

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)



O/o Chief General Manager,
BSNL, Gujarat Circle
Telephone Bhavan, CG Road,
AHMEDABAD - 380 006

No. Gen/ U/1st CCM/10-11/60

dated 22/11/2011

Minutes of the Circle Council Meeting held on 1/11/2011

The Circle Council Meeting was held at 11.30 am on 1/11/2011 under the Chairmanship of Hon'ble CGMT, Gujarat Telecom Circle, Ahmedabad in the Conference Hall, 11th floor, O/o CGMT, Ahmedabad. DGM(Admn) welcomed all the CCM members to the meeting.

The following official side and staff side members were present

From Official Side	From Staff side
1. Shri S. Bhargava- CGMT	1. Shri J.M.Prajapati - Leader\
2. Shri S.K.Bhandari- PGM TD AM	2. Shri J.G. Naik - Secretary
3. Smt. Sujata Ray - PGM(Fin)	3. Shri Nilesh Patel -Member
4. Shri B.K.Sinha -Sr GM(NWO-CFA)	4. Shri M.Z.Khan - Member
5. Shri V.K.Sajnani - Sr GM(HR/Admn)	5. Shri D.K.Bakotra -Member
6. Shri R.C.Arya -Sr GM(NWP-CFA)	6. Shri Sunil Thakkar -Member
	7. Shri T.V.Ghelani -Member
	8. Shri P.K.Thakker -Member
	9. Shri H.M.Datania -Member
	10. Shri M.S.Vahora -Member
	11. Shri M.D.Maurya -Member
	12. Shri P.K.Rathod -Member
	13. Shri O.B.Thakere -Member

Agenda Point (1)

Unfair Labour Practice in transfer & posting orders in ATD

Union has observed that ATD administration is not observing proper guide line of BSNL HQ New Delhi. As transfer policy decided in the cadre of group C & D officials. Frequently transfer orders have been issued for transfer & posting vide letter No ATA-5 SRTA/TFR/posting dt. 14-07-2011. This transfer order issued as per last LJCM of ATD. The decision was taken by ATD administration but no any transparency or reality done by administration. Moreover officials are transfer from rural to urban they also getting their choice as per transfer policy. After issuing nos. of orders are going to be cancelled and some orders modified. All the exercise wasting the time & energy of administration. We request Transfer Policy should be followed.

Discussion : Staff side alleged that transfer orders are being issued regularly without proper grounds in Ahmedabad Telecom District. These orders are subsequently also cancelled. Transfer request for the officials who have completed 2-3 years in rural areas for transfer to urban area are also not considered. The rotational transfer in the cadre of Lineman are also not implemented. In some of the CSCs only single official is posted. Staff side demanded that transfer order should only be issued to fulfill the administrative needs.

As per the PGM Ahmedabad Telecom District the transfer order for Group “C” and “D” are issued as per the transfer policy of Corporate Office. In few cases choice posting of staff is not given while issuing transfer from rural to urban & few left out cases are under scrutiny for genuine reason.

Decision : In Circle council the items which are not agreed in LCM are being discussed. The staff side of Ahmedabad Telecom District has to first nominate Local Council members so that the LCM meeting can be held with PGM Ahmedabad Telecom District for such items. However PGM ATD has assured that left out grievances of the staff side will be looked into.

Item closed.

Agenda Point No (2)

Non Implementation of transfer order in Gujarat Circle

It is observed that nos. of transfer order are till date pending without implementation in ATD, Surat, Jamnagar, Kheda, & other districts. All order should be honoured and implemented.

Discussion : **Ahmedabad SSA:** Almost all the transfer orders issued are implemented except few cases which will be implemented before the end of November 2011.

Surat SSA: Few left out transfer orders of Surat SSA will be implemented by November end.

Jamnagar SSA: All transfer orders are implemented.

Nadiad SSA: Almost 80% transfer orders are implemented. Remaining pendency is due to posting of substitutes, which is linked with recent promotion of RM to TM. The pending orders will be implemented by November end.

Decision : The staff side was again requested to take up these local issues first in the LCM.

As assured above all the pending orders are to be implemented by November 2011.

**Action by: SSA Heads
(Ahmedabad, Surat, Nadiad)**

Agenda Point No (3)

Posting of Marketing Staff in all SSA as per age & qualification in cadre of Sr.TOA/TTA/PM.

It is observed by my union that nos of officials beyond 55 years old posted in marketing section like UDAAN, VIJAY PROJECT, & ENTERPRISE BUSINESS. Our union desire to post qualified official e.g. direct recruited TTA and depended officials who are young & 12th passed; they may be posted in above section. Some CRM has completed 10 years in marketing; they may be transferred as per their choice. Qualified officials/Direct recruited TTA & TOA can achieve the target from our valuable customers.

Discussion : Staff side pointed out that in Ahmedabad SSA newly recruited TTAs are posted for office work. PGM Ahmedabad Telecom District informed that no TTA is posted in office for doing clerical work. The only TTA posted in CSC is to attend the 3G related complaints of subscribers received in the CSC. The posted TTA in CSC is handling the complaints with 100% satisfaction to the customers. Staff side further demanded that the officials having age above 55 and not willing should not be posted in CSCs.

Decision : There is no age bar in transferring employees at the same station in the transfer policy. The staff is posted for the sales work under Project "Udaan",

Project “Vijay”, EB on the basis of their skill, suitability, and education. The officials above 55 years of age also performing well in these projects & CSC. However, SSAs are requested to review the posting of staff from time to time based on the requirement and skill of official.

Action by: SSA Heads

Agenda Point No (4)

In time issue of housekeeping & security tenders in BSNL

All SSA are not observing tender procedure regularly in time, many times SSA’s are giving extension to the old RCC party. It is also observed that the house keeping tenders is very high, many times RCC parties not providing sufficient staff for building/offices cleaning as well as not using cleaning materials as per tenders terms & condition.

Discussion : The staff side pointed out that the house keeping is in very bad condition in SSAs where the tenders are failed and work is being carried out through temporary contracts. The PGM Ahmedabad Telecom District informed that the problem is due to low price being quoted by the bidder. PGM Ahmedabad Telecom District was of the opinion that the tender should be floated with schedule of rates and quantum of work.

Decision : Clear guidelines have been received under the project SANCHAY for arranging the security services for all locations of BSNL. Regular reporting/progress is being received from SSAs on the Project Sanchay, which is being communicated to BSNL H/Q also.

SSA Heads should make best efforts for maintaining the cleanliness of the building at the competitive rates.

Action by: SSA Heads

Agenda Point No (5)

Action for closing of landline connection in rural area of Gujarat Circle. Nos. of landline connection & WLL connection are closed due to poor maintenance & network problems of WLL. Union desires prompt & suitable actions in the interest of BSNL.

Discussion : In order to arrest the closure of landline connections the following specific actions have been taken at Circle level.

- (I) Fault booking procedure/fault rectification procedure/Verification of fault rectified is streamlined so that disconnection due to poor services is eliminated.

- (II) A list of exchanges is prepared having less than 50 DELs. Specific efforts are being made for improving the loading of these exchanges.
- (III) Project Parivartan has been launched to retain the customers who are applying for voluntary closures.
- (IV) A list of customers who had disconnected their phones during the last 6 months has been provided to Sales Associates so that they may contact them and bring them back to the BSNL fold.

Regarding CDMA : Issue of network problem as and when received are being attended to and no major complaint has been received from any of the SSAs except in Bhuj and Godhra where LG systems are working which needs to be replaced. Most of the IFWTs are under warranty or AMC

In Ahmedabad SSA: To improve poor coverage of WLL in some area viz. Maninagar, Kotarpur Village, Paldi, Ashram Road, Science City, Viramgam, Dhanduka the orientation of antennas are being changed and if required additional BTSs are being planned.

Poor WLL service is due to the non availability of spare parts of the LG make equipments. No further support from BSNL HQ is available for WLL services. There is no vendor support for repair of faulty WLL equipment.

Staff side mentioned that due to unavailability of stores like instruments, cable, drop wire the fault clearance is kept pending.

For fault booking/ clearance instructions has already been issued. A Gujarati version has also been issued.

Decision: Various action plans are sent to SSAs to arrest closure of Land line. The specific instructions are also given with respect to fault booking/clearance. The suitable necessary action desired to be taken are also issued. The team consisting of GM(NWO-CFA), GM(NWP-CFA) and GM(Mktg-CFA) has visited the SSAs and has addressed the issue.

A team of officers from Circle Office will be deputed for inspection with respect to the implementation of action plans and necessary guidelines issued. The action against erring officer/official will be taken for their lack of duty and concern. The staff side requested to include the official from lineman cadre as a part of team of Circle Office, which was agreed upon.

On the issue of non availability of material GM(NWP-CFA) confirmed that there is no shortage of material like drop wire, cable for cable faults etc. The

purchase order for instruments is already placed and likely to be received very shortly.

Action by: GM(NWO-CFA)

Agenda Point No (6)

Closing of new CSC/ Cash Counters newly opened in major Telecom District.

In Ahmedabad, Surat & Vadodara some CSC are totally silent which are on rental base building. No enough revenue is there as well as no any business found or received by CSC. Hence in the interest of BSNL such type CSC should be closed in the interest of BSNL

Discussion : Ahmedabad SSA: Total 45 CSCs are in operation in AHD in rural/urban and Gandhinagar. Out of which
Cat-I CSCs are 11
Cat-II CSCs are 3
Cat-III CSCs are 31.

In Cat-II and III CSCs 2 to 3 officials are posted for carrying out the work of CFA sales, mobile sales and bill collection. No CSC was opened exclusively in rented building. In the past when new exchanges were opened in rented building accordingly CSCs were planned in the same building. In few of the rented exchange buildings SDO office is also shifted.

West area CSCs – Manas, Thaltej, Surdhara, Arthri mall, Karishma, Motera, Science City, Kaligaon.

East area – CSCs- Nava Naroda, Maninagar, Ishanpur, Narol, CTM, Jaldhara. As the CSCs are newly opened it takes time to function to its fullest capacity. However, from the trend of collection of revenue, it is increasing and giving positive growth.

Surat SSA : In Surat SSA, only two CSCs Chalthan and Udhana are working in the rented buildings and collecting enough. Rest others are working in departmental buildings.

Vadodara SSA : All CSCs except Pavijetpur, Bodeli, Waghodia and Savli in Rural areas are working in departmental buildings. These four CSCs which are working in rented buildings are also housing Telephone Exchange in the same premises. These are also Taluka headquarters where CSCs are needed. Thus these CSCs can not be closed.

Decision : All SSA heads are to check feasibility before opening of new CSCs. The special attention is required from SSA heads of Ahmedabad and Rajkot.

Action by: PGMTD Ahmedabad and GMTD Rajkot .

Agenda Point No (7)

Mental Harassment & misbehavior” with SC/ST officials/Union office Bearers & Ladies worker of CSC in Ahmedabad by Commercial Officers Mr D.K. Shah:

District Secretary & Circle Secretary point out this problem with PGM Ahmedabad in Depth, meeting has been taken with administration regarding the issue & problem from Commercial Officer Mr. D.K. Shah, but till date no fruitful result come out in the interest of BSNL workers.

Discussion : As per the Ahmedabad Telecom District no complaint against Shri D.K. Shah is available. However, one incident regarding misbehavior of Shri D.K. Shah was reported by the local official at Vatwa which was got enquired by GM(A) ATD. On enquiry it was found that the case was got settled mutually between the parties and so case was disposed off.

The staff side denied having any mutual settlement in the matter. They alleged that the officer Shri D.K. Shah is having very bad service record and not suitable to post of Commercial Officer. PGM Ahmedabad Telecom District informed that such details are not in his knowledge.

Decision : Being an individual case and as agreed by PGM Ahmedabad Telecom District the representative of staff side may separately discuss the item with PGM Ahmedabad Telecom District.

Item discussed and closed.

Agenda Point No (8)

Lift of Textile market exchange & Mahidharpura exchange in Surat Telecom District not working since 3 Years.

Gandhidham Area Manager Office- more than four Years lift not functioning. Matter already discuss with SSA Head but no result achieved in both cases.

Discussion : Mahidharpura lift – Due to technical and vendor problem there is difficulty to keep the lift under operation and its maintenance. The replacement work of lift of Textile Market exchange is under progress and will be completed in shortly.

As per the GMTD Bhuj the life of lift of Gandhidham Bldg., is over and for repairing the charges are very high. Therefore keeping the lift operational is not economically viable.

Decision : Telephonically PGM Surat has informed to Sr.GM(Admn) that the repairing of lift is becoming difficult and critical for the Mahidharpura exchange. She has proposed the shifting of field staff office from the 3rd floor of the building to other suitable location so that the requirement of operation of lift becomes minimum.

Staff side pointed out that Inspection Quarter not utilized because of faulty lift of Gandhidham, it was agreed that GM Bhuj will be requested to explore the possibility to convert two vacant staff quarters to IQ.

Action by: PGM TD Surat and GMTD Bhuj.

Agenda Point No (9)

To Provide R. O. System for drinking-water in all major building / exchanges in Gujarat Circle:

Most of the present Aqua guards are out of order & not working. Drinking water is a valuable for human being to avoid disease.

Discussion : No specific complaint with regard to non-functioning of aqua guards or RO system is received /indicated. Timely action is being taken by all SSAs for providing drinking water in exchanges/offices.

Staff side pointed out that Municipal water connection is not available in Gandhidham.

However, the matter may be taken up locally for repair of Aqua guards.

Decision : All SSA heads may take necessary action for providing potable water to exchanges/offices.

Action by: all SSA Heads.

Agenda Point No (10)

Entry of Past Service (Casual labour/TSM) in Service book of TM/RM in Gujarat Circle:

Our Union has observed that no entry made in service book of past service in cadre of RM/TM. Due to this reasons at the time of retirement officials are facing problem to get retirement benefits.

Discussion : As per provisions vide SR-202, the service book can be verified by the Government servant and ensure that his services have duly been entered properly by the Service Book maintaining authority.

Staff side pointed out that except Ahmedabad SSA no other SSA followed the instructions in this regard.

Decision : All SSA heads may take necessary action in the matter.

Action by: all SSA Heads.

Agenda Point No (11)

Non Co-operation by DGM (A) Surendranagar towards District Union BSNLEU.

Matter already brought to your kind notice regarding Non-co-operation by DGM (A) our District union facing hardship for day to working. Moreover we request you sir kindly post G.M. Surendranagar.

Discussion : At present the charge of GMTD Surendranagar is being looked after by the GMTD Rajkot . The regular posting of GMTD Surendranagar falls under the competency of BSNL Corporate Office, New Delhi. Circle Office has already taken up the case with the Corporate Office to post SAG officer at Surendranagar.

Staff side pointed out that the DGM(A) Surendranagar is not co-operating to sort out the issues of staff. He is denying to meet the union office bearers and even the customers for their grievances.

Decision : The staff has also raised and discussed many Surendranagar items, which was not elaborated/indicated in the agenda. Since GM/DGM Surendranagar were not available for comments it was decided to held a separate meeting in O/o CGMT of GM(SEN), DGM(SEN) and concerned staff side representatives to resolve the pending issues.

Action by: AGM(G), C.O. Ahmedabd.

Agenda Point No (12)

Compensation may be given to CSC staff which CSC function on second Saturday

Discussion : BSNL Corporate office vide OM no. 14-1/ 2011-TE dated 13.09.2011 has issued a compilation “instruction and guidelines on working pattern” (Copy enclosed) As per para B(1)(1), for customer service center and Cash collection center, working pattern will be Six days/Week implying including working on second Saturday. In view of the same, there is no eligibility for compensation.

Staff side mentioned that tenure may be identified for CSC staff. They also requested CGMT to issue instructions on procedure to deal with fake notes in CSCs.

The working pattern of BSNL was circulated to all, which is very clear and the same is being followed.

Decision : The working pattern of all CSCs will be as per the BSNL guidelines.

Action by: All SSAs.

Agenda Point No (13)

There are so many short comings in CDR functioning.

It is observed and many District Secretaries have been brought to the notice of Head of SSA regarding poor functioning of CDR project.

Rajkot District also brought to the notice of SSA Head but no fruitful result has been achieved.

All staff and our valuable subscribers have been facing so many difficulties due to CDR programs.

All short coming should be corrected in the interest of BSNL immediately.

Discussion : All the problems regarding CDR project as reported by SSAs are duly forwarded and discussed with ITPC Pune in coordination with M/s TCS works to resolve the problems at the earliest.

However, CDR is a new software platform that has replaced the old dotsoft system and it may take some time before users acquire sufficient comfort level with it.

In Rajkot SSA:- The main server is located at ITPC, Pune and is serving entire whole west zone. The Connectivity with the server is of very high bandwidth. The slow speed is due to server over which we have no control. Many a times the complaints have been raised with ITPC,Pune for redressal.

CGMT intimated that short comings in CDR is an all India problem and as compared to other Circles, Gujarat Circle faced less problems. But the problems will remain for some period too as the change over will take some time.

Staff side also alleged that proper training not given to the staff working in CDR.

Staff side pointed out some problems regarding centralized 197 at Rajkot viz providing incorrect numbers.

Decision:

The shortcomings in CDR are reported from all over India. Comparatively Gujarat Circle is having less problem with respect to its working. The matter is being pursued with ITPC Pune through Corporate Office for early solution of reported problem.

The matter can be taken up with concerned representative with the SSAs and required training will be arranged for smooth CDR implementation/working.

The GMTD Rajkot is to examine & resolve operational problem of centralized 197 services at Rajkot.

Discussed and item closed.

Agenda Point 14 : Poor coverage of mobile service particularly Rajkot District facing lot of trouble. The maintenance of GSM is very poor in Rajkot city.

Discussion :

As per prevailing guidelines, the first line and second line maintenance of GSM BTS net work in city area is being carried out by a dedicated team on a day to day basis. But some BTS goes down due to prolonged PGVCL supply failure or due to scheduled power shutdown. Recently, in Rajkot city battery sets of 10 GSM BTS sites was replaced by new one. Also another 20 battery sets will be replaced within a month. Due to the above, BTS down time has decreased, in rural area of Rajkot SSA, battery sets have already been replaced by new ones and the balance will be replaced within a month.

Poor mobile coverage in some area is due to non availability of BTS. In these areas new BTS has been planned.

As per the service parameters the mobile service of Rajkot are better than many other SSAs. Rajkot SSA has got the award for the first quarter of 2011-12 for the mobile service. As far as the Gujarat Circle is concerned its mobile service are far better than other Circles. A lot of improvement in coverage in mobile service is regularly noticed in Gujarat Circle.

Staff side pointed out that many of the mobile service problem is due to poor maintenance of BTS, batteries and E/A.

Decision : The SSA had to be more vigilant for maintenance of BTS to minimize the coverage problem. The replacement of battery sets is under progress.
Discussed and item closed.

Agenda Point No (15)

In sufficient fund allotment.

Welfare fund for book Award and Scholarship are not providing by the Circle Office to the SSA sufficiently. Eligible candidates have not been awarded due to shortage of fund.

Sufficient fund should be allotted to SSA Head so all eligible candidate are to be awarded.

Discussion : For the year 2009-10 welfare grants of Rs 96,00,000/- was received from the corporate office where as for 2010-11 only Rs 48,00,000/- was received.

Out of the funds received, 85% of the fund is distributed proportionate to the staff strength based on the decision taken in the fourth meeting of BSNL staff welfare board of the corporate office. Balance 15 percent of the fund, kept reserved for emergent condition, is distributed based on the critical requirement given by the SSAs.

For the current financial year i.e. 2011-12 no grants have been received. Needful action for 2011-12 has already been taken up with the corporate office. Staff side may also take up the issue with BSNL HQ level.

Decision : For the allotment of funds for 2011-2012 i.e. to meet the requirement of Gujarat Circle the matter is being taken up with BSNL HQ.

Discussed and item closed.

Agenda Point No (16)

Re habilitation work should be carried out.

It has been observed that during the span of last seven years the work of rehabilitation and cable work are not done up to the mark in All SSA particularly Rajkot & Ahmedabad SSA the said work should not carried out.

Re habilitation work should be started as early as possible in the interest of BSNL.

Discussion : Rehabilitation (means pole less activity in the external plant) is reported to have been completed in all SSAs viz-a-viz target given by corporate office. However, rehabilitation is a dynamic process. Rajkot SSA has informed regarding some pendency for which new tender has been floated.

The dressing and other works like subscriber's fittings etc. is a continuous process to be addressed by SSAs regularly as per need.

Decision : The type of work required in the O/D has been mainly of the maintenance nature, which is required to be carried out regularly by SSAs.

Action by: All SSAs.

Agenda Point No (17)

Sterling Hospital of Rajkot should be recognized for All purposes.

Discussion : Sterling Hospital, Rajkot has been empanelled for " All purpose" for indoor treatment. The staff side thanked the administration for the same.

Item discussed and closed.

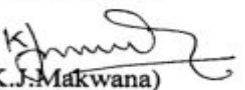
Agenda Point No (18)

Shortage of Materials like Joint Kit, tools, cable, instrument. Hence work suffer and unable to provide satisfactory service to subscribers.

Discussion : Regarding Telephone instruments, the procurement is being done from BSNL C.O. & accordingly requirement of the Circle is already intimated to Corporate Office. As per the authorization received, the Purchase Orders have been placed to M/s Promod Telecom Private Limited Lucknow on 06/08/2011 for 54,000 Clip Phones & on 30/08/2011 for 24,000 Clip Phones. The supply is expected by the next month onwards. Regarding other items there is no shortage reported by the SSAs.

Decision : As per the details given by GM(NWP-CFA) presently shortage of the material is not existing.

Item discussed and closed.


(K.J. Makwana)

Asstt. General Manager(Genl)
O/o CGMT, Ahmedabad

Copy to:

1. All SSA Heads/ PGM(Fin)/All GMs in Circle Office
2. AGM(Admn)/AGM(DI)/AGM(Estt), Circle Office
3. SDE(G-II)/SDE(G-III)/SDE(Bldg), Circle Office

} For compliance on points pertaining to their section within one week please