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MTNL EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS, NEW DELHI

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

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Ref. No.: MEA/CHQ/DM/ CMD/MTNL

DATE: 20-05-15

To

Shri P K Purwar

CMD, MTNL

New Delhi

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Subject: - Protest Action to agitate and arouse management on HR issues & MTNL revival planning regarding:

Dear Sir,

We all know that company is facing in extremely difficult time, where its losses are growing every quarter, and huge loans have accumulated on its balance sheet. And several issues have reached to critical state which are burning and bleeding the company, its survival and its employee's future as well..The survival of the company is directly linked to interests of several lakhs of its customers and over 60 thousand serving & retired employees. Time has come to rise to the occasion to save our beloved company. We will strive to go to any extent to save our beloved company and to get our legitimate rights and livelihood saved.

This Association have always been working and pursuing at different levels for the revival of the company and always believed that coordinated and joint efforts of the management and Association can bring the positive results in reviving the company. We also firmly reckon that any efforts of reviving the company without motivated and dedicated human resource cannot bring the desired results. But here in MTNL, we find no place for the junior & middle level executives as well as their representative Association in policy decisions and strategies to improve the services and revenue of the company. But the employees are being

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made responsible for falling financial condition of the company by denying their legitimate rights while govt policies are responsible for today's financial condition of the company, not employees. .

Our Associations has been supporting the Management in their every endeavor of improving the services of MTNL. Our officers are working with full vigor in the field to provide superior services within the available means so as to improve top line growth. Our Association deliberately kept in abeyance our legitimate demand of inter-alia 78.2% DA merger in the pay, restoration of LTC, Revision of Transport Allowance and other perks and allowances, on the assurance that these demands will be met out after the settlement of pension issue and BWA refund. But it seems that MTNL Management has taken the unconditional support of our Association for granted and is ignoring even the settlement of other frivolous HR issues which are purely in the domain of MTNL management and some even have no financial implication. With this Apathy of the Management and the indifferent attitude of the Sr Level Officers accompanied with no visible sign of improvement or change in the approach for improving the services, has lead us to believe that the Management need to be aroused and agitated to this reality to ensure understand the urgent need of revival and survival of MTNL and settlement of the long pending employees HR issues.

As you know that we are pursuing for a long time for the above mentioned legitimate demands of the officers and other HR issues. But, because of one reason or the other, the issues /demands of the executives are being lingered on part of management. This has heightened the discontentment amongst the executives of MTNL to explosive level. It is difficult to imagine any organization achieving and sustaining effectiveness without efficient human resource policies and practices, motivating to employees. In today's highly competitive and global business environment, competitive advantage is the human resources; it is at the core of every organization's effectiveness. Despite the largest cost to the company, by far, the most valuable asset within MTNL is its people, most experienced and versatile. This only available resource as on date in the MTNL, i.e. human resource, is also highly demotivated, frustrated and demoralized because of unconcern and indifferent attitude of management towards it, while it is otherwise going to play a very crucial, dynamic and central role in revival endeavors of company.



Therefore, in our endeavor and quest for improvement of company's performance and executive employee's welfare, our Association has decided and determined to hold Protest Action and Awareness Campaign to agitate and arouse management for MTNL revival initiatives and till favorable settlement of following long pending HR issues/legitimate demands and employees dues:

Demands--

1. Long pending and un-settled HR issues concerning employees' benefits and service conditions, needed for motivating and energizing the executive employees:

- a) Pay fixation with 78.2% IDA fitment w.e.f. 01.01.2007
- b) Restoration of Leave Travel Conveyance
- c) Revision of Perks & Allowances (Transport allowance, HBA etc)
- d) De-freezing/ removing—the April 2008, old pay scale ceiling on Medical OPD bills.
- e) Filling up of all vacant posts in different executive cadres on regular basis immediately/ Holding pending DPCs in all executive cadres immediately
- f) Immediate promulgation of RRs for HR/Mktg/legal/ CS cadres
- g) PSU hierarchy-time bound functional promotions as per terms and condition of absorption
- h) Integration of all executives promotion policies into One Unified Promotion Policy
- i) Creation of 30% corpus for post-retirement benefits to MTNL recruited employees as per DPE orders
- j) One increment on regular promotion from E3 to E5 as per 2007 promotion policy
- k) Counting training period for drawing the increment as per Govt orders
- l) Inclusion of working spouse and other family members in medical (OPD) scheme.
- m) Settlement of Official Language cadre pay and promotion as per Govt orders
- n) Implementation of rationalized and improved IDA scale of E2 for JTO(C/E) & E 3 for SDE(C/E) w.e.f. 01.01.2000 for actual pay and upgradation.
- o) Provide vehicle to field executives or allow TA & DA on travel.



- p) Settlement of pending antidation and anomaly cases
 - q) Time bound financial upgradation from due date if no vig case is pending on that due date even if any vig case erupted/ came up afterward on DPC date
 - r) Finalization of seniority list of all executive cadres
 - s) Increase of life insurance and medical insurance cover commensurate to present day requirements and needs.
 - t) Recruitment of junior technical staff (ITI & Diploma) in Non-executive cadres to take initiative and lead in customer services with contemporary requirements.
2. Immediate Set right growing Indecisiveness and inclusiveness at senior management level and issues of lack of formal Policy framework and Work Procedure Manual thereby continued use of unsound Management Policies and Stale Work Practices, hampering the progressive working in company. All activities are being dome in adhoc way. Nobody knows, what is the correct way of doing a work in the company? There should be a documented policy for every activity.
3. Create MTNL own Management by promoting the MTNL officers to Sr Management level and post MTNL officers on all critical and administrative posts Viz HR/Adm/vg/legal etc for their wider development and empowerment and to establish a continuing, sustainable work culture and responsibility.
4. **Introduce participative and collaborative management practices for uplifting the company by**
- a) Institutionalizing formal consultative and participative platform to share views/suggestions between Management and Association regarding employees issue, improvement of services and revenue as well as execution of policies and strategies and to ensure wider and active participation of Association in revival process of the company
 - b) Formation of Business Development Counsel consisting of employees and Association representatives at all unit levels for shared concern.
5. **Lack of Policy and Work Procedure Manual.-** MTNL does not have comprehensive and written down policies manuals right from attending fault, cable restoration, installation of new connection upto HR Manual, Finance Manual, Sales Manual, Telecom



Manual, Civil & Elect Manual, Work Procedure Manual, and Employees Seccession Policy, describing what and how a thing is to be done.

Protest Programme-

1. **05-06-2015 : Demand Day by wearing badges**

2. **10-06-2015 : Lunch Hour Demonstration**

At

- **Corporate Office, Mahanagar Doorsanchar Sadan,
CGO Complex, New Delhi**
- **ED, Mumbai Office, Telephone House Prabha Devi, Mumbai**

Further course of Trade Union actions, as required, will be intimated in due course.

We reiterate our keen and firm resolve to maintain industrial peace provided Management is keen, serious and honest to address the issues amicably through painstaking discussions. Lack of concern of Management to resolve issues are forcing us to take recourse to this highly unfortunate step at this stage when the entire focus of this Association is on revival of the Company.

With kind regards

Yours sincerely

(V K Tomar)

Copy to

1. Shri Rakesh Garg, Secretary, DOT for information and kind intervention pl
2. Shri N K Yadav, Member (Services), DOT for information & kind intervention pl
3. Smt Anne Moraes, Member (Fin), DOT for information & kind intervention pl
4. Shri Umashankar, Jt Secretary DOT, for information & n/a pl.
5. Shri Sunil Kumar, Dir (HR), MTNL for n/a pl
6. Shri Peeyush Agarwal, ED Mumbai for information & n/a pl
7. Shri B K Mittal, ED, Delhi for information & n/a pl

