



# All India Graduate Engineers & Telecom Officers Association

## Central Headquarter, New Delhi

( The Recognised Representative Association of BSNL )

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GS/AIGETOA/2022/93

dated 07.09.2022

To,

**The Director (HR),  
BSNL Board, New Delhi.**

Subject: Implementation of web based online attendance and KPI based IPMS system-Reg.

Reference: 1. BSNL CO letter number BSNL CO-A/11(25)/4/2022-ESTAB dated 02.09.2022

2. BSNL CO letter number No 3-6/2022-RSTG dated 29.08.2022

**Respected Sir,**

We welcome all constructive decisions of management taken in the interest of our beloved company BSNL but at the same time we stand for the rights and dues of employees required for the conducive atmosphere of the organisation to flourish. At one side, discipline and punctuality are two most essential traits required in an organisation to be successful but other side satisfied employees are route of success for any organisation, which can be achieved by having a healthy level of diversity, equality, belongingness, appropriate emolument, suitable career prospects, proper social security and inclusive approach for employees in the organisation.

**Web Based Online Attendance System:** We were already practicing the Industry Standard Biometric Attendance system but overnight scrapping of the entire system, which was installed by investing Lakhs of rupees couldn't be understood by many in the system as they remained underutilized. Further, Online attendance system at fixed time work places is easy to implement like offices (BSNL CO, Circles & BA Head Offices) but practically impossible to attain it in the field units in the service sector. A service organisation like BSNL, where working time in field units are completely uneven ranging from morning 06:00 am to even mid night at 11:00 pm depending upon the nature of faults, urgency of work and need of the presence. The standard routine online attendance system may create a serious issue in maintaining of optimum services like restoration of OFC Route, Transmission System installed and far flanged locations, Mobile Network elements, Electronic Exchanges, Data Network elements, FTTH OLTs and Customer Fault's where our employees are going to attend them in even odd hours as per the need of the situation due to locations significance and necessity of the situation. Many such examples have been even shared in social media by our own senior officers proudly for their work devotion. So, we failed to understand the haste in which the system is being rolled out without taking the ground inputs from the field level senior officers and representatives of recognised association and unions on the subject.

Further, it is significant to mention that many employees have updated their personal mobile number in ESS portal and even in cases where the service connection is updated in ERP, it is to be noted that the service mobile connection has been taken on personal name of the employee after complying to all KYC norms and legal requirements of TRAI and other law enforcement agencies. BSNL is only paying some amount based on rank and cadre of the employees as per stipulations as an additional facility for its business needs and all other responsibility for the mobile connection, be its extra usage or some other activities, the person himself/herself is personally responsible. Also such connections are neither given in

**Regn. No. : HR/019/2018/02138**

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the name of designation or post in BSNL. As such BSNL management doesn't have any special rights or privilege to tap into sensitive personal information of employees available with the BSNL Telecom Network without their explicit consent as like any customers of BSNL. **Thus any surveillance measures employed to tap the sensitive personal information of any individual including their location details is permissible only when sanctioned by an authority duly authorized under the various acts enacted and by the Hon'ble Courts or Police authorities on case by case basis for some specific matter.** We do hope that management will stringently follow the Telegraph Act and ensure that no compromise should be done with the safety of the data of employees.

**KPI based IPMS system:** A performance management system must be in place to implement Carrot and Stick Policy in the organisation but simultaneously the needful support system must also be provided to fare analysis of performance based on assigned targets. Only implementing the measuring system without the necessary resources and support will result in harassment of employees and applesauce in the system instead of bringing positive change and competitive environment for the growth of organisation. So, while implementing any performance measurement system, it should be based ground situation instead of a paper exercise and it must be uniformly implemented across the cadre and stream. In this regard, following points needs your kind attention while implementing the policy in true sense.

1. We are well about the ground situation of our Telecom Network and its associated infrastructure e.g. OFC Routs & overhead hanging OFC of transmission network, Insufficient Transmission Equipments, Severe crunch of maintaining equipment like Splicing Machines, OTDR, Power Meter etc, Non availability of vehicles to attend faults, Depleted Battery Bank & Plant with ZERO backups, Non availability of functional DG Engine at Telecom Installations and poor reliability of commercial supply, Multiple joints UG copper cables, Overhead hanging OFC for FTTH customers, Capacity constraints in the Data Network, Landlord dispute of rental payment and many more challenges.

Our network both UG Copper Cable & Optical Fibers are getting damage/interrupted due to continuous development/maintenance works by various state and central govt agencies such PWD, Metro Mail, Smart City, CPWD under various projects resulting non meeting of benchmark..

2. In Post VRS scenario in BSNL, maintenance activities and SIM Sales/FTTTH connections provisioning are now heavily dependent on our vendors and channel partners which is causing the performance dependency on third factor. Their belongingness towards BSNL is important to fetch the desired result, which has suffered major jolt in recent past due to long pendency of their outstanding payment on account of financial crunch. Although it has been apprised to us that the fund has been made available to clear old liabilities by every Circle and we hope that it will improve the situation. Further, BSNL is such an organisation, where output of an employee mostly depends on diversified factors including the performance of his colleague employees and hence utmost care is necessary while measuring the individual performance exactly on his work profile and efforts.
3. It has been apprised to us that procurement of many items are underway and their deployment in the networks is expected to be completed in next 6-7 months, which will surely uplift conditions of our network and match the industry standard. But meeting the benchmark of different service parameters are very difficult in these intervening periods with challenges ranging from the aging equipments, short of material, short of man power, scarcity of fund and no arrangement of required vehicle for the purpose.
4. The customer procurement and retention in mobile telephony is an uphill task in absence of high speed 4G wireless service as per the demand of the market. The launching of services is still

uncertain despite of multiple attempts by the government. Non availability of required serviceable items of existing 3G/2G BTS is posing serious challenges in functioning of these BTS, which will ultimately result in degradation of the achievable of bench mark allotted.

5. A serious stalemate on HR issues of executives has further dented their confidence and motivation especially when their pay related matters are hanging in balance since last 15 years. The standard scale of E2-E3, a residual of 2<sup>nd</sup> PRC of 01.01.2007 is still awaited to be resolved and implemented in BSNL, which has affected about 14000 JTOs/SDES and equivalent grade officers. Thousand of Executives are stagnating in same grade despite completion of the residency period in their grade for years together. No proper social security covers to the employees causing restless situation to the family in case of demise of employees. No management succession plan in BSNL despite the passage of 22 years of its formation. No 3<sup>rd</sup> PRC in BSNL so far despite of the company rolling out the policies and programs of the government e.g. Indigenous 4G roll testing in BSNL These are some key points of discontent in the executive fraternity due to their long pendency.
6. It is also demanded that the proposed IPMS should be for each and every officers and employees irrespective of their position, while implementing in the organisation. It should be taken care that the KPI, Job Profile and Bench Marks should be based on ground reality and existing constraints must be incorporated in the design to succeed the program.

**We sincerely hope that our above concerns will be judged on merit and incorporated in the decision, while implementing the online attendance system as well as KPI based IPMS system to see any tangible result in the organisation. We have received second revival package from the government and the opportunity shouldn't be allowed to drift away as we all are committed for the cause but no one in the process should be discriminated and harassed in the system on the name of any new mechanism. We are confident that the role of association and unions will also be given equal privilege, while formulating such polices in the lager interest of the employees as well as organisation.**

With kind regards,

Yours Sincerely,

Sd/--

**[MD. WASI AHMAD]**  
General Secretary

Copy to:

1. The CMD BSNL New Delhi for kind information please.