



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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DATE: 05-09-2020

Ref. No.: MEA/CHQ/ ~~3554~~ MTNL Services
CMD.



To,

The CMD,
MTNL, New Delhi.

Subject: Post VRS, MTNL services are deteriorating day by day and has reached to dire state—No visible action by DOT/MTNL to revive MTNL except VRS implementation.

Sir,

Revival proposal for MTNL was approved by Govt on 23rd Oct 2019 in better terms than desired by MTNL management. But except VRS implementation, nothing has been done by DOT/MTNL to revive MTNL. VRS was also closed by 3rd Dec'19 and all statistics about manpower were clear by that time. Thereafter, it was at-most and prime responsibility of management to forecast, plan, design, and schema, strategize a blue print, sequencing all other necessities for improving the services, customer base and putting them in place immediately thereafter.

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.

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All decisions are taken on breakdown basis, without weighing effect on business and customer services. Firstly maintenance work was outsourced 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. **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 one lakh 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.

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 and serious objective to revive MTNL is missing on the part of MTNL/DOT. We, therefore, request your good self to take note of the situation and do needful to revive MTNL as intended in the revival package and assured by Hon'ble Minister of Communication & IT

With regards

Yours sincerely,



(V K Tomar)

Copy to :

1. Hon'ble MOC &IT
2. Secretary, DOT
3. AST, DOT
4. Director (HR)/ Director (T)/ director (Fin)
5. ED, Delhi/ ED, Mumbai.

