

Telecom Executives' Association of MTNL

DELHI CIRCLE

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No. TEAM/CIRCLE/ 2013-14/ 8

Date ...30-07-2013

To,

Executive Director

MTNL Delhi,

K.L.Bhawan, ND-110001,

Subject: Solicited immediate intervention of management for providing uninterrupted services to our esteemed subscribers in general and particular in TY area.

R/Sir,

Kindly recall our discussions held with your good self during our formal and informal meetings regarding the issues pertaining to service matters wherein we have raised the issue of acute shortage/non availability of essential stored items for maintaining the services in Delhi unit. Your good self has informed us that there is no shortage of items. That time we were having no alternative accept to believe the statement /information given by the chief executives of MTNL Delhi.

On the basis of the information given by yourself we hold the meetings with different area GMs to take effective measures to provide uninterrupted services to our subscribers. During the meeting with the different area GMs with our representatives we were shocked on the report received from them that there is acute shortage of jointing materials in OFC as well as copper cable net work, Drop wire, jumper wire , PBT, and ports of BB , PC/Terminals, Shortage of vehicle for moving in area etc.

The situation in TY area and west area is worst. Regarding TY area we have already informed your good self through our letter number **TEAM/CIRCLE/2013-14/5 dated 25/06/2013** wherein we have drawn your kind attention towards the indifferent and indecisive approach of the decision taking authorities at the level of Delhi unit as well as corporate office. In TY area till date we have almost incurred a revenue loss to the tune of 2.5 crores because of these indecisive and indifferent people in management. The MTNL Delhi unit has not only suffered the said revenue loss but also has to incurred the expenditure almost double of the amount which was

required to spent in Nov-2012 for restoration of the services of the Approximately 5000 subscribers whose services were effected due to massive cable cut / cable fault at Khurji Nalh area. We want to know from your good self whether MTNL Delhi unit will still prefer the services of such officers those who have failed in taking the prompt decision in the time of crises? If the answer of this question is 'NO' then certainly we want to see how prompt action MTNL management will take to get rid of such kind of officers ?

In view of the above we want to submit before your good self that our association will not remain a silent on lookers in this regard. If management will not act promptly in TY area and continue to be remained inactive and ineffective then our association will not be left with no alternative except to resort the protest actions till the service in TY area in particular and in Delhi Telephones in general up to the satisfaction of our esteemed subscribers.

With Regards

Yours sincerely


(RAM GOPAL)

Copy to:

- 1)CMD MTNL for information and kind intervention please**
- 2) DIR.(HR) MTNL for information please.**
- 3) DIR. (FIN.) MTNL for information please.**
- 4) DIR.(TECH) MTNL for information please.**
- 5)General Secretary TEAM with request to take up the issue at appropriate level.**