



SANCHAR NIGAM EXECUTIVE'S ASSOCIATION(INDIA)

Rajasthan Telecom Circle, Jaipur

No: SNEA(I)/ Rajasthan/ Correspondence/2014-15 /44

Dated: 25/07/2015

**To,
Chief General Manager
Rajasthan Telecom Circle
Jaipur.**

Sub: Regarding pending grievances of members and development of BSNL.

1. Acute shortage of essential stores :

Optical fibers, PLB Pipe, Splicing kits, Drop wire etc. are running short since last two years in Rajasthan Circle. Due to acute shortage of these critical stores, development and maintenance work of telecom network is suffering badly. Poor maintenance of network badly affecting the quality of service; which is going deteriorated day by day. Bad quality of service and poor maintenance of network are main reasons for reduction in our customer base in turn decreasing of our revenue day by day. So, it is requested that process for procurement of these critical stores should be started earliest at appropriate level. Tender for procurement of drop wire should be floated earliest. Norms for using of Drop wire for installation of new telephone connection and maintenance of telephone connection should also be got revised at corporate office level. These norms had been fixed for upgraded telecom network, but, here in Rajasthan, prevailing situation of network is no existing as per standard norms fixed by BSNL headquarter.

2. Poor Service Quality of GSM Network :

Rajasthan Circle is facing a big threat in GSM Mobile services due to its very poor service quality. The situation is going deteriorated bad to worse day by day. Connectivity of mobile services going deteriorated continuously. Call dropping is a

common feature now a days, for completing a talk customer has to make at least three to four attempts. Accordingly he has to pay manifold for that conversation without his fault. Speed of data is very-very poor, now a days demand of data is more than speech. Wrong observation are also being broadcasting by system. If any called number is busy, then just after busy tone, calling customers gets announcement "number does not exist". Many time, if called subscriber is just 50m away even then caller will get number not reachable. This poor quality of service creating frustration among customers and led to MNP port out from BSNL, in turn we are losing our customers base day by day and revenue of GSM Services is going down every month with respect to previous month. This is a serious cause of concern for all of us. So, it is requested that suitable steps has to be taken at appropriate level to increase our customer base by improving our quality of service.

3.Looking after arrangement in the cadre of SDE :

Presently about 200 posts in the cadre of SDE are running vacant in Rajasthan Circle. Last looking after arrangement was made on 21/05/2014 for only 30 JTOs which has been terminated in the month of November, 2014. Our very senior JTOs, those have already officiated in the cadre of SDE for four to five years, are facing very embarrassing position in day to day working due to reversing the position by LDCE candidates who are working as SDE of those JTOs who have previously worked as boss of present SDE. So, it is requested that please arrange to issue orders for looking after arrangement in the cadre of SDE for at least 100 posts so that our senior JTOs may not feel embarrassing situation.

4. Relieving of officers on request transfer :

Twenty JTOs and six SDEs, whom requests has been considered by circle administration after completion of four to five years of service at their place of posting. Four JTOs Mr. P.L.Ameta, Mr.R.C.Bargurjar, Mr.M.S.Chouhan, Mr. S.L.Regar had been transferred from Banswara to Udaipur, Mr. V.K.Gaur from soft tenure station Barmer to Jodhpur on request transfer on 08/04/2014 after completion of three years at soft tenure station. Mr. R.K.Jain from Jaisalmer to Udaipur, Mr.J.C.Gupta from SriGanganagar to Bikaner and Mr. K.K.Singhal from Sirohi to Ajmer. Jaisalmer, SriGanganagar and Sirohi are also soft tenure station, but, all these eight officers had not been relieved even after passing more than 15

months to the transfer order. It is evident from the transfer order status list that some of the officers have not been relieved by their SSA heads even after passing of four to five years to the transfer order by circle office. This type of autocratic working of SSA heads is leading to indiscipline and disobedience of orders of higher office. So, it is requested that all the orders issued from circle office should be implemented in true spirit by relieving all the pending officers so that relief can be provided by enabling them to discharge their social responsibilities while serving to the BSNL.

5.Cancellation of transfer order:

Our CWC member Sh.B.N.Goyal,SDE Udaipur and Sh. M.K.Sharma SDE Udaipur had been transferred from Udaipur to Sirohi vide letter No. STA/8-5/Rotational trf/CO/09-10/38 dtd. 29.05.2014 on pick and choose basis to fill up the so called shortage at Sirohi. If there was an urgent need of SDEs at Sirohi then both officers might had been relieved immediately by GM Udaipur. GM Udaipur is also GM Sirohi since he had become GM Udaipur before one and half year. As on today both the officers are working at Udaipur. It means the transfer order was not made on need basis. Even after that one SDE from Jaipur Mr. B.L. Gurawaria has joined at Sirohi on 29.5.2014. One another SDE Mr. Kishori Lal from Jhunjhunu has also joined at Sirohi in May 2015.Mr.N.L.Gehlot is already working at Sirohi in addition to that 21 JTOs are working at Sirohi. SDE Mr. V.C.Jain is under transfer to Sirohi from Jaipur and he had been relieved recently from Circle office Jaipur. So it is requested that transfer orders of Sh.B.N.Goyal and Mr. M.K.Sharma should be cancelled so that they can service better at more potential SSA Udaipur than Sirohi.

6.Change of posting of Mr. M.S.Shekhawat from Alwar TD to Jaipur:

Mr. M.S.Shekhawat AGM has been transferred on own cost vide BSNL Corporate Office, New Delhi order No. 412-12/2005-pers/dtd.17.07.2015 from BSNL Corporate Office to Rajasthan Circle. He has been posted at Alwar TD vide Circle office memo No.STA/8-11/TP/Ch-LIX/2015-16/31 dtd.21.07.2015. Before transfer to Corporate office from Rajasthan Circle Mr. M.S.Shekhawat have served at Sikar SSA for two and half years and after serving at Corporate office for two and half year, his request has been considered by Corporate office for own cost transfer to Rajasthan Circle. He is practically out of Jaipur since last five years. So it is

requested that his posting station should be changed from Alwar to Jaipur so that he can discharge his social responsibilities while serving to BSNL.

7.Retention of V.C.Jain District Secretary up to 30.09.2015:

Our District secretary Sh. V.C.Jain was transferred to Sirohi and relieved on 16.07.2015 from Circle office to join at Sirohi. Our all India conference is going to held w.e.f. 4th to 7th Sept.2015 at Jaipur. Mr. V.C.Jain is holding post of District Secretary, Circle office branch Jaipur, So it is requested that his transfer order should be held in abeyance till 31.12.2015, so that our all India conference can be held smoothly.

So, it is requested that your honor should personally look in to these vital issues of HR & development and got them resolve immediately, so that, the long pending grievances of our executives can be resolved and our customer base may be strengthened.

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(S.S.Rajput)

Circle Secretary
SNEA Rajasthan