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AIGETOA/BH/2020/Sep/01

Dated: 7<sup>th</sup> September 2020

To,  
The Chief General Manager,  
BSNL, Bihar telecom Circle,  
Patna.

Subject: Request to grant formal Agenda Meeting to AIGETOA Bihar to take up various issues regarding BSNL viability & growth and Executive Grievances.

Respected Sir,

We are pleased to apprise your good self that our association All India Graduate Engineers & Telecom Officers Association (AIGETOA) has been elected as the recognized representative association for executives of BSNL in the election of 2<sup>nd</sup> Membership Verification of Executives Associations. With recognition status responsibility automatically comes, so as per the provisions of BSNL REA 2014 we request for agenda meeting to discuss on various matters related to day to day business improvement in Bihar circle in hostile telecom environment along with safety of executives in difficult time of COVID-19. The agenda points has been enclosed as Annexure-A for your kind reference please.

We hereby request you to grant convenient time at the earliest to take up issues for their resolution in an Agenda meeting under your chairmanship as soon as possible.

With warm regards,

  
(KUMAR AMIT)  
Circle Secretary

Copy for kind Information to:

1. The General Manager (Admin), O/o CGMT Bihar Circle Patna.

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07/09/2020  
केन्द्रीय प्रशासन अनुभाग  
कार्यालय भारत संचार  
मार्गसंकेतक दूरसंचार  
पटना-800001  
O/o CGMT, BSNL Patna-800001



Annexure-A

Executive related:

1. For safety of employees' sanitizer dispensing machines should be installed in all major buildings in BSNL Bihar to minimize COVID related cases in offices.
2. COVID affected executives may be assisted in cashless indoor treatment. For that each SSA can make agreement with suitable hospitals.
3. Many executives have opted for Group Term Insurance (GTI). In Bihar circle GTI claim processing is taking time. This process should be expedited so that family affected may get some financial relief.
4. At present all the executives are under pressure due to COVID related cases all over India. It's our humble request to forward all inter-circle request transfer applications, Rule 8 & Rule 9 transfer request applications.
5. Intra circle transfer request waitlist of JTO and SDE may be published.
6. It has been reported that the GMTD Bhagalpur high handness in various matters without consideration of the ground realities is growing serious resentment among majority of the executives posted in the SSA and one such incident is the imprisonment of one of the executives and so needs kind intervention from your end please.

Business related:

1. Review of outdoor outsourcing tenders in SSA so that business consistency and sustainability be there. Primary cable fault rectification not included in these tenders, this leads to long downtime, dissatisfied customers and revenue loss .
2. OFC maintenance outsourcing should be done at SSA level to minimize down time of exchanges.
3. Few long distance routes are badly damaged and needs for fresh laying of fiber, ex Arrah to Buxar all 5 routes are damaged. Such routes should be identified and fresh fiber laying work may be initiated.
4. Temporary advances of field officers are pending since June 2020. It's difficult to maintain network without resources so these funds may be dispersed immediately.
5. FTTH connections in demand and MSOs are helping to increase our reach to customers. We need to facilitate these MSOs to expand business as well as monitor them so that customers can't be overcharged and satisfied with our services, guidelines may be issued for installation and ONT cost charged by MSOs from customers. File work related to MSOs should be expedite so that they may give more time to expansion and customer services.
6. In near future JIO may launch its fiber services in Bihar, we need to consolidate our FTTH customer base and new plans can be provision viewing the plans offering of other operators.
7. Kindly review the proposals given in BA concept and suitable suggestions may be forwarded so that in future day to day business of BSNL Bihar is least affected.
8. RF optimizations are needed in big cities and especially in Patna where call drop complains are too common.
9. Our data traffic of both CM and CFA segments largely depends on the ETR media links. Services are badly affected when these routes get disturbed. To ensure better uptime all routes should be in healthy condition and if any route is disturbed due to developmental work then alternate route may be planned.
10. OFC maintenance teams complained of scarcity of OFC joint closers and those available are of poor quality. Also in fields OTDR equipment's are not in healthy state and needs replacement.
11. Post VRS many places needs staffs, so SSA administration should be instructed for proper utilization of staffs available. Maintenance of unmanned sites becomes difficult due to lack of staff and unavailability of vehicles, maintenance of such sites may be outsources.