

Telecom Executives' Association of MTNL

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No. TEAM/CHQ/ MTNL/CO/2011

Date 06.08.2011..

To,
Sh. Kapil Sibal Ji
Hon'ble Minister (C&IT),
Sanchar Bhawan,
New Delhi. -110001.
Sir,

We earnestly hail your drive to improve the revenue earnings of MTNL, both Delhi and Mumbai and thereby fixing responsibility for failure and giving the due credit and encouragement on visible success, whatever the case may be. At the same time we must inform and caution you that your spirited initiative has not gone well down the various levels of senior officers, who are not absorbed in MTNL but continue to hold the key posts of development, maintenance, marketing and other means of earning revenue in the field for an ending and unduly long period of deemed deputation. They now feel disturbed because your move has created ripples in their peaceful, eventless tenure of simply time pass in MTNL in lieu of hefty salary, costly perks.

1. It is this section of officers that are primarily responsible for present ailing state of MTNL. A few of them are on pay roll of private service providers who are MTNL's competitors. While in service, they serve the interest of these private operators so as to ensue their post retirement future. These officers policies and actions are only to promote the interest of the private operators and in turn damage the interest of MTNL. For this, these officers are being rewarded through various means e.g. by giving them

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a lucrative package after their retirement. This is not beyond the knowledge of MTNL corporate management or DOT. The CMD and other senior corporate managers can do very little in this respect. Because the officers under reference are not in the control of CMD of MTNL, they are being controlled by Member (service), DOT.

2. In the recent Month i.e., on 20-07-2011, there was news paper reporting titled as 'MTNL faces HC heat over snapped lines'. Hon'ble High Court of Delhi had to intervene as a group of Lawyers from Delhi High Court complained to HC about the unresponsive attitude of MTNL when for four months land lines in several chambers of advocates in court premises remained out of service. Hon'ble High Court had to intervene as none else in MTNL did anything.

3. The unions and associations are worried about MTNL. The lower level employees and officers are not to be blamed because they are used as scapegoats. This association took up the issue from time to time. On 26/05/2011 we took up the issue related to 'Serious Break Down of Network in MTNL Delhi Unit'. We enclose herewith those papers. But this was simply ignored. The fault occurred in OFC cables in July-09 and thereafter still continue. There are effort to hide theses faults. The Break down in O.F. N/W affects both land line and GSM/CDMA performance.

4. The MTNL management is top-heavy . The number of General Mangers posted are more than justified posts. There were 36 General Managers to maintain 24 Lacs Land line connections. Now Land Line connections are reduced drastically to 12 Lacs, but number of General Managers remain almost the same. Earlier in MTNL, Delhi, there was only one GM for

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Marketing/Sales that too when the marketing and sales for GSM(Mobile) & Landline/Broadband were together. Now there are 5 GM for Marketing and Sales that too for Landline and Broadband. In the name of marketing and sales, hundred of staff including officers are being posted but they are not even having the minimum work. Our view is that these officers have no meaningful work and they are simply passing time. MTNL has become the sanctuary of these white elephants. All these add to loss. Will there be any evaluation about the performance, productivity and utility of these officers in true sense?

4. The present Executive Director, MTNL, Delhi is doing these exercises so as to manage a safe passage for himself because the quality of service in landline, Broadband, IPTV etc. has been deteriorated like anything since he has been posted as Executive Director, Delhi in 2009. There was a huge scarcity of material needed for maintaining the existing services during the last 2 years. Recently for the last 2-3 months this position has been improved that too when the unions and associations continuously hammered the MTNL Corporate management. Earlier Wireless service was under Executive Director, Delhi unit. As soon as it was separated out and it was brought under the separate Executive Director, there has been a noticeable improvement in the performance and revenue earnings of GSM service. This is indicative in respect of effectiveness and efficiency of Executive Director, Delhi unit. If your goodself set up an independent enquiry to probe into the CGHS OFC Project, then it can be understood why Executive Director, Delhi has created this civil war like situation with Finance wing of MTNL, Delhi unit. The Executive Director, Delhi has approved this project without taking the finance wing's opinion i.e. Financial Concurrence.

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It is learnt that this project will cost Rs. 15 crores approximately.

In MTNL, Delhi Unit is torn apart due to internal wrangling. The administrative and finance wings don't see eye to eye. The ED of MTNL Delhi Unit who is a well known non-performer is more interested to have better utilization of his remaining tenure in the service by setting lucrative tenders on his own terms. This resulted into tension with the officers of Finance Wing. He took the power of transfers (for Finance wing executives) in his own hand and tried to flush out the sincere and devoted officers of finance wing and "suitable" replacement thereby. This has caused a civil war like situation in MTNL Delhi and it ultimately reached MTNL corporate office and from there to D.O.T now to sort out.

This is precisely the state of affair in MTNL, That needs immediate intervention from the ministry.

Because of your pressure, at least some move has set in. But there is every probability that MTNL Management will precipitate labour unrest by unduly troubling the labours to divert your attention.

Thanking you

Yours Faithfully


A.K. Kaushik

GENERAL SECERATRY

Copy to:

- 1) Secretary D.O.T.
- 2) Member (Services) D.O.T.

Encls:- Copy of letter dated 26.05.2011