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# All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

( A Recognised Association of BSNL Executives )

( Affiliated to BMS )



Regn. no. HR/019/2018/02138

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GS / AIGETOA / 2023-24 / 125

Dated 28.12.2023

To,

**Shri P K Purwar Ji,**  
Chairman and Managing Director,  
BSNL, New Delhi 110001.

**Subject: Request to revisit the ONLINE ATTENDANCE by understanding the BSNL Executives field difficulties and also requirements according to their operational needs – Regarding.**

**Ref: 1. Letter No. BSNLCO-ADMN/62/62020-ADMN Dtd.12 December, 2023 – Marking the attendance in new online Attendance System through Mobile App.**

Respected sir,

We would like to bring to your kind attention about several operational challenges faced by the field personnel regarding the new online attendance system implemented through the mobile app, as outlined in the recent communication marked under reference letter. The present attendance system appears to lack the flexibility necessary to accommodate the diverse operational demands faced by our dedicated BSNL Executives and staff members.

The field officers and Executive staff, who diligently work round the clock, encounter difficulties in accurately marking their attendance due to various field-related circumstances. These challenges significantly impact the accurate recording of their working hours and contributions. Below are the concerns expressed by our field executives regarding the current attendance system:

**Infrastructure and CMRL Works Disruptions:** Due to ongoing 24/7 infrastructural and CMRL/HIGHWAYS/EB/PRIVATE EARTH works, the TXM links are frequently disturbed, especially during nighttime. However, the attendance system only accounts for general duty, making it challenging for field personnel to mark attendance accurately during post-office hours without official duty hours.

**MTTR vs. Duty Hours Discrepancy:** While the Mean Time To Repair (MTTR) is initiated immediately after a link is broken (operating on a 24/7 basis), the attendance system only reflects general duty hours. Many officers and non-executives are on duty throughout the night, but this isn't adequately reflected in the attendance records. If MTTR is 24/7 then duty hours should be flexible enough to reduce the MTTR or else MTTR should be calculated based on the general duty hours.

**Lack of Record for Subsequent COFFs:** The absence of records for subsequent COFFs in the Employee Self-Service (ESS) system leads to delays in sanctioning them for employees, resulting in overworked staff.

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**Inflexibility in Attendance System:** The current attendance system lacks flexibility. For instance, when an employee logs in during general duty but is called for duty after office hours due to cable disturbances or other urgent issues, the system does not accommodate these scenarios. This issue extends to BSS and BBC personnel, impacting their performance evaluations and compensation. **An executive recently achieved the top position in securing new FTTH connections. However, despite her commendable efforts in working beyond regular office hours during an OLT downtime incident and her success in acquiring new OLT connections, she faced a pay cut due to the non-completion of designated duty hours.** Unfortunately, there is no accurate record of these exceptional contributions in the current attendance system. Attendance should have flexible system to allot shift duty or it should have proper system in place to count extra hours spent by an employee based on the input from unit officers or the controlling officers.

**Inability to Capture Diverse Work Scenarios:** The system does not adapt well to diverse work scenarios, such as BSS personnel working during the day and performing RNC maintenance operations during the night. This inflexibility penalizes employees who contribute outside regular office hours.

**Shift Duty Challenges:** During nighttime shift duties, it may be more practical to consider one-time marking of logging in and logging out procedure instead of logging out before midnight and logging back in. This is because at night, there are frequent WAN outages. Additionally, due to the nature of their tasks, employees often forget to log out and log back in before midnight due to works such as in metro cities and other cities, rapid urbanisation causes frequent Fiber cuts at any time of the night causing disruption in service and also valuable high bandwidth VPN/P2P customers don't provide downtime for checking the circuits during office hours, these works are carried out during the night time. Moreover, employees need to constantly adjust their mobile signal connection with respect to mobile app attendance to the specific exchange they are working in, which consumes a significant amount of time. Given these challenges, it would be beneficial to allow employees to log in during the evening and log out the following morning without requiring them to log out and log back in during the middle of the night.

**Real Time Challenges:** TXI, TXM wings take up work in the middle of the road which happens after approval from state and highway authorities, already our officials are facing hardships in getting permissions for such works, forcing them to record their attendance the next day after working throughout night demoralizes the officials. Hence, those hours should be accounted for through attendance portal with proper approval from controlling or unit officers. All the works cannot be carried out within the stipulated duty time of 10-5:30, sometimes officials work beyond office hours in order to provision new circuits which generate new revenue system and also, clear faults which would reduce revenue loss. These things need to be addressed by the attendance portal.

**Inappropriate Tower Location:** While marking attendance using mobile handset, even within exchange it shows we are in some other Tower. We have to switch off or move around to latch on this tower to mark attendance, which creates great ordeal.

**Natural Climates:** During natural calamities, CNOCs and field employees work tirelessly around the clock. Employees extend shifts to the next working shifts due to unavoidable circumstances like cyclone threat, extreme rainfall conditions etc in order to restore the essential services of state department help line numbers and other important services. Such works need to be recorded by the attendance system. Despite their continuous efforts, they do not receive compensatory offs reflected in their attendance records. It is essential to incorporate compensatory offs into the attendance system to ensure that these employees are not burdened with the fear of inaccurate tracking of their working hours in the field.

**Therefore, we earnestly request your esteemed office to initiate a thorough review of the existing online attendance system. A system that accommodates the diverse working scenarios, supports real-time challenges faced by our Executives, and allows for accurate recording of their efforts beyond standard office hours would immensely benefit the entire BSNL workforce.**

Anticipating a positive consideration of our suggestion as stated above.

With Regards,



**[Ravi Shil Verma]  
General Secretary**

**Copy to:**

- 1. The Director HR, BSNL Board, New Delhi for kind information please.**
- 2. PGM (Admin), BSNL Corporate Office, New Delhi.**