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EXECUTIVES' ASSOCIATION
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No.AIBSNLEA/CHQ/CMD/2009-10

Dated 12.08.2009

**To,
Shri Kuldeep Goyal
Chairman cum Managing Director
BSNL
NEW DELHI-110001**

Sub: Implementation of CDR billing in Hyderabad TD. Problems started thereafter –Reg.

Sir,

We would like to draw your kind attention to the implementation of DOTSOFT working at Hyderabad was replaced by CDR billing on 1st July 2009 and which has resulted in creating the problems thereafter and has a direct bearing in reduction of the working lines of HTD in this fierce competitive scenario and has badly affected the revenue. The problems faced by the field is enumerated by PGM HTD and forwarded to GM (IT) for redressal. But the issue is not getting solved. Copy of the letter is attached. Apart from the same the ITPC never bothered to take care of the network problems as below.

- 1 Many PCs in the field have become old and are not compatible to CDRSOFT working.
- 2 Most of the external network links are working on 64 Kbps, which is insufficient for CDR working and have to be upgraded to 2 Mbps, to which neither the PGM HTD, nor the ITPC is taking care. This issue should have been got solved prior to implementation of CDRSOFT.
- 3 Administration is never bothered even to think of having a corporate antivirus, and the concerned have been telling it is the responsibility of the corporate office. As the CDRSOFT is browser based working, the browser got infected, resulting in slowing down and malfunctioning of PCs. Which badly hampered the work.

- 4 Data transfer from DOTSOFT to CDRSOFT has not taken place properly, resulting in missing of data in CDRSOFT, that has created lot of problems in the field.
- 5 Master Data of the line records have not been created in CDRSOFT, which was essential for movement of work orders either for new connections or clearance of faults, due to which work order flow has come to stand still. This could have been done prior to go live. At least could have intimated to field staff. This could have been solved, utilising the month June 09 during which there was no activity at all.

The main lacunae for all these problems is that HTD is not having a regular PGM and the present looking after PGM cannot extract work from his colleagues and GM (IT) is very high person in the eyes of PGM. The ITPC wing is not taking due care in the implementation and the GM concerned to co ordinate with ITPC has also shown laxity on the issue.

The issue was brought to the notice of Director (HR) during his visit to Hyderabad on 03-08-09 and all unions and associations held a massive demonstration before BSNL Bhavan on 05-08-09. A meeting called for by ITPC on 08-08-09 at behest of unions and associations never found any solution to the issues and have informed that the problems may be solved in due course and may take not less than three months.

It is learnt that the CDRSOFT is pushed at Hyderabad because of the pressure mounted by the Corporate Office but for which ITPC was not prepared for that. These issues have resulted in loosing public image and lot of irreparable damage to the BSNL.

Hence we request you to intervene immediately in the matter and issue instructions to set right the things at Hyderabad so that the damage done to BSNL is to be restored immediately.

With kind regards,

Yours Sincerely,

-sd-

(Prahlad Rai)

General Secretary

Copy to: Shri Rajesh wadhwa, Director (Fixed Access), BSNL, New Delhi.

Shri S R Kapoor, Executive Director (Fin), BSNL CO, New Delhi.