

**KEY NOTE ADDRESS**  
**BY TEAM CIRCLE SECRETARY IN THE**  
**OPEN SESSION ON 27.10.2015**

Hon'ble chief guest of this session Sh. N.K.Yadav, CMD MTNL, Guest of honour Sh. Bhai Jagtap MLC Maharashtra State ,Sh. Sunil Kumar Director HR , Sh. P.K.Purwar Director Finance, Sh. A.K.Srivastva ED Delhi Unit, CHQ President Sh. N.L.Thangaraj , General Secy. Sh. A.K.Kaushik , Circle President Sh. K.R.Yadav, Circle Secy. Mumbai Sh. J.S.Yadav ,Circle President Sh. G.N.Haragaball, General Secy. MTNL Executive association Sh. V.K.Tomar, General Secy. RTOWA Sh. S.S.Nanda , General Secy. MTNL Mazdoor sangh Sh. Dharamraj , President MTNL Staff Union Sh. Mange Ram , all other special invitees and my beloved members I on my personal behalf and on behalf of Circle Executive Body of TEAM Delhi welcome all of you to this open session .We feel that arrival of each dignity in this open session is blessing us and our organization. All of you have not only recognized the social welfare done by this great organization for thousand of executives of MTNL but also encouraged us for doing so in future too. I know each of you have very precious time and by curtailing your valuable time table you could find little bit of time for us. I once again extend my heartiest gratitude for all of you.

We must see the approach of MTNL Management for resolving the problems in two eras. First one is that which was before June2015 and the 2<sup>nd</sup> one is of post June-2015 era i.e. after joining of our present visionary new CMD Sh. N.K.Yadav ji. I am not sure that how many of you will agree to my assessment but one thing to which each of us will agree that our new CMD with his innovative ideas for improvement of quality of services of various services provided by MTNL to our esteemed subscribers, has made MTNL vibrant in total.

The things which were moving with bull cart speed now accelerated to speed of jet. Now decisions are being taken promptly .But still some senior officers have some hitch to take decisions promptly I take this opportunity to give free advice to each employee of MTNL that it is the high time for do or die and time will not keep waiting for any one so please wake up and run.

I am underlining some of vital issues which need prompt execution for survival of company and financial revival of MTNL.

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- 1) **Revenue of MTNL:** The present Financial condition of revenue is not hidden from us. For increasing revenue to a level where we could safely save the interest of thousands of family of our employees is only to increase the subscriber base and RPU. Subscriber base will be increased only if we win the belief of our subscribers for the services rendered by MTNL. Today's era is of mobile conversation and data with perfect reliability and desirable speed therefore we have to leave our traditional approach of halting on revenue earned by landline subscribers only.
- 2) **Quality of services in data services:** The present CMD has initiated the idea of installing more and more DSLAM near to subscriber's residence so that improved and reliable speed of data services may be provided to subscribers. Initially we were of the same opinion as of CMD that this plan may work and there may be miracle type change in the quality of service. However, it will be too early to comment but it seems that we have to install much more infrastructure for comparatively less number of subscribers. For example one area has installed 7 DSLAM which in all cater nearly 300 subscribers of Broad Band whereas total subscriber base of Broad Band Subscriber is nearly 90000. It is to be recalculated that for such 90000 BB subscriber how much infrastructure we have to install. Whereas this is story of only one area of Delhi Unit. So we have to rethink about this strategy for providing better and reliable service of Broad Band at desirable speed. .
- 3) **Poor cable network:** we laid underground cable 30 year ago. Still our land line network which is serving for our BB subscribers too is totally on the mercy of these underground cables. We are not able to provide reliable infrastructure to our BB network and Cable network. This network can be repaired after investing some money but it is the victim of ignorance of our intelligent management. I would like to quote the example of indecisiveness about underground cable of TY area where nearly 6000 subscribers were forced to left out our services in absence of UG cables due to theft in Nov-2012. Our association raised this vital issue in front of lower management to top most level but no one could take any decision. Therefore, some prompt solution is required for complete revival of UG cables for reaching to some fruitful solution.
- 4) **Miles behind of 3G and 4G Services:** Friends ,It is fact that MTNL is providing its Wireless services since 15 years approximately but it is also a fact that from day 1 to till date we are lacking in winning the

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Confidence of our subscribers from Mobile services. On one hand our network is not able to provide even 2G services up to mark in whole Delhi-NCR area but on other hand private operators are coming daily with new plans , new data services and new technologies like 3G, 4G. In the present era of mobile telecommunication we cannot sit tight by folding our hands on the issue of these services. We the number one company of Land lines and Broad band must step up for being number one as mobile service provider too.

5) **Valuable subscribers of Toll free services and Lease**

**lines:** We are receiving much heavy part of our revenue through these limited value subscribers but the special attention has not been given till date to them. I am sure that the market is full of possibilities for adding much more subscribers of such potential for that confidence among them is to be build up. In today's era every one need our 24\*7 services without any break and the behavior of our staff and executives need to be more polite for them. This is missing part of our strategy. Although our CMD is focusing on these valuable subscribers but only one man can't think, write and execute all his visionary ideas so this is the need of hour to be more customers friendly for all of us.

6) **Shortage of Man, Material and Mobility:**

We are in competition with the Private Operators which have army of young energetic employees. Whereas our organization is having employees with an average age of 50+ . This fact alone creates much difference in working culture of organizations. Government policies are binding on us and we are bound to serve the way Government wants. Except this fact one more thing is there heavy retirement in the present year. At least 100-120 employees/executives are being retired and work load of each of them is being transferred to existing employees/executives. Which has made our working employees over burdened. If these are facts then all of us must keep these facts in our mind that our employees are aged & over burdened and hence working hrs. limit should not be crossed any more. Some Area GMs are calling executives on duty even on Holidays by showing them a fear of CMD and Mumbai transfer. I condemn this attitude of Administration. In spite of looking for favorable consideration for our employees we are showing them our anger or dissatisfaction just because they are being pulled by someone higher to them. Please place

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real picture before top management so that actions may be taken accordingly. The shortage of material and Mobility (vehicles) have been brought to notice of Area GM to CMD in various meetings by our association. We had long discussion on each forum and made them convinced that there is actual shortage of material and vehicle for the field staff and without overcoming these shortages we cannot expect miracles from our dedicated staff. Our Management understands all the problems, agrees for early resolution but fail to deliver the materials and vehicles till date. Our new CMD once again agreed to our demand and promised for early action . Let us hope for the best.

- 7) **Merger of BSNL and MTNL** : Till now it is well known fact that Government is actively considering the merger of MTNL and BSNL. I am not sure that what date will be declared for this much awaited merger but it seems that merger will come. This step is mostly now welcomed by all employees and a large section of management too . This step if comes to alive then it will not only help to sort out many Financial issues between MTNL and BSNL but it will also save many financial burden owned by both companies just because of being two identities. Therefore no one should come in the way of this proposed merger for the interest of BSNL and MTNL and their respective employees
- 8) **Effective deployment of all assets & proper utilization of manpower:** Land, Building, A&P and cable are our assets. All these assets are to be gainfully deployed to fetch additional revenue. There are vacant lands and large vacant spaces in buildings. These spaces are to be commercially exploited to get hundred of crores additional revenue per year. Special task force may be constituted to achieve the desired objectives. By putting commercial hoardings on our Sanchar Haats and other building situated in most commercial place may further attract a handsome amount from market. Effective deployment of manpower is very effective tool with management but no care has been taken so far in this direction even after many reminders on this issue by our association. There are various areas where employees of worthy knowledge are sitting idle but on the other hand some areas are feeling shortage of employees. This need total overhauling/redeployment of man-power and suitable employees as per their potential may be placed at right place.

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All executives are very much worried about decline graph of finance of our company . We discussed many times our suggestions for revival of the company with the management. Although during meetings the then Management was on same line as of our association ;but unfortunately the decisions couldn't be taken for betterment at that time. The scenario is changing on day to day basis the decision part is of MTNL management and Execution part belongs to us for execution I on behalf of our association ensure management that we will not be even single inch lagging to execute any decision for making MTNL Financially viable. But at the same time MTNL management has to take care of pending HR issues of our employees on priority.

- 1) **Regular DPCs:** This issue creates big difference between say of management and its acts. The executives are being forced to retire by just taking one or 2 Promotion for the entire service length of 37 -40 years. Even if calendar of DPC is being declared, it is hardly monitored /executed. The MTNL management which needs each and every order to be executed with bullet speed is bleeping on the HR issues for year together. Sir if the executives cannot get even what are their dues then what type of efficiency we may pull out of them. This point needs your immediate attention.
- 2) **78.2% IDA neutralization:** while implementing 2<sup>nd</sup> CPC recommendations the IDA neutralization was to be done 78.2 % whereas even after a lapse of 09 years approximately we are deprived of this benefit. Although BSNL who is facing more financial crises than of MTNL has extended this benefit to their employees. 3<sup>rd</sup> CPC is due very next year and before the process of constituting 3<sup>rd</sup> CPC we are committed that we have to get extended this benefit to our employees and executives. Due to non execution of this mandatory provision our every employee is suffering financial loss in salary as well as in pension. This loss will further widen with the implementation of 3<sup>rd</sup> CPC and so on. Our management must resolve this issue without inviting any unrest in the industrial peace of MTNL.

Likewise there are some more financial assurance were given to us which could not be full fill till date by management to the reasons best know to them. I would like to remind the assurance of management while negotiating for 30% fitment formula at the time of implementation of 2<sup>nd</sup> CPC report that other financial benefit like increase in transport and other

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perks would be extended to us if Government of India owns pension responsibility of employees/executives. Although Government of India has owned its responsibility to pay pension to MTNL employee but even after one and half year Management is not considering our legitimate demand. Further expenditure against medical facility for retired employees of MTNL is going to be owned shortly by DOT and in that way MTNL will further get relief from an expenditure more than Rs. Fifty crores annually.

There are so many issues which are paining to our employees/executives day by day who are retiring in large numbers. I would like to ask management that please be polite, more considerate, visionary and favorable for their own employees if you do so then every employee will perform his duty with full devotion and sincerity. But if employees/executives are in unrest due to negligence of management then thinking of qualitative services from employees is only a dream. I ensure management that if we match to the legitimate aspirations of executives then they will not leave any stone unturned in path of success of this organization.

**Conclusion:** The family of MTNL has a visionary leader who is inspiring by his motivating ideas even to the last employee. We could not see such CMD, who leads from front, has a bundle of noble ideas and has a will to full fill the dreams but unfortunately still there are some black sheep in the crowd who want to derail the moment of CMD. We have to be aware of them and have to march with the visionary CMD for providing best quality services to our esteemed subscriber. Friends, It was never my point of view to show mirror to anybody but it is my firm believe that truth must prevail any way and whatever liter is behind blanket it must come to lime light so that we may find some permanent solution of that. We all working for the same goal of financial revival of MTNL and Satisfaction of subscribers of MTNL. I extend my heart full thank to all guests of today's function for patient hearing to me.

(RAM GOPAL)

**Circle Secretary**

**TEAM ZINDABD!**

**EXECUTIVES' UNITY ZINDABAD!!**