



राष्ट्र हित

विभाग हित

अधिकारी हित

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 / 2024-25 / 84

Dated 24.09.2024

To,
Shri A Robert J Ravi Ji,
Chairman & Managing Director
BSNL Board, Corporate Office
Janpath, New Delhi - 110001.

Subject : Launch of People's Analytical App by Management - Our strong objection and request for putting the orders on hold and instead replace the People's Analytical App with बीएसएनएल कर्मचारी संवाद (BSNL Karmachari Samvad) App to capture the actual feedback from employees on the day to day problems which they face while executing their roles and responsibilities assigned- Regarding.

Ref:

1. BSNL HQ Letter No. BSNLCO-COMN/11(15)/6/2024-RSTG Dated: 10-09-2024.
2. BSNL HQ Letter No. Dir(HR)BSNL Board/2024/Misc/02 Dated: 12-09-2024.

Respected Sir,

On behalf of the members of AIGETOA and employees of BSNL, we express deep concern regarding the recent issuance of the above-mentioned letters. These communications are perceived as another attempt by the management to unjustly shift the responsibility for the unmet objectives of BSNL onto its dedicated workforce. We strongly believe that the focus should instead be on assessing the planning and project management of critical initiatives, rather than scrutinizing the daily activities of employees who have consistently given their best to the company.

If accountability is indeed the priority, it must begin from the top and cascade down, rather than starting from bottom. The introduction of the daily diary app is widely seen as a step towards a more oppressive and stifling work culture. This is reflected in the increasing disillusionment among employees, with many professionally qualified talented employees choosing to leave our organization in recent times.

We firmly believe that the immediate priority for BSNL should be to focus on revenue growth, service improvement, and the adoption of industry best practices for operation and maintenance. The unwavering commitment of BSNL employees has been evident throughout the company's most challenging times - employees have even gone to the extent of using their personal resources to keep BSNL operational. It is also important to recognize that the same

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workforce has carried the weight of operations post-VRS, despite facing a lack of adequate pay, promotions, pension and incentives.

If new analytical tools are to be implemented, they should aim at evaluating the performance of critical projects, especially those managed by external vendors. This would yield far more valuable insights than tracking the daily tasks of employees. Executives are already submitting daily work reports across numerous BSNL platforms (CNMC, OMCR, TEEVRA, BOMS, OORJA, FMS, SANCHAR Aadhar, CRM, CLARITY, PMS, KENNAN, SANCHARSOFT, SAP, ESS, e-Office, iGot-Karmyogi, and others). If the introduction of the "People Analytics Mobile App" is intended to bring industry best practices, it should consolidate or replace the multitude of other applications and WhatsApp groups currently in use.

Contrary to initial claims, this app seems more focused on task monitoring and linking these tasks to APAR) outcomes, rather than simply gathering feedback. If the management truly seeks to understand employee concerns, we urge you to engage in meaningful dialogue with the Associations and consider launching an app like बीएसएनएल कर्मचारी संवाद (BSNL Karmachari Samvad) App that captures genuine feedback from employees without fear of coercion. This would provide real insights into the challenges employees face in achieving organizational goals.

We would also like to remind you that AIGETOA has already submitted detailed suggestions for achieving a 25% market share. We strongly believe that focusing on these suggestions and engaging in a detailed discussion would be far more beneficial than implementing apps like the "People Analytics Mobile App." We have previously requested your time for such discussions, and we believe it would provide actionable strategies to improve BSNL's performance.

Additionally, we believe it is critical for BSNL to prioritize the implementation of modern HR practices that inspire and empower employees, rather than burdening them with yet another task of documenting their daily work. We request management to align BSNL's policies with industry standards, particularly in the areas of technology, infrastructure, TA/DA, and other operational resources.

Field-level executives are already grappling with significant challenges, including manpower shortages, financial constraints, lack of basic resources such as vehicles, and even essential amenities like toilets and drinking water. In rural areas, the situation is even more dire, with employees having to maintain large service areas, often risking personal safety while transporting heavy equipment. Despite these hurdles, they continue to perform their duties selflessly. Instead of imposing additional monitoring mechanisms, we strongly believe management should first address these pressing issues and foster a more supportive working environment. Existing monitoring systems such as IPMS, APAR, and the organizational hierarchy already provide sufficient oversight.

In light of these concerns, AIGETOA urges the management to reconsider these recent orders and initiate a constructive dialogue with employee associations to address key issues, including:

- 1] Provision of adequate resources for day-to-day operations.
- 2] Strengthening mobile and FTTH networks.

- 3] Implementation of the 3rd PRC.
- 4] Revision of pay scales for JTOs and JAOs (E2, E3).
- 5] Resolution of the 22820 Pay Loss and JE Period Pay Loss issues.
- 6] Extension of E1 plus five increments for all executives recruited/promoted post-01.01.2007.
- 7] 30 percent Superannuation Benefit (SAB) for BSNL recruits and formation of the PRMB trust.
- 8] Timely promotions for eligible employees.
- 9] Resolution of SDE and 147 reversal issues.
- 10] Immediate revision of outdated TA/DA rates.
- 11] Provision of cashless indoor treatment for employees across all circles.
- 12] Addressing other long-pending HR concerns.

We strongly urge management to put on hold the use of People Analytics App, which is creating unnecessary unrest and fear among employees. Instead, we urge you to launch an app like “बीएसएनएल कर्मचारी संवाद (BSNL Karmachari Samvad) App” to capture genuine feedback from the workforce regarding the challenges they face in meeting their targets.

With Regards,

Sd/-
[Ravi Shil Verma]
General Secretary

Copy to :

1. Dr. Kalyan Sagar Nippani Ji, Director (HR), BSNL Board for kind information and consideration please.
2. Smt Anita Johri, PGM BSNL, New Delhi for kind information.