

**ALL INDIA
BHARAT SANCHAR NIGAM LIMITED
EXECUTIVES' ASSOCIATION**

**Central Headquarters
New Delhi-110001**



President
S. Sivakumar

M. : 9486102121

E-mail : presidentaibsnlea@gmail.com

No. AIBSNLEA/CHQ/GMSR/2017

General Secretary
Prahlad Rai

M. : 9868278222

E-mail : gsaibsnlea@gmail.com

Financial Secretary
T. C. Jain

M. : 9868188748

E-mail : fsaibsnleachq@gmail.com

DATED: 29.09.2017

To,

Shri A.M. Gupta,
GM (SR),
BSNL Corporate Office,
New Delhi -110 001

Subject: Response of AIBSNLEA on 18 agenda points on " Google Hangout" of each CPSE for debate and discussion among all employees of different levels.

Respected Sir,

Kindly refer the SR cell email dated Sep 25, 2017 regarding the 18 agenda points on " Google Hangout" of each CPSE for debate and discussion among all employees of different levels.
In this regard point wise response of AIBSNLEA is enclosed herewith for your reference and necessary action pl.

With kind regards,

Yours sincerely,

(Prahlad Rai)
General Secretary

i. What have been the effort in CPSEs to promote export and encourage import substitution?

BSNL is a Service sector CPSE, not involved in exports. However regarding import substitution, it is mentioned that being a technology based organization we are dependent on technology import therefore serious effort is required to promote indigenous technology development and Preference should be given to Domestic manufactures so that import can be substituted. Strengthening of BSNL's Telecom factory by investment and innovation could become an important measure in this respect.

ii. Sharing of best practices between CPSEs.

Sharing of best practices will definitely increase the innovation in CPSEs and technological upgradation as well. Therefore interactive session of each level of employees, training, and workshops should be organized among the CPSEs. Sharing of the technology and infrastructure also promoted in CPSEs.

iii. The need for consolidation where more than one CPSE is going work similar nature.

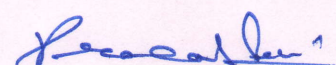
Consolidation of CPSEs will strengthen the CPSE operations in competitive scenario. However before consolidation, all the issues and difference between CPSEs should be resolved to avoid any internal conflict in CPSEs as it will create legal hurdles and hamper operations.

iv. What are the similarities /difference in Human Resource Management (HRM) policies between Government and CPSEs?

Efficient Human Resource management is preliminary requirement for good performance of CPSEs. Government sectors as well as Public Sectors, the role of HRM will be restricted to already laid down Law, rules and regulations such as constitutional provisions, social justice Labour laws etc. HR management in both system carries out only the generic functions (Manpower planning, Recruitment, Training & Placement, Promotion etc.) and is mainly procedure oriented. However HRM in government intends to build up bureaucratic culture in the organization whereas HRM in PSEs is more dynamic in nature. HR policy in CPSE also have dependency on performance of CPSE and vice versa.

v. What efforts have been made by them to reduce wasteful expenditure? What should be the targets for the same?

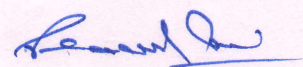
1. Expenditure towards Government project should be reimbursed in full
2. All the expenditures incurred towards implementation of official languages promotions should be reimbursed by Government of India for effective implementation.



3. Expenditure towards Parliamentary committee inspections for various purposes has also should be reimbursed.
4. Lump sum allowances may be paid to the Officers entitled for vehicle in lieu of allotment of vehicle according to Rank of the officer like other PSUs and this will drastically reduced the vehicle expenses.
5. When the Company in reeling under financial crisis, the expenditure incurred towards sports and cultural activities should be stopped until BSNL turnaround. This will increase HR activities and decrease the expenditure.
6. 5 days week may be implemented in BSNL which will indirectly reduce the expenditure on vehicle, EB, other administrative expenditure
7. Since BSNL is providing Public service, Concession may be given in Electricity Tariff or may be allowed to pay Commercial Rates instead of Industrial by State government.
8. BSNL should be exempted in payment of road cutting/Restoration charges.
9. Medical insurance should be implemented for serving employees and their families for taking inpatient treatment. This will reduce the considerable medical expenditure and the connected staff can be utilised to some other purposes productively.
10. By proper utilization of Professionally qualified JTOs in MPLS NOC, Bangalore for maintenance the AMC can be stopped as per CO, ND instructions and Crores of Rupees can be saved.
11. Formation Telecom Advisory Committee can be stopped forthwith.
12. Timely auction of obsolete items is very much essential to reduce the wasteful expenditure on space and maintenance. Targets should be reduction of 100% till 2022.

vi. What steps need to be taken to improve the efficiency of CPSEs?

- a. Making system advance by improving of IT systems in each vertical of the CPSE i.e HRM, project monitoring, Finance, operation will improve the efficiency of CPSE.
- b. The motivated and contented workforce only can deliver the desire performance in achieving the targets.
- c. Implementation of ERP in all verticals of BSNL will improve its efficiency. With respect to BSNL following is submitted
 - Telecom Factories should be allowed to take up diversified work from external sources in addition to BSNL work.
 - Civil/Electrical Unit staff should be better utilised for External work/Projects.
 - All the technically qualified persons should be better utilised in the field which will increase technical efficiency of BSNL.
 - Professionally qualified Executives and Non-Executives may be utilised properly in Sales and Marketing Wing.



- Bio-Metric attendance should be strictly followed in all BSNL Offices so as utilise man hours properly.
- Professionally qualified JTOs may be properly utilised in MPLS NOC, Bangalore for maintenance and the AMC may be stopped as per CO, ND instructions.

vii. Do they have any interaction with young students? Do they have any policy for offering internships?

As BSNL has well establish system of training Infrastructure and also imparting the training of young students in telecom technology. Management should more focus more on this area, this can be source of huge revenue as well as technology development of the Country.

BSNL also collaborating with various prestigious institutions for the research and development.

viii. Review the activities under CSR. Can a common CSR fund be established? Can theme based activities be chosen every year for concerned efforts? For e.g. 2018 could be chosen as the year for construction of Schools etc.

CSR activities should be encouraged by CPSEs and Common CSR fund & theme based CSR activity will be welcome step. But administrative ministry /department should have policy support so CPSE can become profitable and perform the CSR activities.

ix. What efforts have been made for up gradation of technology in CPSEs and what more needs to be done?

The material management system of the CPSEs should be made more efficient , IT based and fast. Upgradation of technology only be successful if project completion is time bound. The new technology adaptation by Pilots projects and reach should be made compulsory in CPSEs.

x. What efforts have been made to promote Digital India by CPSEs and what more can be done?

BSNL being a leading telecom CPSE is taking various steps in creating infrastructure for Digital India. BSNL has inducted various latest technologies such as NGN, Wi-fi , MPLS, OFC network etc. and created state of art ICT infrastructure.

BSNL is executing the largest part of BHARATNET project by witch a high-speed digital highway will connect all 250,000 gram panchayats of the country. This is the world's largest rural broadband project using optical fibre. NOFN is a project to provide broadband connectivity on optical fibre to 2,50,000 village panchayats across India for the implementation of various services, such as e-health, e-education and e-governance etc.

BSNL also promoting the digital India by various value added services to citizens of India such as Digital payments via Digital wallet & USSD, providing digital locker etc.

xi. Why can't the residential colonies of CPSES be developed as mini smart cities?

Ram Chandan

Yes, residential colonies of CPSEs can be good pilot of smart cities project as resident of these colonies are from technological background and easy to adopt the technological advances,

- xii. **What role can CPSE's play in promoting the flagship schemes of Government like Start Up India, Make in India, Innovation, Zero Defect Manufacturing etc.?**

BSNL has very little role in these projects being a service industry. However telecom factory infrastructure should be improved.

- xiii. **Can CPSEs establish a Common Research Centre, Share their R&D facilities/labs with one another, and utilize CSIR labs/IITs etc. more effectively?**

This could be good idea of Sharing of best practices between CPSEs, sharing of innovations, common challenges to CPSEs, man to man & man to machine interaction practices etc.

- xiv. **What should be the monitoring mechanism to oversee these efforts?**

A centralised monitoring system which should be performance and result oriented. Targets, challenges and Outcomes should be quantifiable and measurable.

- xv. **What the CPSE can contribute to the development of the Ministry/ Department; of the government and of the country.**

CPSEs are drivers of the technology and innovation the respective sector of the country. CPSEs also fulfils the social obligations of Government in their sector through the flagship programmes of Government through their respective Administrative ministries.

- xvi. **Strategic importance of CPSEs (products) in specific sectors.**

BSNL has very much strategic importance in telecom sector in India. It is a market regulator which forces private operators to control the telecom tariffs. BSNL is also important to ensure e-governance projects reach rural India as Most private companies have not taken mobile services to rural areas.

BSNL also works in strategically important but likely unprofitable national projects, such as the National Optic Fibre Network, Network for Spectrum for defence and the Left Wing Extremist for areas dominated by India's Maoist insurgency.

BSNL is front runner in providing the telecom services in the crucial time of Natural calamities in various parts of the country.

- xvii. **Targets to be achieved by 75th year of independence (2022).**

BSNL's should have augment network infrastructure latest technology in the all the vertical i.e CFA, CM and EB. Secondly, BSNL should acquire the market share of at least 15% so it can continue to be as market regulator. BSNL should also target to increasing its revenue share in Enterprise business segment. Project management should be more efficient so that optimum utilisation of the Capex may be achieved

xviii. Any other suggestions to improve the functioning of CPSEs

- a. There should be supportive policy environment from Government as BSNL having social obligations of the country, providing telecom services in the rural and far flung areas of the country on reduced rental thus it should be suitably compensated through rural deficit charges.
- b. BSNL being a State owned company, in view of withdrawal of ADC should be exempted from all the taxes to its turnaround
- c. BSNL is a CPSE converted from Govt. department having absorbed 3.5 lakh employees should be suitably compensated by the government. No CPSE can survive without the support of Government. Thus Government should issue instructions to all the central / state governments/ CPSEs to take telecom services from BSNL.
- d. The payment of pension contribution of BSNL employees is being paid to DOT on their maximum of the IDA pay scale which should be paid on actual basic pay of the employee.
- e. The wage revision of BSNL employees on implementation of 3rd PRC report with 15% fitment benefit will motivate employees for the growth of BSNL.

