



# BSNL EMPLOYEES UNION

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**BSNLEU/ 604 (DEV)**

**18.11.2024**

To,

**Shri S.P. Singh**  
**PGM (Rectt. & Trg.), BSNL CO.,**  
**Bharat Sanchar Bhawan,**  
**H.C. Mathur Lane, Janpath,**  
**New Delhi – 110 001**

Sub: - **Suggestions of BSNLEU on skill upgradation of the Non-Executive cadres – reg.**

Ref: - **BSNL CO letter no.BSNLCO-TRG/30(15)/8/2024-TRAINING dated 29.10.2024**

Sir,

At the outset, BSNLEU appreciates the BSNL Management's initiative for upgrading the skills of the Non-Executives. While welcoming this initiative of the Management, BSNLEU also wishes to state that, skill upgradation of all the Non-Executive cadres should be undertaken. This will enable the employees of the Non-Executive cadres to effectively contribute to improve the efficiency of the services and to increase the productivity of the Company, in the scenario of fast changing technologies.

### **TT and ATT cadres.**

BSNLEU has already raised the demand that, the TTs and ATTs should be imparted with training in basic computer operations. BSNLEU has raised this demand because, most of the TTs and ATTs are not conversant in computer operations. Basic knowledge in computer operations will serve as the stepping stone for the TTs and ATTs, in assimilating newer technologies. In its letter dated 29-10-2024, the management has proposed a 3 day training in IT. It is submitted that, this period is too short and it should be made a five day programme.

BSNLEU has also demanded that, the provisioning and maintenance of FTTH connections should be taken over by BSNL, by disengaging the TIPs. BSNL Management has already taken the policy decision to abolish the copper cable based landline and broadband connections. Presently, bulk of the TTs and ATTs are engaged in this segment. On abolition of the copper cable based landline and broadband connections, naturally the TTs and ATTs working in this segment, will become redundant.

Hence, it is the demand of BSNLEU that, these TTs and ATTs should be redeployed in the FTTH segment. Hence, in addition to the computer familiarisation course, BSNLEU reiterates it's demand that, TTs and ATTs should also be trained in the activities of provisioning and maintenance of FTTH connections. In addition to this, TTs and ATT's should also be trained in OFC and BTS maintenance.

### **Cadres in the Sr.TOA stream.**

Cadres in the Sr.TOA stream, viz., SOA, AOS and OS are presently working in the Administrative offices, CSCs, Sales and Marketing etc. The following suggestions are submitted with regards to the upgradation of the skills of the cadres of these cadres.

- (1) These cadres should be given training on SAP.
- (2) They should also be imparted with training in E-office.
- (3) In addition to these, the Sr.TOA stream cadres should also be trained in :-

- a) System networking.
- b) CDR 3
- c) Advanced Excel.
- d) Sanchar Aadhaar.
- e) Sanchar Soft.

**JE cadre.**

The JE is a highly skilled cadre. However, considering the rapid advancements taking place in the field of telecom technology, need is there to constantly upgrade the skills of the JE cadre also. Keeping this in view, BSNLEU demands that, the JEs should be trained in the following areas.

- (1) The JEs need to be included in the section of MSC with proper training in CORE and RAN part of the ongoing 4G Technology.
- (2) For better utilisation of the JEs, they should be posted in the IN section, with suitable training.
- (3) Very limited utilisation of JEs is being done in NIBs. This can be improved by engaging more number of JEs in this section, with a short training.
- (4) Even at present, JEs are playing crucial role in EB Marketing. Their utilisation can be further increased with proper upgradation of knowledge, by setting up a training to get better idea regarding the details of various EB products. By doing so, marketing activities of EB segment can be significantly strengthened.
- (5) JEs must be provided with BSNL domain email id, for better communication with customers and also for internal purpose.

We hope that, our suggestions given above would be viewed in the right perspective. Further, we also request for a short discussion with the Management on the above proposals.

Thanking you,

*Yours sincerely,*



**[P. Abhimanyu]**  
**General Secretary**