

To

The GM(BSS)WS

MTNL,CGO Complex

New Delhi

Subject: Regarding -Meeting of Telecom Executives' Association of MTNL with you.

Dear Sir,

A General Body meeting of the Executives of Wireless Services Delhi Circle was held on 02/6/2015 and following resolutions were passed unanimously to increase the efficiency of executives and MTNL :-

- 1) Maintenance of BTS is suffering due to acute shortage of CTU cards, Hardware, Faulty Power plant Modules etc.–same must be arranged by GM/DGM.
- 2) Most of BTS sites are having faulty ACs which is affecting the equipment and its working and to maintain the temperature the Doors are being kept open which may cause human casualty and other type of danger-GM /DGM must look into it..
- 3) Most of the BTS maintenance problems are connected with electrical wing and whenever they are approached they don't attend to the problems and convey that they don't have finance to attend the problem. So there should be regular meeting with the Electrical wing at senior level to resolve such issues!
- 4) No AMC agreement is being provided to SDEs/DEs and Vendor is not maintaining the BTS on the excuses that environmental conditions are not being met by MTNL thus causing huge loss of revenue to MTNL.GM/DGM must look into it.
- 5) KPIs fixed for SDEs/DEs are wrong in the present context and cannot be applicable to these cadres only. The DGM/GM should also be equally responsible for not resolving the issues. GM/DGM must look into it.
- 6) SDE is a technical cadre and Clerical staff be provided to all SDE for doing various types of daily / office related works.
- 7) IPs are manipulating the bills for electrical charges of MTNL and raising bills different from BSES which is wrong .However senior officers are pressurising SDEs/DEs to clear the bills of IPs.
- 8) As MTNL is charging fix rates for exchange sites of other IPs so the same method can also be made applicable to other IPs for MTNL shared sites.

- 9) In case of fault in BTS, it is very difficult to access the site of the IPs though they can access our sites very easily and even senior officers also pressurise for this and not otherwise.
- 10) The Management is not doing many things transparently and not sharing the documents at DE/SDE level in case of NSN project and ICR matter of Aircel and Reliance etc. GM/DGM must look into it.
- 11) There is no regular skill development /training programme for SDEs/DEs which is affecting efficiency of MTNL working and maintenance of wireless services in MTNL . GM/DGM must look into it.
- 12) There is no staff , sitting space and proper infrastructure with DEs /SDEs including PCs/Fax/Broadband /Scanner to handle various offices works. GM/DGM must look into it.
- 13) As per established hierarchy of MTNL,SDE must have JTO, TTA, Technician, clerk, WA working under them but SDEs are being harassed to do all their work without any staff for their technical assistance. GM/DGM must look into it.
- 14) There is insufficient number of RF testing tools and infrastructure to carry out daily works of RF wing including proper sitting arrangement for SDE,DE and PCs etc for them. GM/DGM must look into it.
- 15) In day to day working proper hierarchy is not being followed by senior officers and harassment to SDE and DE is being done by ordering direct works to them, creating complete chaos and confusion. Only established line of authority should be followed. GM/DGM must look into it.
- 16) Senior management must act appropriately to arrest the menace of illegal boosters in MTNL N/W. GM/DGM must look into it.
- 17) In many areas signal strength is being shown very good but data speed is very low. GM /DGM must look into it and resolve the issue.
- 18) Nothing clear about who will maintain 3G BTS-MTNL or NSN- be clarified and document be supplied pl. GM/DGM must look into it.
- 19) Complaint redressal mechanism of Dolphin should be improved in Wireless services and MTNL staff only be redeployed for this job. GM/DGM must look into it.
- 20) 3 G connections be provided to all SDEs/DEs for maintenance and checking of signal strength purpose urgently. GM/DGM must look into it.
- 21) All BTS being installed must be offered for AT and only then only be made over to BSS maintenance with AT Certificate and copy forwarded to RF Wing for RF optimization for both 2G and 3G simultaneously for efficient working and only after optimization certificate payment to vendor be released. GM/DGM must look into it.

The matter is very important and therefore it is requested that meeting be granted at the earliest to resolve the unrest amongst Executives due to degrading wireless services and negligence towards genuine issues of the executives pl.

Sanjay Tyagi

Area Secretary

Copy to:

- 1) GM(NSS)/(HQ)WS for kind information and n/a pl.