

## REPRESENTATION

29/10/2020

To,  
The GMT, BSNL, AURANGABAD

Sub : Proper maintenance of BSNL network & improvement in services thereof

Res/sir,

The meeting of All Unions & Associations of BSNL, Aurangabad was held on 27th Oct 20 in which Representatives of BSNLEU, NFTE, AIGETOA, SNEA, SEWA, SNATTA participated. The issues pertaining to BSNL network & services in Aurangabad were discussed in length. All of us are deeply concerned & worried about growing deterioration of services & network of Aurangabad thereby drastically reducing our customer base in this competitive era. Aurangabad, being a industrially developed city, it has much more potential for expansion of BSNL services but due to poor maintenance of network we are unable to grab the business. In spite of trained, qualified, technically sound & devoted workforce, we are lagging behind. Outsourcing model not working upto the mark but totally failed. Sincere, dedicated employees & officers are missing proper support from the authorities & getting de motivated rapidly. To bring normalcy in widely deteriorated situation, we would like to bring following points to your kind notice for necessary action at the earliest.

1. Appropriate steps to arrest large scale surrender of landlines, broadband and FTTH . Effective implementation of SLA based tenders thereof. Our working Staff is forcefully being used by SLA, and cluster based contractors which is totally wrong, which points at some nexus between the management and Contractors . During last six months near about more than 2700 landline & 1000 broadband connections were surrendered which caused a huge revenue loss to BSNL, Aurangabad.
2. Effective monitoring of tender conditions to maintain highest uptime of BTS including supply of new batteries, power plants etc.
3. Processing of requirements for new PCs for speedy & uninterrupted work in offices. Presently working PCs are of 10 years old & also tender for its maintenance is not available. Officers have to spend from their pockets & advances are not sanctioned for months together. This is a very poor state of affair on the part of management.
4. Immediate deployment of adequate manpower to Waluj exchange from where highest revenue is earned & having a huge potential for expansion.
5. Efforts to post two more DGMs at Aurangabad as per justification to have speedy disposal of files & necessary support to field staff.
6. Strong pursuance for payment of contract labours to have better performance of outsourced manpower.
7. Strong pursuance for payment of tower rent/building rent etc to have smooth working of our staff to these workplaces as landowners are not allowing our staff for maintaince of our equipment as their rent is due from months together.
8. Immediate deployment of adequate manpower to maintain non BSNL sites in the city.
9. To utilise the spare store material through cluster contractors as per guidelines from circle office.

10. Immediate repairing & maintenance work at shivajinagar exchange where compound wall, internal gate & glasses are broken. This involves high risk as anybody can directly enter the exchange.
11. Arrangement of Security personnel's at our own building premises for safety of our equipments & material as well as to avoid untoward incidence.
12. Implementation of transfer orders which is badly delayed despite several reminders.
13. Implementation of new competitive FTTH plans in Aurangabad to compete with private operators .
14. Avoiding deployment of our workforce for doing the work which is allotted to outsourcing agencies thereby preventing underutilization of our staff.
15. Providing adequate manpower to carry out laborious work through job tenders wherever necessary.
16. Avoiding inordinate delay in taking administrative decisions to enable efficient working of field staff.
17. Frequent Latency and Flapping problems in Broadband network.

Sir,  
 Since these issues are to be addressed on war footing for proper maintenance of network & services, we hereby also request you to give suitable time & date for meeting to discuss the issues in detail.  
 Hope for positive action at an earliest.  
 Yours faithfully,

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