



ALL INDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION

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No. AIBSNLEA/CHQ/Director(CM)/2014

Dated: 05.08.2014

To,

The Director (CM)
BSNL Board
New Delhi-110001

Subject: Merger of BSS Teams with respective SSAs-Regarding.

Respected Sir,

We would like to draw your kind and immediate attention towards this issue mentioned under the subject above.

Just about two years back, in TamilNadu Circle, the Circle Administration proposed to merge this BSS team working in all SSAs but under the control of CMTS wing centrally with respective SSAs. We formed a core Committee to analyze the consequences of the merger and the chances of falling down of the QOS. The Committee's Report was submitted to the Circle Administration and the Committee formed by the Circle Administration considered our views positively. Finally the proposal for merger was discarded. Moreover the merged BSS Teams with SSAs in SSAs like Dharmapuri, Pondy etc as Experimental Basis were also brought back to the CMTS wing since the purpose for which such proposal was put forth was totally not served. The QOS had also fallen down.

Now again the same Spectre of Merger of BSS Team with SSA starts haunting us. This time, in the name of ERP implementation, such proposal is put forth. **We enclosed herewith the copies of important Circulars issued by our Director (CM) and the GSM, NW-OP Cell of CO/ND on the Measures to be taken by the Circles to improve QOS in respect of Cell Service and the Effective Maintenance of the BTSs which are failing on many reasons, for your perusal.** The Duties of the SSA staff are of co-ordinating nature like supply of fuel to the Remote BTSs etc. But the maintenance of PP and the infra structure along with that of BTSs are exclusively entrusted to BSS Teams. They are directly answerable to their Superiors of the CMTS wing spread over limited Regions.

The GSM technology is very much complicated. For smooth functioning and improvement in network quality, close coordination between network systems like BSS, MSC, OMC-R, HLR, IN, SGSN and GGSN is essential. Moreover, the radio network requires a lot of fine tuning of parameters by OMCR depending on the varying usage patterns and environmental issues, requiring involved & thorough investigation and follow up at all nodes of the system. The optimization process is supposed to be a never ending one. We strongly feel that maintenance of a separate unit, like BSS, is essential for a focused and coordinated effort in the above activities.

We earlier had the precedence of merger of BSS units with SSAs as mentioned above, resulting in the resources being diverted for non GSM activities resulting in total degradation of the system and quality of the network. Also merging the BSS units with SSAs may result in losing the existing hierarchical transmission of orders (chain-of-command) regarding TRAI QoS, TERM Cell, etc which may lead to further degradation of GSM network and also invite penalty from such agencies.

Moreover right co-ordination with equipment suppliers, vendors and other agencies is a must for the smooth implementation and running of the projects, which is now carried out effectively by the BSS wing. We strongly feel that detaching the BSS from IMPCS wing will result in poor coordination with planning and core network and it will cause enormous delay in solving customer complaints and quality issues. Moreover this may result in endless bug passing and mutual accusations within the system which will affect the reputation of BSNL with respect to GSM services. For the convenience of Accounting and in view of ERP Implementation, different Units in one SSA may be merged but the HR functions and the Assigned task to the BSS Teams by the CMTS wing in day to day work for the Effective functioning and improving the QOS as directed by the Director (CM)/ CO/New Delhi could not be belittled by simply merging the BSS Teams with respective SSAs. The Competitiveness and the individual output will be diluted. The dedicated establishment from top to bottom for a specific assignment will only bear fruits.

Hence it is requested that even if the accounts are to be merged with SSAs, the present HR data of CMTS employees who are working in different SSAs of CMTS may be kept as a virtual unit under the control of Nw.Ops – CM.

With kind regards,

Yours sincerely,
-sd-
(Prahlad Rai)
General Secretary

Encl.:

1. D.O.Letter of Director (CM)/ND dated 16-05-2014 .
2. Letter of GSM NW-OP Cell/CO/ND dated 04-06-2014.
3. Letter of NW-OP Cell/CO/ND dated 06-06-2014