



MTNL EXECUTIVES' ASSOCIATION

Central Headquarters, New Delhi

(Registered under the Trade Union Act 1926, reg no-ALC/Karyasan-17/9715)
[Affiliated to National Confederation of Officers' Associations (NCOA)]

P.N.VASANE
President

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V.K.TOMAR
General Secretary
National President, NCOA

DATE : 03-6-17

Ref. No.: MEA/CHQ/ CMD.

To
Chairman and Managing Director
Mahanagar Telephone Nigam Limited
Doorsanchar Sadan, Lodhi Road,
New Delhi.

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Sub : Regarding MTNL services – for remaining relevant in telecom arena.

Respected Sir,

As we have been discussing with MTNL management quite often, due to non-upgradations in bulk of MTNL services, there is a fear of becoming **IRRELEVANT** in telecom arena (all the problems of present MTNL network is already well known to MTNL management, where some elements are on the last phases of AMC some are out of any kind of OEM support, some are lying faulty). There is serious lack of motivation, guidance, drive, resources & new-technology-proposals/thoughts for MTNL Executives. This long lull period is very frightening and required to be reversed on immediate basis. Therefore, MTNL management is required to take immediate innovative actions and steps, some of them can be as below –

1. Taking bold dynamic decisions on fixed time-bound basis (as per market trend) for renting-out/monetizing of MTNL premises, engaging various small ISPs/MSOs on revenue-share models.
2. In the present scenario, lots of small ISPs/MSOs have laid FTTH network of their own on residential/commercial premises, so we need to connect their system on MTNL Network & take the advantage of their reach. But due to the lack of sufficient vision & decision-making, MTNL is not able to engage them. This is the major area, where we can increase our customers multifold, without much effort.
3. MTNL is presently upgrading 3G mobile services, whereas Reliance is eating out everybody's market with 4G. BSNL has already geared-up for surviving in new scenario, by entering into agreements with Vendors/Govt. for new technology 5G, IoT etc. MTNL must also follow BSNL on immediate basis.
4. MTNL needs to bundle its various services for customers taking various MTNL services for ease of interaction/payment. It will also help in retention of MTNL customers. Presently, 3G GSM upgradation is underway & upgradation of BB billing application is also starting, this opportunity can be used by integrating AAA of 3G & BB so that Customers Mobile can also be authenticated with BB user & vice versa. Additionally, the subscribers of a very high revenue earning service of MTNL (i.e. Tollfree service) are not able to pay the bill online, which is a hindrance in customer ease.
5. MTNL must also venture into new areas like datacenter business, cloud-computing, payment bank etc. in partnership with other players.

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6. MTNL management must approach Govt. (In addition to the case of urgent merger of MTNL/BSNL) for entering into MoUs for implementations of Telecom Project with various Govt. agencies (like BEL, NBCC, Civic agencies etc.) by using its subsidiary MTL. MTNL must be a partner of Govt. in Digital India programme.

With regards

yours sincerely



(V.K. Tomar)

Copy to:

1. Director(HR & EB) for n/a pl
2. Director (tech) for n/a pl
3. ED, ED Delhi for n/a pl
4. ED, Mumbai for n/a pl

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