



All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(The Recognised Representative Association of BSNL)

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GS/AIGETOA/2020/121

Dated 19.10.2020

To,

Shri P. K. Purwar,
Chairman and Managing Director,
BSNL, New Delhi.

Subject: Incorporation of our presentation/submission in the ongoing restructuring process in respect of Business Areas and Standardization of its Staffing Norms and other parameters – Ongoing Restructuring Process shouldn't create hindrance to the Promotional Process and it should be expedited- Regarding

Reference: 1. Our letter number GS/AIGETOA/2020/103 dated 14.09.2020
2. L. No 4-02/2014-Restg-Vol. V(pt.) dated 27.08.2020 of GM (Rstg.), BSNL CO, New Delhi.
3. L. No. 4-02/2014-Restructuring dated 14.01.2020 of GM (Rstg.), BSNL CO, New Delhi.

Respected Sir,

The restructuring process will have a lasting effect on the organization and hence it should be a well considered decision in all aspects with a time bound completion of every process. As it's going to have its bearing not only on company but the people working in the organization and hence the employees side version should also be taken into account exclusively through elected representative association and union to cater the employees along with BSNL. ***It is important to add here that after recently concluded election, All India Graduate Engineers & Telecom Officers Association (AIGETOA) is new Majority Recognised Representative Association of Executives of BSNL*** and so management should consider the proposal submitted by us at different stages to underline the importance to take field requirements and promotional avenues as key factors to finalize the plan. But we are constrained to inform that the staff side version has not been properly recorded, consulted and required information has also not been shared with us by the concerned cell, so far.

We have submitted various proposals in different verticals during VRS changeover period and subsequently also to highlight the need to frame the policy based on real operational requirements of the organization as well as to cater minimum career aspirations of the working employees. There may be various models working in the industry but we have to remember that being a Central Government PSU, we have our own role and responsibilities. So, proposal designed by some agency completely based on private industry model may not be fruitful in case of BSNL considering the fact that we provide umbrella of services with some social obligations without taking into the account the theory of profit and loss on many occasions. We strictly follow the norms, rules and regulations framed by various departments and government from time to time while taking decisions and running the services and hence a replica of the private model is not the solution for BSNL.

Further, it is important to note that the management should frame a clear view of the whole design in consultation with the representative association/ union and ensure that the time frame should be

strictly followed for various activities to complete it timely. We feel that many times the decisions taken in this regard are not consistent and one such occasion is the restructuring-merger of Non-Territorial Circles including Project and Maintenance Region issued vide letter number 4-02/2014-Restructuring dated 14.01.2020 of GM (Rstg.), BSNL CO, New Delhi, which was to be implemented wef 01.04.2020. We categorically insisted that the norms provided in the letter, especially for OFC is not justified & practical and needs to be looked into again. But unfortunately, neither our views were considered nor was it implemented even after passage of so much of time. Hence our submission is that all the activities should be design in consultation with representative association/union and completed in a time frame.

*We are presenting **the structure of various Business Areas and staffing norms as per the operational need, nature and quantum of works associated at various levels by gathering detailed information from across the people and studying the on-spot requirements through Annexure-A.*** It is a fact that due to VRS, there is a severe shortage of employees in various levels and the existing executives are working with multiple charges to make over the shortage. This has caused additional work on these executives in various segments and even outsourcing has not helped instead enhanced the activities. As we know that all the outsourced activities were performed by the non-executives and being a departmental employees they were more familiar with the work profile and responsibilities but the outsourcing has increase the responsibility and supervision/monitoring many folds to the executives associated with the works. It's a fact that most of the executives are discharging the responsibilities in higher grade instead of their substantive grade due to acute shortage of the officers in those grades. **This in fact necessitates the requirement to increase the number of SDE/AO, AGM/CAO and DGM level officers in Telecom/Finance segment through regular promotions which will not only fill the much needed operational requirement of officers in these grades but it will also motivate the workforce to perform more dedicatedly for the organisation.** The human capital is a prime asset that needs to be nurtured for any organization to excel in its domain and timely promotion is one of the time-tested and major contributive factors, which help them to remain motivated.

It's once again submitted that there is hardly any reduction in the work profile of an executives in post VRS scenario, rather the work volume and monitoring level have increased as elaborated above. Hence to the maximum extent possible, **there shouldn't be reduction in Promotional Posts other than the government guidelines on VRS Scheme. The Promotional Post should be kept intact and obsolete post of initial Executive Grades may be abandon to overall refine the sanctioned strength of the executives of the organization keeping in mind that the present strength is about 30,000. It will help in two ways to the department i.e. strict monitoring and analysis of various activities will improve the services quality as well as it will give enough scope/reason for the executives to perform better. So the middle level posts of AGM/CAO and DGM equivalent should be kept intact sufficiently considering all aspects. There should not be interchangeability between AGM/DGM level equivalent posts to keep sanctity and role of these grades intact.**

Pre-requisite Parameters:

1. Staffing norms in executives levels/ sections need to be clearly mapped in GM-DGM-AGM-SDE-JTO in Telecom and GM(F)-DGM(F)-CAO-AO-JAO in Finance & similarly others.
2. **The circles may be categorized to Large Medium and Small Circles:**
(As per annual revenue & geographical area mapping)

Large Circle	>1000 Cr
Medium Circle	400-1000 Cr
Small Circle	< 400 Cr

3. **Category & Structure of BA (revised):**

Category-1 BA	> 200 Cr	
Category-2 BA	100-200 Cr	(Also State Capitals/ Tier-II cities with revenue > 50 Cr)
Category-3 BA	> 50 Cr to <100 Cr	
Category-4 BA	=< 50 Cr	(Fulfilling other Criteria's as laid down)

4. **Operational Head:** The existing SSA shall be designated as Head of Area and officers shall be placed GM/DGM as per the norms and structure of BA. But the structure with revenue up to 7.5 Cr should be allowed to be operated by DGM and less than to it by a AGM level officer with a further request to keep one AGM in every district where a District Magistrate post exist to cater the untapped business opportunities and administrative feasibility.
5. **No BA concept should be introduced in Hard and Soft Tenure Circles/SSAs:** Hard and Soft Tenure Circles/SSAs may be excluded from consolidation of BA and present structure may be continued. Funding by Central Govt Projects, National Security and Projects, Geographical difficulties, Social Obligations and BSNL's Hard and Soft tenure Policies without linking with revenue. Separate norms for this Circles/SSA may be worked separately.
6. **Separate CFA and CM Verticals in Category-I and Category-II BAs:** Considering the high volume of business and network requirement along with quality of services, it is proposed to have separate Verticals for CFA & CM from JTO to AGM grade in high earning categories I & II.
7. **Interchangeability:** The Posts of PGM, GM, DGM, AGM, SDE, JTO may be defined clearly in organization structure where ever Interchangeability mentioned in BSNL's proposal. *The reporting/ reviewing structure in the organization cannot be thrashed into as it will make under utilization of experience and remuneration. For example JTO and JE should not be interchangeable instead requirement should be met by promoting JEs to regular JTOs and similarly AGM and DGM etc.*
8. **Redeployment of manpower to cater to the needs of the present market conditions :** Thrust should be on Transmission & FTTH, EB, BSS, Sales & Marketing Core N/w, External & sections like partnership management, digital marketing etc as in the corporate proposal – with importance to Revenue , QoS and Customer relationship.
9. Corporate office, Territorial & Non- Territorial Circle Structure & other Norms will be submitted separately.
10. **Focused STAFF deployment in EB and Sales & Marketing Activities** – *It is observed that EB and Sales & Marketing Segments are highest growing segments of the department and so proper attention for deployment of man power is essential in the larger interest of BSNL.*

These are our submission in continuation of previous one and we will happy to give more inputs in coming days and request to consider them in your discussion while deliberating the process. A detailed meeting is requested under your esteemed chairmanship to deliberate our submissions to consider our views on merit.

In the meantime, it is observed that various promotional processes are being held up or slowed down on the name of restructuring since long time despite availability of sufficient vacancies in different grades. In this way the available promotional avenues of the executives are denied and they are forced to work in higher grades on look after (LA) and entrustment basis instead of substantive grade since many years and discharging higher responsibility continuously through these order of LA which is meant for only stop-gap-arrangements. This situation is highly unfair and the executives

in the fields are extremely agitated. It is hereby submitted that any further hindrance in their promotion on account of restructuring may further aggravate the situation, which will not be in the larger interest of the department and its gradual improvement and hence the ongoing promotional process should be expedited irrespective the restructuring process.

Therefore, it is requested to bestow your kind attention on the above points and kindly issue suitable directions to the Restructuring Cell to accommodate staff side versions as submitted by us (including enclosed Annex-A for BAs and its norms) by incorporating our views for an informed and participative restructuring process in the larger interest of BSNL and also request to issue suitable direction to the Pers Cell to expedite the Promotional Processes in various grades against the available vacancies.

Encl. As above

With warm regards,

--Sd/--

[MD.WASI AHMAD]
General Secretary

Copy to:

1. Shri Anshu Pakash Ji, Secretary, DoT for kind information please.
2. The Director (HR), BSNL Board for kind information and NA Please.
3. The Director (CM), BSNL Board for kind information please.
4. The Director (CFA), BSNL Board for kind information please.
5. The Director (EB), BSNL Board for kind information please.
6. The Director (Fin), BSNL Board for kind information please.
7. The PGM (Pers), BSNL CO, New Delhi for kind information Please.
8. The GM (Restructuring), BSNL CO, New Delhi for kind information and N/A Please.
9. The Sr. General Manager (SR), BSNL CO, New Delhi for kind information and N/A Please.