

MTNL EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS, NEW DELHI

[Affiliated to National Confederation of Officer's Associations of Central Govt. PSUs (NCOA)]

ALL CORRESPONDANCE
TO
GENERAL SECRETARY



V.K. Tomar

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Ref. No. : MEA/CHQ/

DATE : 8/12/09

To
The Executive Director
MTNL
K.L.Bhawan, New Delhi.

Subject: Casual and reluctant approach of MTNL Delhi administration towards the issues of Executives and matters related to MTNL services—our protest against this approach.

Sir,

Our CHQ/Area office bearers meeting was held on 2-12-09. In this meeting, issues related to executives and matters related to services of MTNL were discussed in length. Office bearers felt that administration is having casual and reluctant approach towards the issues of executives and unanimously decided that if following points are not addressed at the earliest than we will be forced to resort to trade union action. Some of the points which need immediate attention and action on your part are given below.

- 1. Unfilled vacant posts of DE/CAO in Delhi---** We have been impressing upon your good self to fill up vacant posts of DE/CAO on officiating basis till these posts are filled up by corporate office on regular basis. We have also brought to your kind notice that many DEs are looking after the charge of 2 or 3 DEs and are very much overloaded which not only puts pressure on these officers but also affects the services of MTNL. Promotion is the most important factor of human resource motivation, which is missing here. Human resource motivation has the direct bearing on the performance of the employees and the company. So keeping in view the services of MTNL and the legitimate right of officers, we once again request your good self to fill up these posts at the earliest.
- 2. Replacement of GARUDA service connections of officers with dolphin connection and mobile service connections to the officers who are not provided with. ---** We have brought to your notice many times that a very few number of officers are still with Garuda service connections and most of these are either faulty or having coverage problem which affects their communication during duty hours and after duty hours. We have failed to understand that why

administration is dragging its feet on such small issues which do not have any financial implication and are very much required for the efficient services. We once again request your good self to replace these Garuda connections with dolphin and also provide new dolphin connections to officers who are not provided with mobile service connection.

3. **Discipline and punctuality in MTNL**—Indiscipline and unpunctuality badly affects the performance of any company. To ensure discipline and punctuality, attendance register is not the proper means to serve the purpose. To ensure discipline and punctuality, our Association has earlier given its consent for punch card machines. We have come to know that MTNL has purchased the punch card machines and payment of vendors has also been made by showing the installment of machines. But to our surprise, not a single machine is functional. We strongly demand to make all punch card machines functional in each and every office of MTNL in the interest of company immediately.
4. **Faulty cable network**—Today, broadband is the life line of MTNL. MTNL's survival largely depends on the development and operation of broadband. Broadband works on physical cable pair. Every body is talking about the development and improvement of broadband services, but no body is paying attention towards the faulty and poor cable network of MTNL. To our information more than 50% cable pairs are faulty in MTNL Delhi and there is also huge shortage of kits which are used for cable fault rectification. We are very much afraid that how MTNL can survive with such a huge faulty cable network on which no body is paying serious concern. Therefore, we strongly demand that serious efforts be made to expose and retrieve the faulty cable pairs immediately.
5. **Poor quality of store items**—There can not be any substitute to the quality of service to survive in this era of stiff competition. But we can not think of quality of service to our esteemed customers with the poor quality of store items utilized in maintenance of MTNL services. We bring to the notice of MTNL management that modems, modules, drop wires, jumper wires, telephone instruments are of very poor quality in MTNL Delhi. We demand that these items be replaced immediately with the good quality items and action against those who have purchased such poor quality items. It is to be ensured that only good quality items are purchased in future.
6. **Delayed decisions by senior officers in MTNL**—In the fast changing scenario in telecom sector where calls are valued in seconds, officers are also supposed to take fast decisions. But in MTNL, there are many senior officers who either don't take any decision or take much delayed decisions which affect the performance of MTNL very badly. By the time these officers take decision, the very purpose of the decision is defeated and we loose our customers because of delayed decisions. Therefore, your good self is requested to instruct all senior officers to take prompt decisions on all matters and work as professional managers.
7. **Unnecessary harassment and victimization of officers**—Our Association has always been supportive and co operative to the management for improving the services of MTNL. We also support inspection drive for maintaining MTNL

services efficiently. But it should not be utilized for harassing and victimizing officers. Inspection can be effective tool to gather information regarding field problems and requirements also, which in turn can be utilized for finding permanent solution for maintaining MTNL services efficiently. We do not support any one who does not perform or make any attempt to maintain the services properly. But, we strongly oppose any DIESNON in the name of inspection, and ask your good self to stop this victimization of performing officers.

We hope that Delhi MTNL management will pay immediate attention on the issues raised above and find the solution at the earliest.

With regards

Yours sincerely


(V.K.Tomar)

Copy to:

1. CMD, MTNL for information & n/a pl.
2. CGM (WS) for information & n/a pl.
3. PGM (D) for information & n/a pl
4. PGM (O) for information & n/a pl.
5. GM (A) for information & n/a pl