



P. Abhimanyu
General Secretary

BSNL EMPLOYEES UNION

Central Head Quarters

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BSNLEU/511(Rectt.)

24.03.2021

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi – 110 001

Sir,

Sub: - **Side-lining of the Non-Executives in the implementation of E-Office – requesting to take necessary remedial action – req.**

We would like to bring the following sensitive issue to your kind notice, for favour of your kind intervention and necessary action.

BSNL Management has decided to introduce E-filing in Administrative Offices, with the objective of putting in place paperless office. The preliminary works in this connection are going on. Executives are given online training, through the concerned RTTCs. However, the Non-Executives are totally sidelined in this process. We feel that, this is nothing but a step to sideline the Administrative Staff from their own work places.

The erstwhile TOA/Sr.TOAs (now redesignated as JOA, SOA, AOS, and OS) are purely non-technical cadres and are posted in the Administrative Offices, as per the Recruitment Rules. Now, on implementation of E-Filing, the duties assigned to the Non-Executives are nothing but, “scanning the documents and rearranging the files” etc. This clearly indicates that the above mentioned cadres have been converted into Group Ds, working as assistants to the newly recruited JAOS, JTOs and SDEs, who are posted in the Administrative Offices.

The senior most officials having more than 30 years of service, with sufficient knowledge in Rules and Regulations and Office administration, are not given any importance in the E-Filing system. Now these cadres are totally sidelined from their routine works. They are not allotted with separate password. They have to depend upon their controlling officers, for sharing the password. As a result of this, the clerical staffs are faced with an embarrassing situation in their offices.

The details of the nature of works in General/Staff/Establishment/cash Accounts/TRA/Planning/ Land & Building /Commercial/Legal/ CSCs are attached herewith for your kind information. From this it is crystal-clear that, the Clerical staffs are capable to do the Office works. When ERP/SAP & CDR were introduced, not a single password was given to the Non-Executive. They are directed to work by sharing the password of the Executives.

Therefore, we earnestly urge upon you to kindly revisit this issue and to take necessary remedial steps, so that the Non-Executives belonging to JOA, SOA, AOS, and OS cadres are not alienated in their own work places. We hereunder furnish the details of various activities being carried out by the employees belonging to the aforementioned cadres, who are posted in the Administrative Offices.

I. Establishment Section.

1. Service Book Entry
2. Transfer, posting relieving and joining
3. NEPP/EPP related works
4. Pay fixation
5. Annual Increment

6. Health card related works
7. Service verification
8. Pay anomaly
9. Superannuation Retirement: (a) issue of pension forms (b) calculation of pension (c) leave encashment (d) DCRG GSLIS, GPF
10. HBA related works (a) Return of HBA documents, preparing issue release certificate (b) getting release certificate from CCA (c) Issuing letter to concerned Sub Registrars for mortgage release
11. Death intimation to CCA
12. Pension Adalath cases
13. Audit Objection.

II. Staff Section/Legal Section:

1. Transfer & Posting of staff in all cadres
2. Preparation of various statement of Circle/CO Offices
3. Deputation order for training /other purpose
4. Authorisation letter for BSNL MRS treatment
5. Court Case, preparing vakkalat, submission of statement
6. RTI Act- replying On line & direct request
7. Monthly statement of RTI and Court Cases

III. Cash Accounts/Establishment Accounts:

1. Pay Fixation
2. Pay Fixation/General Correspondence
3. TA BILL TA/LTC General correspondence
4. Transfer TA File
5. KSFE related File
6. PAY Certificate File
7. No Due Certificate
8. GTI File
9. Curt Case File
10. LPC IN/OUT File
11. PLPC clearance File
12. HBA General Correspondence
13. Pay Bill File
14. Medal Bill Staff/Retirees
15. Medical Indoor/Out Door
16. General correspondence of all Medical files
17. GPF final Payment Superannuation/VRS
18. GPF Final payment – death case
19. EPF Retirement/Death
20. GPF A T IN /GPF A T OUT
21. LIC/ PLI addition/deletion
22. General correspondence on Union matters
23. General correspondence on PLI
24. Professional Tax File
25. General correspondence on Professional TAX
26. General correspondence on Professional on Income TAX
27. P&T Audit File

IV. CA section:

1. IFA Transfer data entry in SAP daily basis
2. Maintain Cheque Register (Day wise PMS data download from CDR)
3. Data entry in SAP for RTGS payments daily Basis
4. Download the bank statement of collection banks through online banking system daily basis
5. All bank related correspondence

V. Cash Accounts:

1. Collecting Cash and cheque (LCO payment, Quarter rent, RTI) through cash counter at AO Cash Section and remitted to bank daily.
2. Return cheque collecting from bank and forwarded to AOTRCC for reverse the PMS entry
3. Maintain Cash Book
4. All dispatching works in both sections

VI. Planning Section/ Land & Building

1. Execution of Lease Agreement on Building and Mobile Tower
2. Payment of building rent/building property TAX /Tower Tax etc to Local bodies
3. Monthly statement
4. Court Cases related land & building , LAR compensation etc
5. Preparation of counter statements on Court Cases
6. Processing of External Plant Maintenance Contractors bill
7. Calling Tender and finalization
8. Bill processing of MM section

VII. Civil/Electrical Wing

1. Works related to External project works - Civil & Electrical Divisions works
2. Annual Maintenance of Departmental buildings/Staff Quarters
3. Attending Urgent repair works Civil/Electricals works

VIII. Customer Service Centre/Commercial Section

1. SIM Sales
2. Issue of Duplicate SIM/C TOP UP
3. PMS Cash Counter – telephone bill collection
4. DSA Stock
5. Commercial works- Telephone NPC /FTTH/Broad Band applications
6. Telephone transfer/shift
7. Land phone closure and related works
8. Public grievances

IX. Telephone Revenue Accounting Wing

1. Issue Telephone Bills
2. Revenue Collection/Issue of notice for Outstanding dues collection
3. Account Finalization
4. Defaulters Notice
5. Collection outstanding dues
6. Court Cases
7. Refund of Telephone Deposit

X. CMTS

1. Bulk Sales of SIM
2. Bulk Sale of C-TOP UP
3. CAF verification

XI. Marketing Section:

1. All marketing activities
2. Land Pone/FTTH/Broadband SMI sales
3. Arranging Melas
4. Enrolment of New LCOs

XII. General Section:

1. Processing of Sweeping and Cleaning bills and Man power supply for Infra Maintenance.
2. Processing of Monthly Electricity Bills /Water bills etc.
3. Allotment of Staff Quarters to Staff/Retirees/Outsiders

4. Processing of welfare aid to staff of the SSA are dealt in the section including Book Award, Scholarships, Financial Assistance to Staff etc. which required lot of attention & scrutiny
5. Issue of Health Card/Identity Card to Staff/Retired staff and connected works.
6. Receiving inward letters from Post Office, Courier Service and other Offices with proper acquaintance and distribution of dak to concerned sections duly entering in the Dak Distribution Register.
7. Delivery of outward letter to Circle Office/Divisional Offices, Customers including bundle of Service Books etc. and Speed/Regd letters to publics properly entering in the Register and sent it to Speed Post Unit at HPOs.
8. Overall control/supervision for taking stock & supply of forms, stationery items etc. for the use in GMTs officer is being monitored by General Section. (Now limited quantity of Stores/stationary items are available). Printing of Forms etc.
9. All other Works related to Departmental Vehicles, Staff Quarters Stipend to Apprentices etc.
10. Issue of Identity Card/Health Card to VRS retirees.
11. All Misc. works connected to GM Office, Recreation Club, Canteen etc.
12. Arranging retirement function at the superannuation retirement.
13. Local Auction.
14. Refund of Deposit of Outside Allottees.

We fervently hope that, you would be kind enough to look into the matter and would redress the grievance of the Non-Executives, as narrated above.

Thanking you,

Yours sincerely,



[P. Abhimanyu]
General Secretary

Copy to: Shri Arvind Vadnerkar, Director (HR), BSNL, Bharat Sanchar Bhawan, New Delhi – 110001