

FORUM OF MTNL UNIONS AND ASSOCIATIONS

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Date: 25.11.2020

MS-54/Forum/2020/25

To,

The Secretary (Telecom)

DOT, Sanchar Bhawan, New Delhi,

Sub: Fast deteriorating services of MTNL: New Outsourced Contract Model system of operations and Maintenance – Faults and Disconnections rises to Himalayan Heights

Ref: No. MS-54/Forum/2020/20 Dated 17.09.2020 and 30.09.2020


Kindly refer to our earlier letter referred above. Despite, our best persuasions and hard work being done by MTNL employees, the fault position is not improving. This you also might be noticing.


MTNL Management is least bothered about the situations. **They fail to understand, when contractors have not enhanced the resources, how the situation will improve.** In Delhi against the estimated requirements of 3600 around 350 – 375 persons are engaged. Despite our protest, the payments have been released for all working lines, virtually for increasing the faults. Despite contract being with material, MTNL resources have been used by contractors. We had asked MTNL Management to ask contractors to submit proof, what materials they have purchased for maintenance, but no action has been taken. MTNL Management is even least bothered to check, whether these contractors have followed labor laws. We have suggested in our earlier representation that the contractors be paid only to the tune of labors engaged that too after complying all labor laws. Huge complaints we are getting that the labors have not been paid. We will be constrained to resort agitation even for that.

The maintenance tender in the present form both for copper and OFC both at Mumbai and Delhi is an utter failure. A committee of GM's was made to review the situation and recommend remedial measures for two areas in Mumbai. The recommendations contemplate 8 - 10 weeks' time for restoration of faults. MTNL Management fails to understand that customers will not wait. MTNL Management is so much working only for contractors that even a SLA clause post tender on GEM has been removed at Mumbai.

We once again, earnestly request to give us a time. To mark our protests, we have already done a demand day on 20-10-2020 and protest in CMD office on 27-10-2020. We will be constrained to accelerate the agitations. Looking forward to have a meeting.

Yours sincerely,


(V.K. TOMAR)
(Chairman & Genl. Secy. (MEA))


(DHARM RAJ SINGH)
(Convener & Genl. Secy. (MTNL-MS))

Copy to:

1. Hon'ble PMO.
2. Hon'ble MOC.
3. Member Services / Technology / Finance Sanchar Bhawan DOT.
4. AST / JSA DOT
5. CMD MTNL
6. Director (HR&EB)/Director (Tech)/ Director (Fin)
7. ED Delhi / Mumbai, PGM (O)/(D) Delhi / Mumbai, GM Areas Delhi / Mumbai, GM Transmission Delhi / Mumbai for necessary action.