that talent of some of them rather majority of them is underutilized as presently their talent is given scope just for clerical work and we are sure this is not very purpose of recruiting such highly qualified and talented officers in BSNL.
7. **More focus to be on FTTH in city-Urban area of each SSA:** More staff should be deployed in this section with sufficient infrastructural provisions to be made such as sufficient OF cable of each size, capacity of exchange, Right

of way for permission of OF cable lying from state agencies etc. required. The only cable operators' existence for the provision is not sufficient and we will try to provide connections on its own to get cent percent revenue if sufficient infra provided to the field officer including tender, stores, materials etc. Number of teams should be made for the provision of FTTH connections as currently the SSA transmission team is over loaded with various work like NOFN, FTTH Provisioning, FTTH Fault Maintenance...

8. **Simple Plan with flat speed tariff should be there for the CABLE OPERATOR tariff plan:** The possibility to allow the existing BSNL COMBO plans to the connections which we get through Cable Operators without Voice should be explored, and also every FTTH BB Connection from cable operator must be given LFMT to give voice services to these customers also.
9. **Post-paid plan may be made more attractive at par with Pre-Paid Plans:** We have to review the freebies in postpaid plans and make them at par with the prepaid plans and make the postpaid plans more data centric.
10. **ILL tariff plan should be made cheaper:** The present tariff rate of ILL is very high compared to all the competitors and it should be reviewed after every one year so that card rate is comparable and competitive to others.
11. **Dedicated EB team for system integrator to provide telecom and IT solutions to esteem customer:** We currently are totally dependent on our SI for projects, we need to harness and develop our internal SI team so that the dependency is reduced.
12. **Venture with content provider and hardware manufacturers:** We may try and approach Amazon-PRIME or HOTSTAR or any other content provider and try and get a combined content provided plan for BB/ Mobile for customers. In this plans we can also earn commission from content providers on the total subscriber base that we give to him.
13. **Urgent requirement of Cable fault locator for U/G cable mtce & Power meter & ribbon fiber splicing machine for OFC due to increased work of NOFN.**
14. **Review of GPs which are under DNP:** NOFN project work of BBNL is in progress in full swing & Circle office giving target to made more GPs connected by fast internet and accordingly executives have done the same, but as on date those GPs connected not working as on date due to DNP. A dedicated team at Circle may be formed to review these DNP GP FTTH Connections and pursue for regular payments.

15. **Spare CT BOX for outdoor pillar may be planned:** Many CT Box are faulty and in some cases only 2-3 ports are functional out of 10. Since long they have not been replaced with new one as existing CT Box are in very bad condition due to which primary cable pairs getting faulty. All CT Boxes available in the pillars are life expired & no any replacement since installation of these pillars.
16. **Advts and awareness among field staff & Officers:** Recently Wireless Broadband advertisement of BSNL uploaded on social media, but launching of these services are not known to our officials and also BSNL has not prepared on ground level to extend these services to customer as their wish in less time. As such every dream projects which is having more attractions getting delayed like NGN, WIFI Hotspots by Quadgen, L&T etc and now Wireless broadband Network. Hence it is suggested that every new project should launched on Pan India basis at same time & date.
17. **Bill distribution of LL, Mobile, FTTH, Leased Circuits:** We may handover bills to our franchisee / FOS / LINEMAN for prompt distribution of bills, as most of our services are being withdrawn due to not getting bills to the customers in time or we can say the more outstanding bills is also one of the reason.
18. **Increasing the Bandwidths of the DSLAM / 3G:** Sir, due to the shortage of the Transmission Equipments of CP-7, STM 16 we can't increase the bandwidth of Rural DESLAM / Taluka HQ OCLAN as non-availability of transmission Equipments. If sufficient number of transmission Equipment's are given in CPAN / existing Projects, the revenue will be increased more than double so it is requested to give top most priority to installation of sufficient bandwidth, optical fiber transmission system.
19. **Planning of FTTH/HOTSPOT:** It is requested that give a more weightage to Tourist Place and we may explain to every SSA that while planning Hotspot locations instead of covering all SDCA try and cover a single SDCA but with full overlapping networks.
20. **Restructuring of Commission distribution structure to Franchisees and their retailers:** At present the commission distribution model is as follows. The Franchisees are receiving the commission from BSNL for their retailers who are doing SIM/FRC/RC sale. Then franchisees are redistributing the commission amount to the retailers proportionate to their sale. (Franchisee Friendly procedure) Earlier the commission of retailers was directly getting

accumulated in their CTopUp number and there was no complaint regarding commission distribution as there was no control of franchisees and directly BSNL was distributing the proportionate commission. (Retailer friendly procedure) Problems observed due to new procedure (Franchisee friendly procedure):-

- i. There is total control of franchisee on commission distribution.
- ii. It's on their wish whether to give commission on time or to delay or even deny.
- iii. There is a lot of scope of discrimination of small retailers as all retailers are not getting commission of their hard work.
- iv. It has been observed that complaints regarding commission distribution are increased.
- v. It's a reason of resentment among retailers.
- vi. New retailers are not encouraged and it's a basic reason/hurdle to increase the new retailers.
- vii. Hence increase of RC/FRC retailers (target set by circle) is not happening.
- viii. Overall growth of CM revenue is affected and it is one of the reasons of dip in revenue.

21. **Optimum use of OLTs deployed by BBNL:** BBNL has deployed the OLTs under Baronet (NOFN) project at various locations to cover various block offices and Gram Panchayats. Already the hundreds of GPs are already lit up and connectivity is extended end to end. But few points are not yet clarified to the SSAs.

- i. For the first SIX months the FTTH BB connections are being offered free of cost to these block offices and GPs and the FMC for this period is paid by BBNL to BSNL for first six months. Again, after six months GSs by themselves have to apply for paid FTTH BB (if they wish to continue) as BBNL will not be responsible for the payment on behalf of the GPs. So what will be the action plan to retain these FTTH customers may be found out. Also efforts may be taken to appeal Central/State government for opting seamless services from BSNL only, for these GPs and it may be further appealed that some central agency say, Collector office or the O/o CEO ZP may be designated as nodal paying agency for assured revenue.

- ii. Additionally, the deployed OLTs may also be utilized for the connections other than that of GPs or block offices. Other public autonomous offices, private offices in the vicinity may be covered by these OLTs and revenue share may be defined with BBNL as the total infra of OLTs and ONTs is under ownership of BBNL. If it is already in existence, guidelines in this regard may be shared with the various SSAs for awareness.

22. Supply of Laptops to the Broadband Maintenance Teams of SSA: Circle Office has taken very good initiatives and supplied laptops to the Mobile and Transmission teams (nodal offices) of various SSAs. On the same lines, laptops may also be provided to Broadband maintenance teams of the SSAs. It's very much essential as BB network is carrying traffic of not only BB but ILLs and 3G, FTTH services also. Earlier supplied laptops are too old now and have crossed the double age as per set life for scrapping and many times fail due to no battery backup or other hardware issues.

23. Active FTTH Network may be developed: FTTH network should be replaced from passive infra model to active infra model by using repeaters in the ONT / OLT device which only need a power supply and can extend our reach further and also increase capacity of number of Customer on a single OLT.

24. Cost reduction in hired vehicles: Stopping of hired vehicle for all Group A officers staying within 5-10 kms range from Office. If needed we can purchase electric vehicles which are currently being promoted by MH State government and also is giving a subsidy for it.

25. Wi-Fi network installation within every campus of BSNL: This will help us as our entire Customer can enjoy and experience BSNL services. Also Admin building must be Wi-fi enabled so that all employees can seamlessly promote our content on Twitter / Facebook and WhatsApp.

26. Underutilisation of Staff Quarters vacant in Powai, Mumbai: In powai BSNL colony 27 type 3 quarters are not having Occupation certificate and so we are loosing a lot of money as if this would be allocated we would be saving on our HRA being given to employees. This is pending for want of Occupancy Certificate and handing over part of land by MTNL to BMC and sufferer are the BSNL officers coming to Mumbai as they are not getting staff quarters. 50% Staff quarters at Powai are occupied by MTNL officers and till no action is being taken by MTNL and BSNBL officers are also not serious on it and the good amount invested on construction of staff quarters is being wasted without any use.

27. **Harassment of BSNL landline customers by M/S. Hungama and surrender of Broad Band connections due heavy charges on unwanted services:** The services are activated by taking consent over phone. Customers very unhappy about such type of act from the Vendor. It leads to surrender of BB connections. Even after getting large no. of Customer complaints, BSNL CO ND again extended the contract. Services should not be activated without written request from the customers. Such type of condition is to be incorporated in the agreement itself.
28. **Area Bifurcation of TERM Cell units at Nagpur/Pune/ Mumbai:** Presently, all SSAs have to send the CAF to Nagpur Term Cell excluding Pune SSA. Every month, one person from each SSA has to depute for submitting the CAFs to Nagpur. Sometimes twice in a month. It increases the expenses. Suggestion: Some SSAs should be diverted from Nagpur to Pune based on the distance criteria. i.e. Nearby SSAs of Pune should be attached to Pune term cell. –Pending point of earlier agenda.
29. **Procedure Online/On time Booking of Faulty Cards with Vendor:** Presently the faulty card is detected, then it is taken out from system, then it is transported from Site to SSA HQ and then it is handed over to Vendor which takes more than 3-4 days. In SSA HQ some time is taken and cards are sent for repairs after some bulk quality of faulty cards is accumulated and some crucial time is also consumed at SSA HQs as cards are not sent as and when become faulty. As per AMCs, the 21 Days' time of vendor to get card repaired starts from the day cards are handed over physically and in this process time ranging from 2-10 days is accounted on part of BSNL which should be on part of vendor. Hence to have proper monitoring, we should have some system which can monitor the process of repairs of cards and time taken for repairs is much more. Hence there should be online & computerized method to record the faulty cards and its collection should be done without any delay. This repairing needs to be monitored centrally from the failure to restorations of BTS/Node B and mainly payment of the vendor against repairing of cards should be made on the basis of this data recorded by online method. This will help in avoiding the delay that take place in collecting healthy cards from POCs of Alcatel. At present there are only three POCs for MH circle viz Pune, Aurangabad and Nagpur.
30. **Maintenance of DG sets and initiatives for keeping it on Auto Mode:** We appreciate efforts taken by your office for making the faulty DG sets working

and there is slight improvement in the overall working of DG sets at some BTS sites, but there is lot of scope for further improvement as till many BTs are without DG sets and if DG set is there then it is not in working condition and if it is working then it is on manual mode and its working depends on availability of man power. By now many SSAs have conducted survey and it has been seen that majority of DG sets are not working for years together and many of DG sets have degraded to the extent of condition of beyond repairs. Further though there are some initiatives for keeping DG sets in Auto mode on mains failure there is reluctance on part of Electrical wing as there is presumption that if DG sets are kept on auto mode then there will be more expenditure on diesel. It is understood that some new DG sets are being procured under new GSM expansion project and we request to keep the condition that all these DG sets should start functioning on auto mode and then continue to work on auto mode. Otherwise again on name of completion of project, the DG sets will be shown working on records and the very purpose of procurement of DG sets for all BTS sites will be defeated. .

31. **Review of procurement of DG Sets:** It has been on the records that hundreds of DG sets have been unutilized/underutilized and many of DG sets have been on the way of scrapping even without single day use at site. Many of the higher size DG sets are ideal at sites or store rooms. This has already caused heavy loss to BSNL and it is understood that new DG sets are being procured under new expansion project. We have no issue in procurement of new DG sets if these ideal DG sets are utilized first and if it is not possible to utilize these DG Sets then all these old DG sets should be scrapped and money being spent on keeping on stores just for records will be saved. Also there is need to confirm the fact the DG sets are of practical use at site as it is seen that many DG sets installed are not being used due to complaints of residents residing in the vicinity of BTS and when it DG sets is not to be used then there is no meaning in procurement of DG sets and it needs case by case and practical approach.

32. **Procurement of higher size and mainly lithium battery sets for BTS sites:** As on today BSNL is procuring the lower size batter sets with stand by DG sets and in many cases and for many reasons this combination is not working and the DG set as well as Battery set becomes obsolete within short span of time. In view of above it will be better BSNL changes its policy and start procuring higher size batter sets which can take load for more time and there

is no need of DG sets during failure of mains including load savings. Also the present battery sets of capacity of 400 AH, 600 AH are not sufficient to meet the requirement at BTS sites and this needs to be reviewed as per local conditions. These standards of size of battery sets are for period when supply is continuous and in case of occasional failures. Here we observe the regular power cut throughout Maharashtra State and many places it is about 8 to 10 hrs in a day and if higher size battery sets that to be Lithium battery sets are procured by BSNL then it will help in increasing uptime of BTS/Node B and will help in improvement of quality of GSM services.

33. **Change in Electric supply from Krushi to Commercial customer:** MSEDCL is supplying powers supply in two modes first for farmers and other for commercial uses. In first category there is regular power cut and one time charges applied are less but in case of commercial power supply one time charges may be more along with the charges of day to day uses, but is it continuous power supply and practically there is no power supply and hence BSNL will have to opt for Electric supply from the second category which will reduce the uses of battery sets and practically there will not be use of DG sets and naturally uptime of BTS will be high as there is no power failure even for an hour except failure due to some faults.
34. **Restoration of delay in SMS alert on BTS failure:** The BTS/ Node-B failure Alert SMS are being sent by OMCR to all the officers who are maintain BTS and it is really good that everybody is getting alert. But it is observed that this sms is received after a delay of around 30-45 minute from actual failure of BTS. This may not be major issue but such delayed sms during evening hours may delay restoration work on same day and also overall restoration of time may be taken more. The SMS server for this service may be updated so that the SMS is sent within no time after failure of BTS/Node B failure.
35. **Connectivity of all BTS/Node-B in stand by media with higher bandwidth:** It is seen that many of the BTS/Node B are working on single connectivity media and proper rings are not available. In case of media failure, there is need of alternate media and this is possible only in ring connectivity. Also now days all Node B are having much demand of data and hence bandwidth of the Node B needs to be suitably increased. It may be OFC or Microwave link, but connectivity must be in standby mode and with bandwidth to meet requirement of data speed.

36. **Round the clock manning of OMCR station/s:** As on today OMCR rooms are not being manned for round the clock and some staff and officers visiting remote places have to return back just for non-availability of OMCR support after office hours. Some of OMCR are working from 0700 hrs to 2100 hrs but there is need of at least one OMCR through Maharashtra Circle which will work round the clock and can extend 24 hours support to the filed units.
37. **Extension of infra alarms of IP sites/ NBSNL sites to OMCR:** It has been reported by many filed units that in all expansion projects the work of extension of Infra alarms from Non BSNL sites has not taken care properly and hence there are many issues in attending faults and it increases down time of BTS at fault reporting itself is delayed. Hence there is immediate need of extension of all infra alarms from all Node/BTS sites to OMCRs so that faults can be attended in minimum time from occurrence of fault.
38. **Identification Marks of BSNL on Antennas:** At many IP sites, BSNL staff and officers are unable to identify BSNL Antennas among antennas of different operators as at many locations BSNL has offered sites to private operators or BSNL is sharing site of other operator and it is difficult distinguish antennas from the different antennas installed at site and hence there is need to paint “BSNL” or some identification mark of BSNL so that the ground staff can easily identify and can act on de-orientation of its sectors from the ground itself as proper orientation is the key to good KPIs.
39. **Non Installation of Wi-Fi Hotspots at Node B sites:** There are general instructions from BSNL sites to put Wi-Fi Hotspots at Node B sites and we do not understand the need of Wi-Fi hotspot at 3G sites where data is rightly available from 3G Node B. Also important point is that in many of the Wi-Fi Hotspot cases the range is just 80-100 meters and this is defeating the very purpose of installing Wi-Fi hot spots at Node B sites. **Many of the field units have shared this information and hence it will be better if it is decided as policy that Wi-Fi Hotspots will be installed at 2G sites and at the areas where BSNL is not proving 3G services. This will save heavy expenditure on double establishment of Infar’s and also customers will get BSNL connectivity at faster rates.**
40. **Underutilization of Wi-Fi hot spots and wastage of BSNL money on unwanted project.**

41. **ICR implementation in Mumbai area:** BSNL has entered ICR with other private operators and this has given relief to many of customers who are using BSNL GSM SIM and not having proper range in that particular area. This is working in MH Circle to better extent but not working in MTNL Mumbai/Delhi area and whenever the BSNL customer enters in Capital of India and economical capital of India, they always suffer issue of availability of range as the services of MTNL are not available properly. In view of these facts it is suggested that in MTNL area also this ICR is implemented so that customer gets Pan India coverage in real manner.
42. **Untimely Stopping of Night Free /Sunday calling services on landline and issues thereof.**
43. **Immediate action for curtailment on Avoidable expenditure on Unwanted, less priority works.**

Sir, this is just consolidation of the issues received from our District Secretaries and officers working in concerned field units and we will give micro tuning to these issues and case wise feedback will be given in the meetings if required. We are aware that management is/may be aware of the issues, but till these issues are not resolved to the depth and hence needs intervention of Circle head and may please be discussed in the Formal meeting.

Yours faithfully,

M. S. Adasul
Circle Secretary,
SNEA Maharashtra.