



**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
OFFICERS' ASSOCIATION**

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No.AIBSNLOA/CHQ/2015/26

Dated: 24th February 2015

To

Shri Anupam Shrivastava,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi

**Subject : Our response to Management Committee Note on BSNL HR Plan –
regarding**

Ref: BSNL letter CP&M/ 1-256/ BRPSE/ Revival Plan/ 2012-13/ Vol-III dated 10.2.2015

R/Sir,

This is with reference to the BSNL letter cited above circulating the recommendations of the Management Committee of BSNL on Deloitte Consultant's recommendation on Revival & HR Plan of BSNL.

2. In this regard, we are enclosing our letter No.AIBSNLOA/CHQ/2015/2 dated 21st January 2015 conveying our detailed response to BSNL letter No. 4-1/2010-Restg dated 26-12-2014 recd from Restructuring Cell of BSNL Corporate Office. We had categorically stated therein that the proposals of the Restructuring Section of BSNL CO cannot be accepted in view of the following reasons. We reiterate all the points given in that letter and request dispassionate consideration of these points before submitting the note for approval by BSNL Board.

3. A dispassionate analysis of the above proposals shows that the Management is keen in retaining and even adding more Executives at higher levels of CGM/PGM, GM and DGM but irrationally reducing the number of Executives at middle and lower levels. The figures provided by the Restructuring branch itself shows that there has been a wide gap between the sanctioned strength and working strength in respect of DEs/SDEs/JTOs. Work load on these executives in the field units has been phenomenally increasing, since there has been huge number of retirements during the recent past and the sections handled by them are given to those in service as additional charge with no limit prescribed for such additional charges. This is already posing challenges for effective and efficient network management and service delivery. Further reduction in the strength of these executives will badly affect the operational efficiency leading to customer dissatisfaction.

4. The recommendations of strength of these cadres by the consultant are not based on scientific reasoning. The consultant has taken the number of DELs as a yardstick for arriving at the strength of these executives, even for calculating the strength of executives in sales, marketing, CSD etc. It is quite unscientific and unrealistic to use DELs alone, since BSNL's business has expanded to mobile, data,

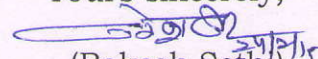
VAS, Enterprise Business and many other areas. Taking DELs as yardstick, when the fixed lines are bound to face decline continuously, confirms our fears that the consultant has worked only towards recommending manpower in such a way to bring down expenditure on staff, without taking care of a strategy for sustainable revival plan for BSNL.

5. Another matter of serious concern is the consultant's proposal for clubbing of operational manpower at JTO, SDE and AGM levels. The restructuring branch, though not agreeing to it, has proposed clubbing at JTO and SDE levels, ignoring the views of most of the circles. Only recently, the restructuring branch had circulated draft of revised Executive Promotion Policy, wherein it had proposed E3 scale as functional and designated as Manager in Corporate Office and Jt.DE/Jt.CAO/Jt.EE (Civil/Elec) in field units, thus adding another functional grade after JTO, SDE. Within a few months it has changed its stand and wants JTO and SDE levels clubbed. This proposal as well as the proposal that the ratio of AGM to SDE/JTO cadres will be kept at 1:6 for all streams, is therefore not acceptable and completely impractical.

6. We therefore request you to review the whole proposal keeping in view the specific requirement in each level taking into account the significant changes in the technology, business model and business processes and not to view the matter as a tool for bringing down the expenditure on staff. Deloitte Consultant or any other consultant does not have the knowledge and expertise in dealing with such a huge PSU like BSNL which has to carry out social obligations of the Government of India and cannot be compared with any private organization run with the sole aim of amassing huge profits. Let an internal team draw up the plan in consultation with the field units. BSNL and DoT were successful earlier in negating the recommendations of Sam Pitroda Committee constituted by none other than the then Prime Minister of India. And DoT can now be convinced about the futility of engaging consultants who do not understand the nitty-gritty of functioning of BSNL and requested not to stand in the way of implementing HR matters already in final shape in BSNL.

With kind regards,

Yours sincerely,


(Rakesh Sethi)

o/c General Secretary

Copy to: 1. Shri A.N.Rai
Director (HR)
2. Shri N.K.Gupta,
Director (CFA)
3. Smt. Sujata Ray,
Executive Director (Finance)
4. Shri Shameem Akhtar,
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5. Shri Arvind Bajaj,
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