

मुख्यमहाप्रबंधकदूरसंचारकार्यालय

Office of the Chief General Manager

केरलपरिमंडल, पीएमजीजे.न, तिरुवनंतपुरम-695033

Kerala Circle, PMG Jn., Thiruvananthapuram-695033

Phone: 0471-2302222

Email: [dgmhrkerala@gmail.com](mailto:dgmhrkerala@gmail.com)



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

### MINUTES OF 18<sup>th</sup> CIRCLE COUNCIL MEETING HELD ON 7<sup>th</sup> JANUARY 2021

The Circle Council Meeting was held in the Conference Hall, O/o CGMT, TVM on 07.01.2021 at 11.00 Hrs. The meeting was presided over by Shri Vinod C V, Chief General Manager, Kerala Circle and Chairman of the Circle Council. Shri R Sathesh, GM (Admn/HR) welcomed CGMT and all the participants on the Management and Staff side.

Participants' list is as follows:

#### Management Side:

1. Shri Vinod C V, Chief General Manager, Kerala Circle, Trivandrum
2. Shri C Rajendran, Principal General Manager, Trivandrum BA
3. Shri P G Nirmal, General Manager (S&M-CFA/NWO-CFA & IT), Kerala Circle, Trivandrum
4. Shri Sukumaran N K, General Manager (NWP-CFA/CM,BP,EB,S&M-CM), Kerala Circle, Trivandrum
5. Shri R Sathesh, General Manager (HR/Admin), Kerala Circle, Trivandrum
6. Smt Leena RoseThomas, Dy General Manager (HR/Admin), Kerala Circle, Trivandrum
7. Smt Molly Joseph, Asst General Manager (Admin), Kerala Circle, Trivandrum

#### Staff Side:

1. Shri C. Santhosh Kumar, Sr. Accountant, O/o CGMT, Trivandrum, BSNLEU, Secretary, Staff Side
2. Shri S P Mohanakumar, AOS (Retd), NFTE, Leader, Staff Side
3. Shri P Manoharan, JE, O/o the GMTD, Kannur, BSNLEU, Member
4. Shri P.R. Parameswaran, AOS, O/o the GMTD, Palakkad, BSNLEU, Member
5. Shri M. Vijayakumar, JE, O/o the GMTD, Kozhikode, BSNLEU, Member
6. Smt V Bhagyalakshmi, AOS, O/o the GMTD, Kozhikode, BSNLEU, Member
7. Smt K.N. Jyothilakshmi, AOS, O/o the GMTD, Kollam, BSNLEU, Member
8. Shri R S Binny, AOS, O/o the GMTD, Trivandrum, BSNLEU, Member
9. Shri Jinish Kumar P.J., JE FTTH, Kumily, NFTE, Member
10. Shri Basheer S, OS (P), CSC, Kollam, NFTE, Member
11. Shri Anoop Das, JTO FTTH, Alappuzha, NFTE, Member

CGM, in his presidential address, expressed his pleasure to chair the 18<sup>th</sup> Circle Council Meeting, the first CCM after assuming charge as CGMT. Shri C. Santhosh Kumar, Secretary, Staff Side offered all support and cooperation to the management in the developmental activities in Kerala Circle. Sri Mohanakumar, Leader, staff side was very optimistic that the customers will never leave BSNL, if we could offer better services. Sri Sathesh R, GM (HR/Admn) reviewed the agenda items in detail. The meeting was concluded at 15.30 Hrs with a vote of thanks by Smt Leena Rose Thomas, DGM (HR/Admn).

**The following were the discussions held & decisions taken in the meeting.**

**Item No. 1: 4G Service**

**Staff Side:** Uncertainty in implementation of 4G in Kerala Circle.

**Management Side:** General Manager (NWP-CFA/CM) explained the issues in launching 4G. Currently it is launched in selected Cities/towns of across Kerala Circle. Compatibility issues hinder the launching especially in urban areas. Recently 182 additional sites were commissioned by diverting 4G licenses from Chennai Telecom District and total 4G sites in Kerala is now at 900. Any further 4G deployment is possible only with new allotment from BSNL CO. Kerala will be getting an additional 5 MHz spectrum which is under the consideration of BSNL CO. CGM appreciated the efforts taken by Planning and Operations in launching 4G wherever possible and for augmenting the existing network through diversions and redeployment. CGM also directed to have a separate meeting with Unions/Associations to discuss the issues regarding 4G implementation and to convey the concerns /the informed decisions of AUAB to BSNL CO.

**Item No. 2:**

**A. Mobile Service**

**Staff Side :** Operational issues in mobile.

**Management Side:** For resolving the power issues at the BTS sites, tender has been floated for battery and power plant. Contingency fund for maintenance can be utilized for clearing the E/A faults. Every efforts are taken by the Circle in getting the unutilised/spared equipments diverted from other circles for augmenting our N/W. BA/Site wise discussions are being done based on OMCR readings. CGMT suggested to have a portal to lodge complaints internally by any employee, regarding call drop/ no coverage issues etc and thus to escalate the same to the concerned DE BSS. With regard to the tower site issues, like rent renewal /reluctance by site owners in signing the agreement, CGMT directed that the rent is to be paid as arrived at by the FRAC notwithstanding the agreement status.

**Action by all BAs and IT Cell.**

**B. Delay in Payment updation**

**Staff Side:** Staff Side members pointed out that complaints are being received with respect to delay in updating payments made through online portal causing disconnection of service. They also demanded that SMS should be given to customers regarding date of disconnection.

**Management Side:** CGM remarked that the customers should be encouraged to use [portal.bsnl.in](http://portal.bsnl.in) for making payments. Since proper identification of the payer is difficult for NEFT payments through treasury, for government connections, finance wing was told to address the treasury units for supply of payer details for timely updation to avoid disconnections. As suggested by the staff side, suitable well worded SMS intimating due date of disconnection will be sent to the customer before the disconnection date.

BSNLCO is planning to introduce a new billing platform B-cloud for sorting out all shortcomings of the current systems.

**Action by TVM BA and Finance Wing.**

**Item No. 3: FTTH Service**

**Staff Side:** Staff Sidemembers appealed that uniform rate should be fixed as installation charges for FTTH connections provided by the LCO. They pointed out that there is no control over LCO by BSNL. Customer must be apprised about the price breakup being charged for a new FTTH connection. The LCOs are not configuring the landline connection available with FTTH. Meetings with LCO at BA level should be conducted.

**Management Side:** BAs should conduct monthly meeting with LCOs. BBCs are posted for extending all technical help and coordination with NIB. After installation by the LCOs, BSNL staff should call and get a feed back from the customers. (Letter to be issued by circle).

**Action by all BAs.**

**Item No. 4: Outsourcing**

**Staff Side:** Staff Side pointed out that large no. of Landline disconnections are happening due to poor maintenance by the cluster contractor. The bills of the cluster contractor are being cleared without checking or verification. The contractors are using the material available with BSNL instead of procuring the same from the market as per the agreement conditions. They are also utilizing the transport facility of BSNL in violation of the agreement conditions. ID cards are being issued to workers engaged by contractor in the name of BSNL with BSNL logo. Present TTs are sidelined. Supervising duty is not given to them. There is an apprehension of this being a new avenue for corruption.

**Management Side:** CGM directed that cluster wise analysis is required at BA level and issues to be resolved by the BAs. BAs should ensure that the guidelines are followed by Cluster partners. Identity cards issued to the workers of cluster partner should not contain BSNL logo. If any cards are issued with BSNL logo, the same should be corrected. Cluster wise meetings are to be conducted in all BAs. BAs have to take the Non-Executive unions into confidence and opinions to be taken from Non-Executives for cluster management. DEs in charge of clusters should conduct regular meetings with all stake holders to sort out the issues. Constant monitoring from BSNL side is very much important to maintain the system properly. Letter to be issued in this regard.

**Action by all BAs.**

**Item No. 5: Funds**

**Reply:** Periodically Circle is taking up with Corporate office and payment is effected based on the fund allotted from corporate office.

The reply was accepted by the staff side.

**Item No. 6: Utilization of vacant spaces to generate revenue**

**Staff Side:** Staff side suggested that the rate of rent may be reduced to make it attractive to State Government Departments. IQs in tourist destinations like Munnar can be better utilised by leasing out at package rates. The person who takes on lease may maintain the premises.

**Management Side:** The maintenance of IQs shall be taken up in phased manner for entire Kerala and make it self-sustaining. Also marketing is to be done for effective renting-out of vacant spaces.

**Item No. 7: ISSUES REGARDING BSNL MRS**

**Staff Side:** Staff side appealed that BAs may be instructed to make payment of old bills and streamline the system. BAs are calculating MRS amount at old CGHS rates and the same is not being rectified by Circle whenever the bill amount is within the Circle financial power. Latest CGHS rates are not circulated. Visit Reports to be issued by BSNL wherever the same has not been issued.

**Management Side:** Medical bills are to be reimbursed at CGHS rates and if BAs are calculating the bills at a lower rate than the allowed rates the same should be rectified at Circle office. Clarification from CGHS shall be obtained regarding the correct approved CGHS rate list. BAs will settle the issues regarding CGHS rates not being accepted by empanelled hospitals based on the MOUs. Visit Reports shall be issued in old cases. In new cases Video calling through social media platform shall be used to verify the patient.

**Item No. 8: Online attendance marking system.**

The reply was accepted by Staff Side.

**Item No. 9: Wage loss of the employees recruited between 1.1.2007 and 7.5.2010**

**Staff Side:** There are instances where there are issues regarding loss of pay.

**Management Side:** Affected cases will be examined and if required, will be sent to Corporate Office for clarifications.

**Item No. 10: Maintenance of Staff Quarters**

**Staff Side:** Sufficient funds may be obtained from Corporate Office for proper upkeep of staff quarters.

**Management Side:** The maintenance of Staff Quarters will be done in phased manner as per the availability of funds.

**Item No. 11: Interest on delayed payment**

**JCM Decision:** Letter to be written to the cooperative societies to waive off the interest on delayed payment.

**Item No. 12: Wages to Contract Labours**

**Reply:** Periodically Circle is taking up with Corporate office and payment is effected based on the fund allotted from corporate office.

The reply was accepted by the staff side.

**Item No. 13: Maintenance of office premises**

**JCM Decision:** The Division and Sub Division Office will be asked to take temporary advance once every quarter to maintain the premises.

**Additional Points****Item No. 14: eOffice**

**Staff Side:** Role for Non-executives in the new eOffice system.

**Management Side:** Corporate Office has conveyed that 3% of the non-executive staff can be given access to eoffice. CGM opined that access to non-executives can be given in Circle office first and later in BAs based on the requirement. GMs/DGM (F) should identify those officials requiring access to eOffice and the credentials can be given to them.

**Item No.15: COVID – 19**

**Staff Side:** The accounting of leave due to COVID 19 quarantine is not clear.

**Management Side:** Wherever the primary contact has been identified in the course of duty, due to being in contact with an Officer/Official who had tested positive, the period of quarantine shall be taken as Work From Home (WFH). If WFH is not possible then the period of absence is to be treated as ON DUTY. Employees tested positive for COVID 19 can avail commuted leave without medical certificate. Orders will be issued in this regard.

*Deolby Joseph*  
3/3/21

Asst. General Manager (Admn)  
O/o the CGMT, BSNL Kerala Circle  
Thiruvananthapuram.

File No. KRLCO-11/17(13)/1/2020-HR AND ADMIN

Dated : 03.03.2021

Copy forwarded to :

1. All participants.
2. All GMs/IFA, Circle Office.
3. All BA Heads, Kerala Circle.
4. Kerala Intranet.