



SANCHAR NIGAM EXECUTIVES' ASSOCIATION (INDIA)
CALCUTTA TELEPHONES CIRCLE

ROOM NO.14B (1st Floor), Raniganj Coal House, 3A, Chowringhee Place,

Kolkata-700 013, Phone: 2228-8955,2228-3434

Ref. No.CTC/MEETING/2014-2015/03

Dated:-12-05-2015

To,
CGM/CTD,
Telephone Bhavan,
34,BBD Bag,
Kolkata-700001

Sub:-unresolved long pending issues in both HR and service matters, inspite of raising the issues on several informal and formal meet.

Ref:-1) CTC/MEETING/2014-2015/02 dated 08/04/2015

2) CTC/MEETING/2014-15/01 dated 16/01/2015

Sir,

On several occasions, at various levels, we had drawn the kind attention of the administration to various long pending issues that calls for early merit based disposal or require relook to some decisions after having analysed the results for a considerable time. We are also unable to comprehend as to why so sudden and simultaneous release of all officers, who were on transfer to other circle had been effected. It's true that Corporate Office do issue instructions time to time for such release but that should not take place at the cost efficient manpower of CTD, more so, when substitutes haven't been provided in number of such cases. Keeping in view the interest of CTD, we are of the strong opinion that instead of relieving, strong recommendations for retention or phased release of some officers should have been made, particularly when ERP is on the anvil to implementation and some areas are void of officers familiar with the terrain.

We once again reproduce a brief of some of the issues for bestowal of your kind attention to resolve without further delay.

1) Since you assumed your office, we had raised issues on quality of service in CMTS. Even though BTS outage got reduced, yet the quality of service continues to suffer. In matter of forming more than one division for RF optimization, given the large network and geographical jurisdiction, we find, till this day, no new division has been formed. We never refuted the argument of technical expertise required in this domain; rather, with due concern to overloading and efficient management of optimization, we strongly advocated for more than one division. Besides above, forming new division would give the new team/s to gain expertise over a period of time and avoid the concept of sole dependency. The matter was acknowledged by management in the meeting held on 08/04/2015. On the contrary, we



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find number of internal transfers taking place with the objective to man operation and mntce of NOC round the clock but without any sign of formation of new RF division. We did not comment, considering maintenance from single point could be a rationalized decision but not the decision to man for 24 hrs. Since, there is quite a dearth of staff in CMTS and given the impracticability of restoration of faults at dead of night and/or odd hours, it was always preferable to have staggered duty from morning to late evening and spare the night shift. This would have avoided grant of CCL to staff manning under scarcity-- **rather they could have been utilized for BTS maintenance and RF optimization team that work under tremendous stress.**

Surprisingly, even after commencement of manning round the clock, we find no improvement to services. The spate of steady decline of customers continues. Well! It could be attributed to various other reasons, pertaining to Transmission, Battery, AC etc, but these factors were affecting earlier too. But the factor pertaining to RF optimization have not been given the priority it deserved, This we emphasize, having observed and seeing the results of changes undertaken in manning and keeping the RF aspect untouched over a long period, It definitely requires relook into manning for 24 hrs and immediate formation of more than one RF optimization divisions. The reason that there are teams under one division is not buyable. Then this could have been applied for BTS maintenance divisions too.

The plight seems to have further precipitated with transfer of DGM/CMTS/LA (now, GM also stand transferred). We had requested you to consider the case of Anugraha Basumata DGM/CMTS for retention in CTD, since ERP is closing towards implementation and because of dearth of officers in CMTS. The efficiency of the officers may be judged from CMTS service angles and decision taken accordingly. We even acknowledged the pressure from Corporate Office, but then the management at its discretion should take up some cases, keeping in view the interest of Calcutta Telephones. Herein, the transfer of P K Biswas DGM/NWO/BKP(LA) can also be cited. There are very few officers well versed with the terrain and staff of BKP Area after a bout of retirements. The officer could have been retained for a period to find a suitable replacement.

2) Non payment of bills pertaining to both optical fibre maintenance and installation work for a short period between April'14 to June '14. and scarcity of OF cables and instruments

During the time, the old tender for both optical fibre cable laying and maintenance had got expired. There was large number faults occurring almost everyday due to various infrastructural project work undertaken by public utility agencies. **Keeping in view the interest of the department and on request from administration, field executives were asked to take up maintenance work inspite of, the then tender being under consideration for extension of validity. In our last two meetings, we were informed that the work genuinely executed during the period, in the interest of service shall be taken care of. Unfortunately, it is learnt, the case is still pending to reach its finality for payment**



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This has subjected the field executives to constant complaints from vendors expressing their inability to take up further work, pending payment. Even in our last meeting under reference, we requested you to resolve the stalemate at your personal intervention with GM/Tx and GM/Finance. We once again request you to resolve the issue at the earliest.

We had a point on unavailability of optical fibre cables, resulting in crisis for maintenance of optical fibre links as well as planning new routes under ring topology for stable service. We insisted on procurement of instruments, like OTDR, power meter, etc to help staff manning terminals to ascertain faults and restore the same expeditiously. Nothing has moved since then in this regard, The matter remained grounded with one query or other. It definitely deserves priority and needs some kind of finalization at the earliest

When we speak of service, it is horrendous to see several gateways remaining down for most of the period badly affecting broadband service besides others. We would request you to escalate the severe plight to Corporate Office and the consequences it is bringing about to our BB customers.

In matter of HR issues-

3) Case of Partha Ghosh SDE/CMTS, Hr No -200205228- The matter was raised in the meeting held on 08/04/2015, wherein it was conveyed the case would be examined, calling personal files of Sudip Jyoti Dhar, a similarly placed officer (whose case got resolved long back) and that of the officer concerned,

The official was working as JTO/Electrical in 2001 when he had applied for writing the competitive exam under Direct Recruit quota for JTO/Telecom through proper channel. He got selected in the said exam and thereafter joined as JTO/Telecom in CTD.

Till his joining in the new assignment, he was a BSNL absorbee and was entitled to GPF facility. However, on joining as JTO/Telecom, he was brought over to EPF facility, considering him to be a BSNL recruitee and which was not correct, given the fact that he had applied through proper channel.

Similar cases in CTD stands settled based on orders from Corporate Office in this regard. All the relevant documents have been submitted by official concerned, long back and it is learnt, the case is still being routed even after its due perusal.

Since the case is of similar nature as that of Sudip Jyoti Dhar SDE/City, it leaves no room for further clarity.

4) Case of Ajit Kumar Das EX SDE/Tx- The case was raised in the meeting held on 08/04/2015 wherein it was conveyed the service book of the officer would be examined and decision shall be taken accordingly. The executive retired in January 2012. Soon after, he had applied for correction in DOB of his spouse which was recorded as 17/01/1956 instead of 07/01/1956. The record was incorrectly registered from the very beginning in the service book which unfortunately evaded the notice of the officer concerned too. However, as was instructed, all documents were submitted for the minor change i. from 17/01/1956 to 07/01/1956.



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Since a long time has elapsed, it is requested for early disposal of the case. File No-Ajit Kumar Das Ex SDE/GO/Staff(Retd) –was with DGM/HR on 21/10/2014.

6) Case of C. Saivaraj DE/BKP-This was raised in the meeting held on 08/04/2015 wherein it was decided to frame a broad policy.

The officer belongs to Chennai TD and joined CTD as DE/Regular in Sept 2014. His son is a mental patient with severe mental retardation and is under treatment in Chennai. Relevant orders alongwith documents related to treatment are enclosed with the officer's prayer submitted for the purpose. Given his son's medical condition and that of his family, he has prayed for transfer to his **home circle, Chennai**. In this matter, it is requested to give a sympathetic consideration for forwarding the case to Corporate Office. We had requested the case on medical ground. It's true that all cases on medical ground cannot be discretely categorized as envisaged for exemption in transfer policy. The case of mental retardation of a child is enough a ground for forwarding the case, since the officer needs to lookafter and treat the child on regular basis. There could be other medical related cases that require sympathetic consideration. We would request to consider such exceptional and rare cases for forwarding to Corporate Office.

Herein, it may please be noted that, quite large number of SDEs and DEs had joined Calcutta Telephones from other Circles. Most happens to closing to two years of service in Kolkata and definitely would commence praying for transfer to Hometown/elsewhere. These cases would definitely require consideration for forwarding the prayers with substitute at the earliest. We understand, most of the postings could be made due to promotion order released from Corporate Office, soon after the last promotion under LDCE quota. Now that, another LDCE is to be held soon, the forwarded prayers would get considered at Corporate Office with new incumbents from those who would qualify the ensuing LDCE. We would definitely lookforward to forwarding of such prayers in time to bring substitutes in large numbers. In as much as DEs are concerned, most are close to retirement. The recent direction from court has resolved the long drawn complexity of seniority fixation, So, further DPC is being under process for STS posts. We would like to avail this opportunity for those who are praying or had already prayed for effecting their transfer orders. We reiterate on the issue, since it is just forwarding of prayers with substitute-- but the final matter rests with Corporate Office.



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6) Cashless treatment in hospitals under BSNLMRS.

The case was raised in the meeting held on 08/04/2015. Since, the last meeting only hospital has been renewed under cashless provision for treatment in Kolkata. It is indeed regrettable, that there seems to be no advance action taken on priority basis for extension by way of renewal, We would like to request you to avoid such delays that results in sufferings to beneficiaries and initiate some proactive means to include more of hospitals under cashless purview.

We would like to request for your intervention on all the above cited issues to get resolved at the earliest.

With warm regards

- Sd/-
Dilip Saha
Circle Secretary

Copy to- GM/HR & Admin/CTD