

BSNL CIRCLE COUNCIL –STAFF SIDE

A.P CIRCLE-VIJAYAWADA

No.BSNL/AP/CC/2021/1 dated 10.01.2021

To

The Chief General Manager

BSNL, AP Circle, Vijayawada

Sir,

Sub: Agenda items for the 5th Circle Council Meeting and proposal for the date of the meeting-Reg

The following items are submitted on behalf of the Staff Side for kind consideration for including in the Agenda of the 5th Circle Council meeting:

- I. **REVIEW OF THE OLD ITEMS PENDING**
- II. **NEW ITEMS**

1. **Supply of mineral water for drinking to all Staff in the Circle:** In several offices in the Circle, municipal water for bore well water is being supplied for drinking water. However, it is not preferred generally due to health reasons. Recently, in West Godavari District big problem was faced by the people due to the water pollution. Hence it is requested to provide mineral water to all the staff in the circle for drinking purpose. Necessary provision may please be made for payment towards this expenditure.
2. **Paying back of GPF contribution recovered erroneously and payment of management's share of EPF:** Some of the officials appointed as Gr D in Vizianagaram SSA in 2002 by regularization of part time Mazdoors workers were allowed in GPF scheme from 2002 to 2012 erroneously. EPF has to be implemented for them. A letter was recently addressed by the GM TD Vizianagaram to CCA - HD vide letter no. GMTD-VZM/AO (Plg)/GPF final claim/2019-20/54 dated 27.08.2019 for refund of the GPF amount recovered from them during the period 2002 to 2012. Till today no information was received by the SSA from CCA-Hyderabad. No action was taken to implement EPF for the period from 2002 to 2012. Some of them have taken VRS. It is requested to take necessary action for settling this issue on priority basis.

3. **Formation of machinery for expediting the process of settlement of agreed items in the Circle Council:** A Committee consisting of representatives from official Side and Staff Side may please be constituted for this purpose so that it can meet one month after releasing of the minutes for this purpose.
4. **Information regarding the result of the outsourcing of external plant work**

It is requested to provide us with the SSA wise details of the net gain/loss in the number of land line connections excluding FTTH, after outsourcing the outdoor work, in comparison with the pre-outsourcing period, i.e the net disconnections for the period July 2019 to November 2019 and for the period July 2020 to November 2020, to understand its utility.
5. **Request for engaging Contract workers directly by BSNL itself for external plant work instead of getting it done by the Contractors:** There is a wide spread perception that the expenditure incurred for engaging contractors for external plant work is several times more than the expenditure that would have been incurred by direct engagement of contract workers by BSNL itself. In such case, it is requested to suggest the second option to the Corporate Office in order to reduce the expenditure drastically.
6. **Compilations be made and uploaded in the intranet regarding the following and updating them regularly:**
 - a) On BSNL MRS and CGHS, including list of hospitals recognized as per both the schemes in our Circle
 - b) On Welfare rules under the purview of Welfare Board
7. **Outsourcing of unattractive CSCs (Customer Service Centers) by liberalizing conditions for it:** In some SSAs the Customer Service Centers other than Headquarters could not be outsourced due to stringent conditions making it unattractive. Circle Office has issued circular on 13.10.2020 calling for suggestions by 15.10.2020 from all SSAs, for making the unattractive Customer Services Centers attractive for outsourcing.

- (a) Due to COVID 2019, the payment is being increasingly done online and therefore much revenue will not be there for the CSCs. Hence the conditions for the bidders may be modified so that even DSAs come forward to participate.
- (b) The CSCs may be handed over to willing DSAs/ retired BSNL employees etc by taking easily payable bank guarantee
- (c) To avoid expenditure on electricity and rent, the bidders may be allowed to operate from their chosen premises.

After VRS 2019 there is a drastic reduction in the staff and outsourcing of CSCs is a part of the strategy to cope up with this situation. Hence it is requested to kindly expedite this process so that the outsourcing of these CSCs is done before March 2021.

8. **Shortage of batteries etc in all SSAs as per the requisition made by the SSAs:**
 Provision of Some Exchanges battery backup is very weak. Regarding shortage of batteries the SSA has brought it to the notice of the Circle Office. Frequent interruption of speed for FTTH. Shortage of materials like Drop wire, Rosette boxes, Fibre cable, RJ45 etc. is also there. These problems are there in almost all SSAs. Remedial measures may kindly be caused expeditiously.

9. **(A) Installation Solar panels to the Exchanges for improvement of network reliability & Separate power backup for CPAN/CPE to improve network reliability:**
 To reduce conservation of electric charges and to improve network reliability, solar energy is one of the alternative solutions. The central/state governments are also encouraging it with subsidy. The entire network is depends on availability of electricity /power at each and every cell site/exchange. When solar panels are installed at a cell site/exchange, it supplies required power to equipment at power failures during day time as well as this avoids deep discharge of batteries also. So with installation of solar array, the following advantages are there.
 - (i) It provides power when mains supply failure during day time
 - (ii) It avoids deep discharge of batteries which in turn improves lifespan of battery set.
 - (iii) As batteries are not being deep discharged the probability of failure of power plant modules is also less Arrangement of Separate power backup for CPAN/CPE to improve network reliability-

9(B) At present, the entire core network functioning is depends on CPAN equipment of various capacities & CPE nodes availability .But due to power issues network reliability is decreasing . If the (Converged packet Access Network) CPAN is directly connected to available power plant/battery bank, the probability of failure of CPAN node increases due to power failure. When batteries are deeply discharged it offers low voltages. At low voltages, the CPAN node as well as all the equipment are toggled between ON and OFF states continuously and may be fail. If one CPAN node fails, the entire network in that path fails So to avoid this and to improve network availability separate power backup is needed for CPAN node as like WIFI-HOTSPOT.

Therefore, staff side is suggested to pursue the proposals and take the needful actions in this regard.

10. Review of all Exchanges/cell sites in all SSAs for Closure of Exchanges with less than 20connections and scrapping of non-usable items like batteries ,engine alternators etc :-

As per our knowledge in the circle , Some exchanges are having less than 20 connections and some exchanges are having less than 5 connections without revenue & doesn't have cell site also. The closure of those exchanges as per co New Delhi guidelines, it will reduce rental expenditure, cost of repair of control cards, supply of power plant modules/battery sets and other maintenance charges like outsourcing costs. Some Exchanges are having very old battery sets, old Engine alternators and other equipments which are obsolete and are not been scrapped due to non-availability of its installation details. Hence, It is proposed from staff side needful action to close the exchanges with less than 20 connections, scrap all non-usable items in each exchange of AP circle and also proposed to maintenance of online data of all exchanges to avoid lack of data in future also.

11. Problems in clusters – Outsourcing - loosing of customers – loss of revenue in CFA segment –Remedial action Required:

- After implementation of VRS-2019 scheme BSNL management has brought clusters system in place of SDCs and sub divisions. In place of gone out manpower in VRS,19 outsourcing systems has introduced to fulfill the needs of customers in external plants. This is came into force july,2020 onwards in our circle. We very much regret to point out that the outsourcing systems is totally failed. They are not clearing out the faults, they are employing the required man power, skilled manpower is not available with them. They do not know

configuration of modems, not attending leased circuits issues. They are not procuring the material also even though plenty of material available in our stores. No mechanism has worked out to utilize our material. Resulting dissatisfaction of customers and moving to other operators. This is causing loss of revenue in CFA segment. This is being done lack of supervision of our part. Therefore we request the circle management for remedial steps to be taken to arrest the leakage of revenue in CFA segment and also instructions to through supervision on outsourcing.

12. Provision of pass word facility to all OSs and AOS in processing of e filing system :-

e filing system has been introduced in our BSNL wef October'2020 in place of manual moving of files in our offices. In present system of administration OSs and AOs are playing a key role. The administrative system of work is originating from OS's desks. But in our present e office system pass words are not been allotted to OSs and AOSs. They are not in a position to originate the works in e office. They are working with JTOs.SDEs pass words. This is not correct. in one officer's pass word working another non executive is not a proper way. This comes under misuse. Therefore it is requested to take suitable steps provide pass word to all eligible non executives to avoid other problems.

13. Provision of FTTH connections to the Working and retired employees of BSNL :-

Our employees are replacing land line connections with FTTH connections for prevailing requirements of their wards keeping in view of the present situations. Uninterrupted data is required for online studies from primary to Engineering studies and also children of the staff are doing IT Jobs from their homes only. Staff are taking FTTH connections for all these requirements. At present 60% concession is available on land line with broad band facilities for BSNL working and retired employees. We request the circle management to extend the same concession on FTTH connections also to our staff members and retired employees. Attractive revenue will also generate from employees.

14. Outsourcing of left out CSCs in AP circle :-

On implementation of VRS- 2019 for maintenance of CSCs outsourcing system has been introduced wef June/July,2020 for retaining of customer base. One reason or other some CSCs were not out sourced in a stipulated time, in some places vendors have not been come

forwarded. Therefore it is requested to the circle management to take steps to outsource the left out CSCs.

It is requested to hold the 5th Circle Council meeting by including the above items in the agenda and to hold it on any date either on 11th or 12th February or on any mutually convenient date after 10th February.

We shall be thankful for holding the Circle Council meeting as per this request.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'P. Asokababu', with a long horizontal flourish extending to the right.

(P.ASOKABABU)

Secretary, Staff Side