



# 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)]

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Ref. No.: MEA/CHQ/ *CMD/MTNL Service*

DATE : *04/09/2020*

To,

**The CMD,  
MTNL  
Corporate Office**

*4-9-2- 8/Cony*  
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**Subject:** Post VRS, MTNL services are deteriorating day by day and has reached to dire state: Repeated reminders to management in-vain.

Sir,

Revival proposal for MTNL was approved by Govt on 23<sup>rd</sup> Oct 2019 in better terms than desired by MTNL management. VRS was also closed by 3<sup>rd</sup> Dec'19 and all statistics about manpower was clear. Thereafter, it was at-most and prime responsibility of management to forecast, plan, design, and scheme, strategize a blue print, sequencing all other necessities for improving the services customer base and putting them in place immediately thereafter and latest by 31<sup>st</sup> Jan'20.

Astonishingly sincere, genuine and truthful efforts were not made by management and a state of complacency and unwillingness prevailed all through the vital planning period after the VRS. Precious time has been wasted, which no entrepreneurship can tolerate at any cost. Management is continuing without proper plans to run the services and it has come to a breakdown level as a result thereof.

Proper deployment and strengthening of executives have not been done. On the other hand, whole establishment has been thrown into doldrum, adhocism and temporariness, without serious objectivity. Eight months have been elapsed since VRS, but this has not been rectified/improved, neither any seriousness nor sign of improvement is visible. Instead of strengthening the executives by imparting proper authority and regularity, whole system has been put into temporary looking after mode, highly unproductive as it deprived executives' proper authority and confidence.

All decisions are taken on breakdown basis, without weighing effect on business and customer services. Firstly maintenance work was outsourced to on manpower supply basis. That system took about a month to settle. Now entirely new system of

outsourcing has been put into on monthly payment basis without clear guidelines, procedures and accountability. No training, SoP, document creation list, checklist etc is issued for operating the contract. Tender conditions are inherently kept loose in favour of contractor and contrary to MTNL's interest. **After this maintenance contract, whole system has come to stand still for about a month. Numbers of faults are increasing day by day and have reached to more than twenty thousand but contractor's bill is increasing unhindered.** Terms and conditions of contract and the procedure are set loose against interest of MTNL. It has been created to be managed to cause loss of customer and revenue to MTNL. Several loopholes have been left, which are harmful to MTNL and beneficial to contractor. No system for contract management has been proposed or instituted even after 3 weeks of start of work. Contractor is performing at his wishes and wills without accountability to customer service parameters. In Mumbai also faults have reached to alarming condition.

**It is brutal truth that after VRS, the state of MTNL services has deteriorated to lowest level with alarmingly high faults and disconnection. If gross indifference, unconcern, laid-back attitude, dispassion of MTNL management towards services and customers is continued, then downward trend will rob all the remaining subscribers very fast and within few days.**

The situation of almost all services is very pathetic in Delhi & Mumbai; brief of some burning problems is given in annexure for appraisal and perusal of management and taking immediate remedial action.

We are eager to participate in a meeting with management to discuss the issues in threadbare manner.

**Thanking You,**

Yours sincerely



( V K Tomar )

**Copy to**

1. Director (HR)
2. Director (Tech)
3. Director (Fin)
4. ED, Delhi
5. ED, Mumbai

*ds 4/9/20*



**Annexure**  
**Brief of salient and immediate problems**

1. **Lack of Vision and Business Sense:** Even though more than 10 months have passed since revival was approved, but management is hopelessly unable to put forth a road map and vision for steering and revival of company. A well-crafted plan aimed for enhancing service quality and motivated workforce is immediately needed.
2. **Counterproductive Looking After arrangement in Executive cadres and unwilling Govt officers at steering:** A temporary and looking after mode of working on executive's post can never give due authority and confidence. After VRS, whole working structure has been put on temporary, provisional and adhoc mode with assignment of looking after charges instead of proper regular promotions to already stagnated executives, when they all are already placed in higher scales, is highly detrimental for productivity and objective working. Executives should be imparted full authority to steer the company. All unwilling Govt officers be sent back to get rid of bureaucratic style of functioning in a business entity. Company executives should be given due status and share in management functioning by promotion to higher positions considering overall period of service.
3. **Inadequate Powerbackup & Battery:** Powerplant, Battery and Generator are provided to give backup in case of power failure but their conditions in almost all exchanges are pathetically poor. Battery backup is minimal at most of the exchanges. At many places it is zero. Generators are without fuel. It causes frequent failure of services to customers resulting in increased disconnection.
4. **Too many Exchanges:** Even though Landline customer base is less than 10% of MTNL's peak subscriber base figures but company is maintaining too many, about 120 Main/RSU exchanges. Many of the RSUs don't have (Paying) Subscriber numbers even in double digit & Broadband subscribers in single digit. This is causing financial leakages of a handsome amount as Electricity, Rental and Maintenance & Operational costs. This has also put unbearably excessive responsibilities and challenging on executives, as these are scattered at distant sites/locations. This is absolutely impractical for an Officer or for a company. There is urgent need to take action for optimization.
5. **VoIP switch:** MTNL is having TDM exchanges in operation for a period of 20-25 years. This technology is a legacy of great past but it's time to move on to modern VoIP based switches for better and manageable service quality and customer retention. (BSNL has many IP switches but we don't have even in Metros).

6. **Outsourced Manpower Vendors for Mtce. Areas :** Engagement of inexperienced and unsound companies for outsourcing of service maintenance has created a hotchpotch situation in areas causing greatest dis-satisfaction amongst the Subscribers. No. of pending landline faults have increased from 6,000 to about 20,000 after start of this system in Delhi. Surrender rate has increased. Outsource companies have not submitted their working model and resource engagement plan to the satisfaction of service quality, nor they have demonstrated so during last three weeks. They have engaged very less staff only 400 where more than 1600 staff ( MTNL & out sourced) was working and have not instituted any system for effective management of fault and provisioning work.

Astonishingly, management has not issued/circulated any procedural guidelines to respective unit level officers for monitoring and reporting on the contractor's work and operations. No training to acquaint with the contract system and its management has been imparted till date. No clear accountability and responsibility have been defined in work procedure and delegation. Type and points of contact for contractor are unclear.

It was expected from the management that an IT-based system be created and instituted for management of the work and operational parameters, but nothing of this sort has been done till date. A clear lack of initiative and sincerity from management is causing a hotchpotch situation where Vendor is getting undue benefits by not responding properly to the Area Officers and subscribers. No mechanism has been made to prioritize the faults attendance. Lots of other issues are generating every day concerning the task handing and fault clearing, but no coordinating and issue resolving authority has been identified so far.

7. **Mtce. Vendor for Transmission:** Surprisingly MLDN has been completely left out from outsource Manpower/mtce Tender for Transmission. There has always been a need to manage MLDN NOC round the clock with computer literate persons, as each VMUX/DACC installation/testing/card-insertion/removal, leased line creation/modification/ testing requires simultaneous work on application. It is worth mentioning that this revenue earning service has more than 12000 working leased lines and there are requirement of 100s of such testing's every day. Without this setup (in MLDN), the leased line subscribers are having no doors to knock for testing of their faulty leased lines.
8. **BB and FTTH Services** - Broadband/FTTH network of MTNL is largely out of support and running with no spare cards and without redundancies. By the end of this year all BB network will be out of support. Whilst during last 3-4 years we have lost apprx. 70 % of subscribers, still this static kind of situation is allowed to go by the management. It is not getting due and serious consideration.



9. **MPLS Services:** MPLS Network is almost 10-year-old, so needs complete overhaul (however it is under support till Feb 2022). Some talks were heard about procurement of BB BBRASs and new MPLS Network but that is yet to see day light.
10. **FTTH Network** -- MTNL already missed the lucrative business bus by delaying FTTH roll out plan. MTNL management had chalked out Subscribers expansion plans through revenue-share through Private FTTH partners but that also fizzled out for lack of sensitivity to business antiquates and initiatives. There is urgent need for converting all of the BB copper subscribers to FTTH (either MTNL or through revenue-share partners), otherwise we are constantly losing them on this account only. No business can afford to lose its existing customer, for its more economical than acquiring new. That way we may also save expenditure on Area outsource manpower. Every TDM landline number has to be converted to VoIP number, which also require a state of art good capacity (scalable) VoIP switch.
11. **GSM Services:** The state of MTNL's 3G services is most pathetic in the whole country. Despite recently invested about Rs. 500 crores in GSM expansion, MTNL has become insignificant player in market. In Delhi out of 1800 node B sites more than 800 are down due to one or other frivolous reason. Whilst there is no departmental staff available, operational outsourcing has not been done till date. Few Officers have been given responsibilities of unmanageably high number of stations that too located at far away areas. There is need to provide required skilled manpower resources commensurate to the actual requirement. It appears that MTNL management is unconcerned, directionless and aimless with respect to GSM services. A clarity statement should immediately be issued in this regard for confidence of customers and employees.