

To

The Chief General Manager,
BSNL, Chennai Telephones,
No.78. P.H.Road, Chennai-600 010.

Sub: Points for improvement in services -Reg.

Respected Madam,

We are extremely thankful for the innovative efforts of our CGM aimed at retrieving the lost glory of BSNL-ChTD. From the Association side we feel, it is mandatory on our part to match your involvement and with this in mind, we would like to submit the following suggestions that are worth considering for implementation and will lead to better Revenue realisation.

1. FTTH must be delinked from the existing overloaded EB wing and brought under a separate JAG Officer in Development wing to achieve better results through proper installation & use of available equipments. (It is worth mentioning that about 20 VDSL DSLAM Equipment is still lying in store for the past four years.)
2. The important aspect of call Drops which is under active monitoring of TRAI can be better managed if RF Team is strengthened with more Executives.
3. The splicing Team for TXM is to be increased in tune with the number of Divisions and as many Splicing machines as per the Team are also to be procured for instant fault clearance.
4. The GSM/TXM of CPT SSA must function in their Area only (i.e station at CPT) for easy access/monitoring of the site in case of emergency whereas the TVL-TXM-Division is stationed at Koyambedu and the GSM-Division is functioning from KKNagar Building.
5. Suitable re-arrangement of SDEs in charge of BTS is to be ordered immediately since some SDEs are looking after about 100 to 120 BTS in their jurisdiction and some others are extremely less loaded. (E.g. Ponneri BTS wing has about 48 Towers only under its control)
6. On the office accommodation side, the location of EB at the centre of the City is better both for monitoring purpose and

for the commercially important Corporate Customer Access aspect. Hence it is suggested to shift the EB-Wing either to ARD or to KK Road Building instead of the present faraway HBR-Building.

7. Similarly like MM-Wing is made available under control of DGM(Fin) in Kush Kumar Road, (in the same Business Area as per ERP-Concept), the Accounts wing of South East, North West & North Peripheral also must be co-located in their respective Business Area where concerned office of the DGM (O&M) is located.
8. On the payment aspect, the contractor bills, Vehicle Bills, House Keeping Bills are not processed and paid on time leading to deficiency in service from the respective contractors citing delayed payment.**
9. We must also enlarge the scope of bidding in Vehicle Tender since of late the vehicle availability is becoming monopoly of certain Cab owners leading to poor service.

Some of the vital Field units like STM-External (Mr.Krishnan DE Rtd on May), etc., are under the control of additional charge STS Officers leading to lack of proper monitoring and this must be immediately resolved for better services, Also the other than more important area viz..

DEVELOPMENT WING

- | | |
|---------------|-------------------------|
| 1. DE-CP and | 2. DE-CCN |
| 3. AGM BP and | 4. AGM (Estate Officer) |

AREAs

5. DE STM EXTL
- 5a. DE STM Intl [reverted one Looking after DE]
6. DE ADY INTL [Mrs Lalitha got Promoted as DGM LA]
7. AGM SWI [Mrs.Kalyani ---do---]
8. AGM SP [Mr.Bhaskar -----do-----]
9. DE HBR Extl
10. DE Ennore
11. DE Avadi (Intl & Extl)

GSM- WING

12. DE NSS FBR
13. DE BSS CPT
14. DE BSS TAM
15. DE BSS RKN
16. DE BSS ANR
17. DE BSS ARD

CM-Marketing

18. DGM (S&M)/VAS –NIL
19. DE (S&M)/ VAS
20. Project Vijay West
21. Project Vijay North
22. Project Vijay South

CFA Marketing

23. DGM (CS & PM) –NIL
24. AGM Marketing
25. AGM CS&PM

10. The huge manpower of ChTD can be effectively utilised if the oft repeated request of ours, namely a thorough work study is carried out and implemented without bias or preconceived notion.
11. On the CPT-SSA posting of Executives also, we demand a complete re-look at the whole issue and also suggest that those Executives who are on request transfer from other Circles in any cadre (other than those coming back to ChTD on redeployment) are to be first posted to CPT SSA with an assurance for requested place of posting after this Tenure period at CPT-SSA. At the same time, we **request our CGM to kindly recall the appeal made by us during our Circle Conference held on 22-05-2015 to take up the CPT-SSA issue with BSNL CO and declare it as a Soft Tenure as prevalent in other Circles.**

Finally, we submit that the BSNL CO guidelines on posting and transfer of Executives occupying sensitive post is not followed strictly in Ch.TD and this has to be given top priority for proper and strict implementation and accordingly necessary orders are to be issued.

We request our CGM to kindly consider all the above points in the right perspective and also grant an appointment to our Association for further discussion and clarifications on all the issues listed.

With warm regards,

P.UDAYASURIYAN
(CIRCLE SECRETARY)

Copy to:

1. The Sr. GM (HR & ADMN), BSNL, Chennai Telephones.