

To

The GM(BSS)WS

MTNL,CGO Complex

New Delhi

Subject: Request to grant Meeting of Telecom Executives' Association of MTNL.

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- 1) The life of the equipment of all BTS sites have completely expired and it is almost outdated. Spares are difficult to manage and repair is also very difficult. No other operator is operating such old version. Due to faulty cards BTS sites are running with minimum number of H/W Cards causing the systems to operate with low capacity though being equipped for full capacity. This is causing huge loss of revenue to MTNL on maintenance and due to bad service to customers as sites remain down most of the time unable to handle the required traffic.
- 2) Maintenance of BTS is suffering due to acute shortage of Hardware, Faulty Power plant Modules which is further damaging the life of batteries etc. This is causing huge revenue loss and other operators are not sharing our sites due to weak and poor infrastructure of MTNL BTS Sites.
- 3) 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 including the dust on the equipments with damage to life of batteries. 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.
- 4) No AMC agreement is being provided to SDEs/DEs in regard to maintenance of Batteries and the BTS Maintenance and Vendor is not maintaining the BTS and Batteries on the excuses that environmental conditions are not being met by MTNL thus causing huge loss of revenue to MTNL again.
- 5) SDE is a technical cadre and Clerical staff with office infrastructure like PC and Printer be provided to all SDE for doing various types of daily maintenance / office related works. It is resolved that Rs.5000/- as advance be provided to all SDEs for smooth working.
- 6) 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.

- 7) As MTNL is charging fix rates for exchange sites of other Operators so the same method can also be made applicable to other operators for MTNL shared sites.
- 8) 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.
- 9) 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 .
- 10) There is no staff and proper infrastructure with DEs /SDEs including PCs/Fax/Broadband /Scanner to handle various offices works.
- 11) 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.
- 12) Senior management must act appropriately to arrest the menace of illegal boosters in MTNL N/W.
- 13) 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.
- 14) Nothing clear about who will maintain 3G BTS-MTNL or NSN- be clarified and document be supplied pl.
- 15) At present there is no permanent mechanism to address the customer complaint related to no signal, low signal, call drop and call blocking at coverage related issues.For all such complaints SDE BSS WS are being pressurised to attend the issue in addition to numerous O&M activities which is not only reducing the efficiency of SDES but is also leading to customer dissatisfaction.
- 16) All BTS being installed /Batteries must be offered for AT and only then be made over to BSS maintenance wing with AT Certificate and copy forwarded to RF Wing for RF optimization for both 2G and 3G simultaneously for efficient working . The AT work should be given to independent centralised unit for transparent AT.
- 17) The Association has learnt from the reliable sources that the five laptops which were purchased for Microwave Project have been distributed not amongst the staff executing the project rather one each is kept with GM,PGM and DGM Projects and not to DGM M/W Project. Only two lap tops have been given to Microwave project executing team. Thus withholding of the resource which is damaging the output of the working executives.
- 18) More than One fourth of BTS is running with ITI make PP supplied with \lucent make BTS systems way back in 2001 during launch of Mobile services by MTNL. These PPs due to their limited capacity are incapable of operating if BB is place in line. The PP is unable to handle the required ampere to charge the BB. Therefore early /untimely demise of BBs is attributed to nothing else but to ITI make PPs. At Private Operator shared site the PP is incapable of handling the equipment load leading to toggling of sites. The higher ups instead of addressing the real issue terrorising the area in charge for the reasons best known to the.
- 19) MCCB/MCBs once gone faulty are hardly replaced. The area uncharged is bound to operate the BTS site with bypass mechanism thereby compromising the security aspect putting the life of maintenance staff at risk. The equipment itself is susceptible to misbehave and liable to damage during poor fluctuation.
- 20) .It is surprising to note though all O&M passive infrastructure including BB,PP,AC,DG etc. Are handed over respective area GMs vide MTNL corporate office letter No: MTNL/CO/PERS/Revival Plan/2012 /KW /642 dated 16.6.2015 but Management is fixing the

responsibility of all these deficiencies on SDEs BSS. Showing that the senior officers don't have the record of their orders or intentionally after the lower executives to cover their lapses. It smells corrupt practices in the maintenance Contracts being awarded without improvement in services and spending huge amounts recklessly.

- 21) Recently during last year recovered materials like rusted cabinets, BB with zero back up of dismantled sites which were almost unserviceable were used by Senior Officers for installation of more than 30 BTS sites in central area and the responsibility for non function of these sites being fixed on the area SDEs which seems totally callous on the part of the Management.
- 22) For every deficiency SDE BSS is being held responsible without prescribing clear cut duties for him. The duties of SDE BSS must be defined clearly by issuing an order.
- 23) For maintenance of bb, Power Plant , optimization of sites, DG Maintenance, AC Maintenance & BTS maintenance etc a single AMC contract should be given by virtue of it MTNL will not only save various windows of dialogues but will also save lot of money and time for maintenance of BTS sites.

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.

(S.K.Tyagi)

Area Secretary

CC:

1.PGM(WS)

2.Circle Secretary