

# **BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

Admn Section O/o the Chief General Manager, Punjab Circle,  
Sanchar Sadan , Plot No. 2, Sector 34-A, Chandigarh-160022



**No:- PBCO-11/17(12)/1/2020- HR ADMIN**

**Dated:- 08.10.2021**

## **ADDENDUM/CORRIGENDUM to AIGETOA Minutes of Meeting dated 19.08.2021**

In continuation to minutes of 1st Quarterly meeting of AIGETOA Punjab held with Punjab Circle on 23.07.2021, circulated vide letter No. PBCO-11/17(12)/1/2020 HRADMN dated 19.08.2021, modification/addendum to below mentioned agenda points are hereby issued with the approval of competent authority.

### **Agenda point No. 4(Annexure-I):- REA-2014 Rules in Circle & BA Level.**

**Discussion & Decision with addendum:** Management assured that all facilities, as per REA Rules, will be extended to AIGETOA. AIGETOA, being a majority association, has liberty to hold dialogue/ discussion with management on various policy decisions and important matters. Letters/ circulars related to associations are invariably endorsed. Regarding special casual leave of 20 days, the facility is already available in ERP SAP. It is also advised to take up the same with concerned BA/Unit Heads to make the quota available for office bearers in ERP SAP. List of Office bearers may be shared with respective BAs/Units.

Association side also brought to notice that SSAs are still reluctant to hold Agenda meetings, necessary for better employee-employer relationship, as per provisions of REA Rules. CGMT Punjab clearly directed that regular agenda meetings should be held with recognized association by all BA heads quarterly.

### **Agenda point No. 10(Annexure-I):- Security refund of the JTO/JAO after 5 years of service:**

**Discussion & Decision with addendum:** Staff side informed that no case of security refund in the JTO Cadre is pending as on date. Finance section informed that the sanction for refund of security amount of Rs 5000/- in r/o JAO cadre executives who completes five years of service, is being issued after due verification from Claims section without insisting upon the draft details as and when the case is received from the concerned executive through proper channel. AIGETOA told that many cases of security refund are still pending even after completion of 12 years of service and association has collected data of about 30 such executives from Punjab circle.

Furthermore, association suggested that some procedure must be evolved to streamline the same in future as executives face many difficulties such as DD no. and other related details while claiming their security refund. PGM (Finance) asked the office bearers to share the list of pending cases, if any, for expediting the security refund and also assured to make the process smoother.

## **Agenda point No. 2(Annexure-2):- FTTH and other operational issues.**

**Discussion & Decision with addendum:** Punjab Circle is not authorized to affect procurement of ONTs. As far as shortage is concerned, there is no report available to this effect. Unprofessional and indifferent attitude to contractor staff has not been reported so far. Regarding delay in provisioning of FTTH connections by TIPs, it is mentioned that SSAs have been asked to monitor the provisioning activity proactively.

- (a) AIGETOA told that multiple tenders should not be awarded to single contractor as labour was used interchangeably and sufficient labour staff was not deputed by the contractor for each task leading to delay in fault rectification. Management side informed that although guidelines from BSNLCO are being followed in this regard yet such instance, if any, can be reported separately.
- (b) The issue of clearance of faults without rectification by vendors/contractor was discussed. Association suggested introduction of Happy code via OTP to avoid repeated faults. The management expressed difficulty in implementing the same due to technical glitches but informed that instructions were issued to the unit heads from time to time to look into it and ensure that this does not become a practice with the contractor. Action should be taken against any contractor in case such incidents are found to be repeated.
- (c) AIGETOA proposed that free ONT must be offered in case of 6 months subscription to compete with private operators. The management side told that though it can be discussed with TIPs but the same cannot be forced as revenue-share model is already in place.
- (d) Association raised the issue of non-migration of old LL numbers to ZTE NGN since long. PGM CFA informed that the issue has been resolved by M/s ZTE and the same will be implemented soon.
- (e) On scarcity of resources such as new splicing machine, OTDR etc. it was informed that the same is getting delayed due to lack of funds but would be purchased as soon as the condition improves.
- (f) AIGETOA office bearers suggested for dedicated complaint no. for FTTH services. Management side was of the view that toll no. of booking faults including provision for FTTH fault is already there. Opening another no. for this will lead to confusion/inconvenience to subscribers. Further management side informed to take up the issues relating to CFA/ TX sections, if any, with PGM (CFA) , GM (TX) separately.

## **Agenda point No. 4(Annexure-2):- Upkeep /Housekeeping manning provision requires for unmanned exchanges, BTS, installations etc.:**

**Discussion & Decision with addendum:** PGM (NWO-CM) informed that in all major telecom sites of BA upkeep/manpower has already been provided and moreover extension of infra alarm on pending BTS sites is already going on and is being

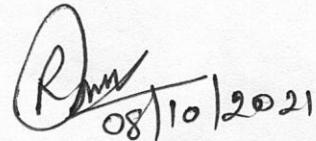


monitored regularly. AIGETOA expressed concern over the increasing cases of theft and suggested that installation of security cameras on theft prone sites can be discussed with Outsourcing vendor in case he can't provide man power. Management side welcomed the proposal and promised to look into the same.

**Agenda point No. 7(Annexure-2):- Optimal utilization of CMTS scarce resources:**

**Discussion & Decision with addendum:** Regarding deletion of numbers which are inactive in VLR, it is submitted that BSNL Punjab is deleting inactive numbers in accordance with corporate office instructions issued vide letter No. BSNLCO-NPCM/11(11)/3/2020-NWP-GSM- 1, vide which permission to BSNL Punjab was granted for disconnecting numbers with condition that net customer addition in a month shall remain positive. AIGETOA stated that disconnection of vanity numbers should also be considered for best utilization of resources.

All other points of the minutes shall remain same.



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