



Minutes of 4th CCM Meeting [2016-19] with recognized unions held on 13/11/2018

The 4th CCM Meeting of Maharashtra Circle with recognized unions [BSNLEU & NFTE-BSNL] was held on **13/11/2018 at 11.00 Hours** in the 2nd floor, 'C' Wing, Conference Hall, Admn. Building, Santacruz (West), Mumbai-54, under the Chairmanship of Shri Peeyush Khare, Chief General Manager, MH Telecom Circle. The list of Official side Members and Staff side Members who attended the Meeting is enclosed at **Annexure**.

Shri U. K. Paygude AGM (Admn) welcomed Chairman, Staff side Leader, Staff side Secretary, all Senior officers and Staff side members and requested all the give their self – introduction.

Chairman extended warm welcomed to Staff side Leader, Staff side Secretary and all the Senior officers & Staff side members. He further requested for timely conduct of CCM so that gap of communications between the staff side and management will be reduced for timely resolving of grievances. Also, Members staff side can share their valuable suggestions with managements for betterment of BSNL services and achieve targets.

Further informed that today is the competition era and competition will always remain and challenges are also there. He extended appreciations towards staff and officers of BSNL who have ensured that BSNL is standing in the market with so much competition. In this competition era many strong telecom companies have move out of market and leaving heavy debts on country's taxpayers. But BSNL is still standing in the market, and it is due to the hard work and efforts of all the officer in Circle office as well as in SSAs and all the staff of BSNL MH Circle. In market, other operators are treating BSNL as challenge, that's why whole business telecom sector is against us and from time to time many challenges are coming to us.

He further said that we are having innovative skills with proper way of doing business. BSNL has maintained his position in market. BSNL MH entire team always taken the decision correctly with all the transparency and result of this is that, if you compare with all the other circles, then will understand MH Circle having every equipment , materials whatever required for development.

He appreciated the work done by PGM (CFA) for finalizing ONT tender with lesser price as compared to market rate. He further emphasized that, in this competition era, all staff and officers have to become obedient and follow the officers/supervisors orders issued in the interest of BSNL.

He requested all the employees to ensure following five points followed in true spirit.

- (a) Landline fault should be cleared in 8 hours.
- (b) Broadband fault should be cleared in 4 Hours.
- (c) 30% of BTS DSLAM line should be shifted.
- (d) For Maintenance of OFC, tender should be finalized.
- (e) OFC Cable system should be laid in each and every corner as it is very important like nerves in our body.

He further said nowadays traffic is compressed, volume is increased but revenue have not increased. This situation is not for BSNL but for the whole Telecom Sector in the country. He further said no financial institution is ready for financing any Telecom Sector. DOT is very hesitant to give us letter of Consent for acquiring loan. He appreciated to Ahmednagar SSA for maintenance and other allied work. Further, requested to other SSAs to do the work on the same line and team spirit.

Shri K. S. Kulkarni, Leader staff side welcomed Chairman, all senior officers and all members. He assured that whatever chairman has said we reciprocate the same. He shared that from formation of BSNL in 2000 to 2018, how day by day we are progressing in spite of heavy competition. His union will give full support and cooperation to the management and their members will committed with BSNL. He informed that, yesterday in staff side CCM meeting, we had major discussion on maintenance and progress of BSNL. He expressed that we should have separate meeting regarding improvement of Mobile, CFA, Wireless broadband Hot Sport, FTTH network. He expressed that synchronization should be maintained in low level with the middle and high level officers. He appreciated Sales & Marketing section for recovering Rs. 60 crores. Lastly he again thanked Chairman and other senior officers and further assured that they will give their 100% positive attitude to earn more revenue for BSNL.

Shri John Verghese Secretary staff side welcomed Chairman, all senior officers and all members. He appreciated the dynamic leadership of CGMT, MH circle which has brought BSNL MH Circle in a good position. He further appreciated CGMT MH Circle for motivating the whole staff of BSNL MH Circle. Consequent to such efforts of CGM, a day will definitely come when again Maharashtra Circle will be made further progress. He pointed that network of MTNL in Mumbai is not good and heavy call drops problem. He further said that as in Delhi, BSNL has made tie up with Vadaphone and network has made very good so like in Mumbai also BSNL has to make tie up with other company so that whenever outside persons are coming to Mumbai they have to received good network. In Last thanks to chairman and all the senior officer and members.

After the above addresses, the agenda wise points were discussed.

Review of old items

1. Discount on Electricity bill payment for the MSEDCL transformer installed in BSNL premises.

Brief: The matter was referred to panel advocate who had asked additional documents to offer their considered view on this subject. All the necessary documents have been provided to the advocate and legal opinion is awaited from the advocate.

Decision: CE (Electrical) may expedite the case on urgent need basis and take suitable action on the basis of legal opinion.

Action by: CE [Electrical]

2. Settlement of Medical cases and updating the information on website :

Staff side : Settlement of Osmanabad SSA Medical case of Shri B M Waghmare urgently. Take up the matter with ERP core team for submission and settlement of Indoor medical bill in ERP itself, so that employee can view the details.

Brief : (1) Settlement of medical cases and updating the information on website Indoor Claim of Shri B. M. Waghmare, T/P is 27.10.2013 to 09.11.2013 in Pvt. Hospital at Solapur. The TDM has stated that the claim was misplaced in Accounts Section for 3 years and hence the claim could not be processed in due course and has sought exemption for submission of mandatory documents and delay has been condoned. Since permission letter (covering approval) and signature of treating doctor on MRS card is mandatory as per check list, a letter has been issued to AO (Cash) dtd

28.08.2018 to furnish the same. Long stay certificate from hospital and 2nd visit certificate has been exempted. On receipt of the above mandatory documents, the claim will be settled.

(2) A test check was conducted by Account Section with ERP team for submission and settlement of Indoor medical bill in ERP itself.

Decision: Settled the case of Shri B M Waghmare urgently. On line submission and settlement of Indoor bill in ERP be pursued.

Chairman proposed that , for Medical OPD & Indoor treatment a lumpsum amount should be given to employees according to their grade and they have to take Medical Policy and after taking policy they will submit receipt to the office and office will make payment. So that, employees can avail the treatment facility under the medical policy and BSNL expenditure will be reduced. The said proposal on experimental basis be examined & studied by the committee having the members GM [Finance], GM(HR&Admn), GM(S&M).

Action by: General Manager [Finance]

3. Enhancement in HRA to BSNL staff of Kupwad (Sangali) and MIDC (Nanded) as it comes under Municipal Corporation area.

Brief : Guidelines issued to Sangli SSA, vide letter No. A/PPE-4/HRA-CCA/MHTC/F/2017-18/6 dated 16/08/2018.

Nanded – The some information has been sought by this office from Nanded SSA vide letter No. A/PPE/Union Matter/17-18/36 Dated 11/9/2018. The case will be considered as per the rules.

Item discussed in detail and closed. However, chairman requested staff side to ensure target of FTTH connection within three months for Nanded minimum 1750 FTTH connection and for Sangli SSA minimum 2250 FTTH Connection.

4. Delay in CGA cases and present status thereof.

Brief : For the year 2017-18 , total 102 [one accidental death case] CGA cases [New CGA cases + Live cases] are to be placed before Circle HPC. The number of vacancies for CGA after establishment review is under process.

Decision: Expedite the Circle HPC meeting *urgently*.

Action by: DGM [HR]

[Circle HPC meeting held on 24/11/2018 in which 101 CGA cases submitted before HPC for 41 vacancies. Recommendations of Circle HPC forwarded to BSNL CO for their concurrence.]

New items :

1) Requirement of CPAN given for up gradation of DSLAM Status there off

Office side : CPAN equipments required for DSLAM backhaul upgradation is given at **Annexure-I**. Presently CPAN NOC at Mumbai only. Instructions issued for opening of CPAN NOC at Pune and Nagpur for provisioning and Monitoring of CPAN network activities and establishment of NOC.

Items discussed in detail and closed.

2) Requirement of 40 Km and 80 Km SFP status there off

Office side : Requirement of SFPs for MH Circle is give at **Annexure-II**. Add on PO has been placed by BSNL CO for supply of 40 KM & 80 KM SFP.

Items discussed in detail and closed.

3) Wasteful Expenditure on Vehicles

Office side : Out of total justified 622 vehicle for hiring, only 591 vehicles are approved. Out of 591 approved vehicles, 25 vehicles are allowed, through OLA or similar services provided.

Decision: Instructions be issued to all SSA that use of vehicle should be made in a rationalise way that means the vehicle which are over utilised should be restricted and the vehicles which are under utilised should be used up to their maximum prescribed monthly mileage limit [KM].

Action by: DGM [Admn]

[Necessary instructions issued vide this office letter No.A/Admn-I/Justification/Vehicle/2018-19/21 dated 24/11/2018]

4) Maintenance of Staff Quarters, IQs, Telephone Exchanges and Office buildings throughout the Circle:

Staff side: A periodical maintenance is most essential. Hence it is requested maintenance to be carried out in phased manner. Staff side submitted that in Goa SSA Pernium exchange quarter drainage line is over flowing. In Nagpur SSA Ramdas peth quarter are not upto the mark. In Kalyan SSA at Kala Talav exchange patashed should be installed on terrace of the building to avoid leakage.

Office side: Electrical Wing has maintenance contracts for all major buildings in Circle for day to day electrical maintenance, for other buildings needs base maintenance is undertaken on receipt of requisition and estimate sanction. New AC units are provided in CTO IQs and existing Refrigerator is in working condition, however same is proposed for replacement since scrapped. Matter will be looked into subject to availability of fund.

Decision: Cases of Goa, Nagpur and Kalyan submitted by staff side be looked into and action be taken to resolve the issue.

Action by: CE (Civil) / Head of Goa, Nagpur, Kalyan SSA.

5) Severe problem of call drops be solved immediately:

Staff side: There is a severe problem of call drops in the case of BSNL customers in many areas in the circle and even call connecting/call completing also has become problematic in most of the areas. It has become difficult to talk over mobile phone. It is requested to solve this immediately.

Office side : The QoS parameters of network are currently within TRAI limits. Ph VIII.4 work is in progress and call drop problems will be reduced once the expansion work is completed. RF optimization and Drive tests are conducted periodically to trouble shoot and rectify the issues.

Decision: DE (Mobile) of the concerned SSA is wholly responsible for the timely conduct of drive test and working of mobile network smoothly.

Action by : PGM [NWP-CM]

6) PO Cases are pending at circle office status there off.

Staff side: This item was taken in all the previous CCM.

Office side : BSNL CO has conveyed approval of appointment of Shri Hariom Solanki, GMT Kalyan for issuing Presidential order to the left out GR-B , Gr-C and Gr-D officials for Maharashtra Circle vide letter No. BSNL/11/SR/2018/Dir[Estt] Dated 6/11/2018.

Decision: Expedite and finalise the issue of pending PO.

Action By: DGM [HR]

7) Reconstitution of staff grievance cells:

Staff side: Reconstitute staff grievance cells in Circle / SSA levels and give wide publicity among the staff. At present staff grievance cells formed earlier are not functioning and almost all the staff grievances are forgotten. These SG Cells may please be reconstituted and the In-charge officer may be other than the HR Section for smooth functioning of the Cell. (Item No. 18 : CCM-2 Item No. 33 of 19.05.2015). Staff side demands for constitution of the same.

Office side : Compliance regarding reconstitution of Staff Grievance Cell in Circle as well as from all SSA received. Details of staff grievance committee member circulated.

Items discussed and closed.

8) Non settlement of pension issues of the official who dies on the duty:

Staff side: It is noticed that the final settlement of pension issues of the official who dies on duty is delayed by the field units. Staff demands such cases should be given priority and settled immediately. Staff side submitted case of Late Shri Ishwar Patil of Raigad SSA.

Office side : Management agreed with the view submitted by the staff side. The necessary instructions issued to all SSAs/Units to ensure the early settlement of pensionary benefits pertaining to retirement /death cases of employees. However, Staff side requested to submit specific cases if any, Same will be examined.

Decision : Case of Shri Ishwar Patil be looked into.

Action by : Head of Raigad SSA.

[AGM [HR/Admn] Raigad SSA informed that Pension case settled by CCA on 7/9/18 , GPF case for payment forwarded to CCA on 12/11/18 and Leave encashment payment uploaded for payment in Nov 18]

9) Training to the field staff:

Staff side: BSNL is using E-KYC app in the field but training is not imparted to the staff who are working in this area. Staff side demands to impart the necessary training to the concerned staff so that we can extend more efficient service to the customer.

Office side: All the CSCs in MH Circle are already using E-KYC App. The App. Is user friendly and no formal training is necessary. However, If any request is received from employees then necessary arrangement may be done.

Decision : GM(S&M) may take Video conferencing with each SSA [elementary knowledge workshop] and train their RM/TM through Video conference.

Action by: GM (S&M)-CM

10) Updating the information regarding pensioners:

Staff side: It is reported by the staff that DOT cell has asked the detail information regarding pensioners. There is confusion regarding the same. It is also reported by the pensioners that, field units are demanding frequently KYC information from the pensioners for medical reimbursement. Staff side demands clear instructions should be issued in this regards, so that hardship of retired/senior citizens will be minimize.

Office side : Staff side requested to submit specific cases if any. Same will be examined.

Decision: Letter be sent to CCA and ask them whether any information/supports required from field units of the BSNL in this regards.

Action by : DGM (Admn)

[Letter sent to CCA Mumbai vide NO. Admn-I/Instructions/Pension Cases/ Misc Corr/53 Dated 22/11/2018]

11) Updation of Maharashtra Circle Website:

Staff side: Certain attachments uploaded are not clear and items are needs updation of the Maharashtra circle website. Staff side demands for the action on the issue.

Office side : It has been observed that uploaded circulars are not scanned properly. Because of that, the print copy of uploaded circular is not readable on download. A letter has been circulated to ensure that the uploading authority to take necessary procedure. It is requested to ask the Internet Portal users to scan the document with proper resolution i.e. '200 – 300 DPI' before uploading on portal.

Items discussed and closed.

12) Status of Phase VIII in Maharashtra circle.**Staff side:** SSA wise Revenue and Expenditure thereof**Office side :****Status of Phase VIII.4 Project in MH Circle as on 27-10-2018**

Circle	Total Project Cost in Rs.	Expenditure in (Rs.)	Revenue Generation (in Rs.)
MH Circle	922.36 Cr.	167.55 Cr.	-

Items discussed and closed.**13) Supply of small jointing closures for FTTH faults.****Office side:** Total 12242 SJC [straight jointing closer] has been allotted to SSA as per SSA requirements . Details at **Annexure –III**. Staff side requested for supply of mini SJC.**Decision:** SSA Heads has been authorised to purchase locally mini SJC as per the requirement on need basis.**Action by:** PGM (CFA) /All SSA Heads**14) Online registration for new FTTH connections** and distribution of the same to BSNL/TIP**Office side :** Online registration facility and other facilities are there for registration for new FTTH connections. Chairman suggested that we have to plan strong Udaan project and wherever there is demand for any connection or one connection that will be accepted and can join through nearest BTS by Router and Antenna.**Items discussed in detail and closed.****15) NON implementation of CCM decisions.****Staff side :** Staff side intimated that LCM and works committee meeting is not being conducted by the SSA as per direction given as per CCM decision.**Decision :** Chairman directed to reiterate the instructions.**Action by:** DGM (Admn)

[Instructions issued vide this office letter No. A/A-I/CCM-LCM/2016-2019/119 Dated 20/11/2018 and Letter No. A/A-III/U/Works Committee/2018-2019/F-II/81 Dated 20/11/2018.]

16) Regularisation of left out labours cases of Gadchiroli.**Office side :** As per the information received from Gadchiroli SSA, there is no left out labour cases for regularisation. However, as per the available records Shri T. L. Kodap, was reverted from RM to FTCL w.e.f. 01/11/2017, as his conversion was not as per the prevalent rules and guidelines. Gadchiroli SSA has scrutinised the records and found irregularities in the conversion given to Shri T. L. Kodap, as RM.**Item discussed in detail and closed.****17) Monitoring of work flow in ERP to ensure efficiency of work.****Office side :** Docket No. 531337 has been raised from BASIS Module and is being monitored by our section. The information from BASIS_L3/Corporate Office will be intimated on receipt.**Decision:** Case be perused.**Action by :** AGM (IT)**18) Excessive Load drawn by RJIL equipment at shared locations.****Staff side:** What are the Action taken by BSNL.

Office side : NWO CM Pune, has given letter to all SSAs heads to make availability of minimum 5 KVA spare AC load anticipating RJIL BTS and battery charging load. PGM [CM] intimated that RJIL having lithium batteries and drawing more load.

Decision: Chairman instructed PGM [CM] to look into the matter.

Action by: PGM (NWP-CM)

19) At present, there is no dedicated team constituted for outstanding recovery, similar to Mktg & Sales team.

Staff side: Presently, the action of o/s recovery starts mostly after about a year of disconnection due to non-payment. It is felt that if the recovery process is streamlined by approaching the customer at least within 2-3 days of DNP, then permanent closure due to non-payment can be avoided for many cases or at-least the outstanding amount can be meaningfully recovered. CCM Member from Goa suggested that numbers which were disconnected few days back , the said DNP number to be given to office staff working at MM , HR , Commercial section , so that they can personally contact to those subscribers and convince the subscriber for making payments.

Office side : Regarding constitution of team for recovery of outstanding dues, it is intimated that at all SSA levels a dedicated team of accounts personnel have been constituted for visit to defaulter premises and recovery of outstanding dues and all the activities are being monitored by CGM, MH Circle.

Decision : Chairman instructed GM [F] to issue necessary instructions to all SSAs/IFAs as per the suggestion submitted by CCM member of Goa for recovery of dues.

Action by: DGM [TR]

20) Undue delay by Electrical wing in attending to complaints of faulty AC

Staff side: some pending even more than 3 months, affecting the exchange health and life of equipments.

Office side : Few AC units in a Circle have become totally corroded thus reached a state of beyond economical repairs and as a part of project OJA, replacement of same is undergoing with new energy efficient AC units wherever functionally essential and at other places low cost energy efficiency measures like provision of free cooling units and turbo ventilators are being provided in place of AC units.

Items discussed in detail and closed.

21) Lack of proper and effective liasoning and contacts between BSNL officials

Staff Side: (DE & DGM level) and officials of other Depts. like PWD, electricity, water resource, state infra corporations etc. Liasoning at higher level will percolate the benefit to field units at the time of development activities like road widening, sewerage works, beautification works etc. CCM member of Goa pointed out that on BSNL Poles, private operators wires are being passed and they are using our poles.

Office side : The extracts of Minutes of the 181st meeting of the Board Director of BSNL held on 9th February 2018, is reproduced below, for information and necessary action to all Head of SSAs.

“To improve the customer grievance redressal system, categorization of complaints be made. The Board also desired that whenever the cable faults are due to digging exercises undertaken by other utilities or local bodies, the data should be published so as to apprise the customers that the faults are due to reasons beyond the control of BSNL. And in case of digging related faults, efforts be made that field units make regular interaction with local bodies to ensure that in the process of digging or excavation exercises, BSNL cable is not cut. Instructions with regards to deposits given for digging in the form of revolving Accounts with respective local bodies, wherever this practices is in place, be reiterated”.

Kalyan SSA Brief : The meetings arranged by other Departments like PWD, Electricity, Municipal Corporation etc are being attended by the concerned DGM / DE level Officers to avoid damage of BSNL U/G Cable.

Nagpur SSA Brief: In Nagpur SSA, there are lot of infrastructure works in progress such as Nagpur Metro, Cement road constructions, Fly overs etc. There is increased possibility of damages to BSNL networks. However, BSNL Nagpur is maintaining the services in best possible way. All field units have been instructed to be vigilant in their area where the works are going on and avoid cable damages. BSNL Officers have been instructed to keep liaison with officials of other department like PWD, Electricity, Water resources, State Infra Corporation etc.

Decision: The instructions will be reiterated again to all SSA heads to look into the matter and private operator who have passed their wires through our poles will be charged or otherwise their connection will be disconnected from our poles.

Action by : PGM (CFA) / All SSAs

22) As per letter no. BSNL/Admin.I/15-22/16 dated 3rd Jan-2016, all employees below the rank of GM are permitted to undertake annual health check-up.

Staff side: However, in Some SSA, this benefit is not being extended to non-executive employees and reimbursement for health check up is being granted only to executives, which is injustice and against the guidelines issued.

Office side : Necessary instructions issued to all SSA/Units to extend preventive health check-up facility to non-executive also as per BSNL CO Order.

Item Closed.

23) LCM not being conducted in the prescribed timeframe as per guidelines issued by Corporate Office and also by Circle Office.

Office side: Already necessary instructions has been issued.

Item Closed.

24) The requirement of issuing ID cards to outsourced staff not enforced on the contractors.

Office side : Already necessary instructions has been issued .

Item Closed.

25) Issuing of Identity Cards, BSNLMRS cards.

Staff side: In spite of validity being lapsed, new ID cards not yet issued.

Office side : Necessary instructions issued to all SSA/Units to issue new Identity Card and BSNL MRS Card on expiry of validity period.

Item Closed.

[26] Any other item with the permission of Chairman:

(a) Poor quality of food in Canteen of Admn Bldg Circle office Mumbai.

Decision: Chairman told that final notice will be given to contractor for the same, otherwise terminate the contract.

(b) After Retirement, for medical facilities change of SSA.

Decision: Chairman directed that after retirement change of SSA for opting medical facilities inter SSA has to be dealt between the respective SSA level and need not to be sent to Circle office Mumbai. GM [HR/Admn] may examine the case and accordingly suitable instructions be issued to all concerned.

(c) The telephone which are working at residence having CDM facility have already closed, that will be converted into mobile connection.

Decision : Chairman instructed that SSAs may consider the request of such RSTC/RCTC for provision of GSM FWT connection, if employee ready to purchase FWT instrument at their own cost, then BSNL will only pay eligible amount of call charges/rent as per eligibility of the employee as per the existing norms in this regards.

The meeting concluded with VOTE OF THANKS.



(DAVID SAMSON)

Assistant Director (Admn-I)

Tel. 022 49780121 Fax 26619902

Copy for information and necessary action to :

- 1] PS to CGMT / GM [HR/Admn] MH Circle office Mumbai - [for kind information]
- 2] All Head of SSAs in Maharashtra Telecom Circle
- 3] All Head of Units Circle Office, Mumbai
- 4] Pr. Chief Engineer [Civil], Circle office, Mumbai
- 5] Chief Engineer [Civil] / [Electrical], Mumbai, Pune, Nagpur
- 6] All Addl GMs / Jt GMs / DGMs, Circle Office, Mumbai
- 7] Secretary Staff side CCM MH Circle [for information]
- 8] Leader Staff side CCM MH Circle [for information]
- 9] All Circle Council Members [for information]

Note : All Concerned are requested to take necessary action and compliance may be sent to this office by **10th January, 2019** positively.

Annexure

Office side	Staff side
Shri Peeyush Khare Chairman & CGM	Shri John Verghese Secretary
Shri Vivek Mahawar, GM(F)	Shri K S Kulkarni Leader
Shri Aman Jaiswal, GM [HR/Admn]	Shri N K Nalawade Member
Shri Sandeep Agarwal, PGM(CFA)	Shri R G Dani Member
Shri B. Sunil Kumar, PGM(CM)	Shri Kautik Baste Member
Shri S. K. Mishra, GM (S&M) CFA	Shri Dilip Jagdale Member
Shri P K Singh GM [S & M] CM	Shri Girish Baviskar Member
Shri Rajeev Soni CE [Elect]	Shri Rupesh Barapatre Member
Smt. Ashwini Bhonge, DGM(TR)	Shri Anil M Ingle Member
Shri Deepak Sharma Jt. CE [Civil]	Smt Amita S Naik Member
Shri U K Paygude AGM [Admn]	Shri R S Raut Member