



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)]

P.N. VASANE
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V.K. TOMAR
General Secretary MEA
Secretary General NCOA
President AIPCOC

Ref. No.: MEA/CHQ/ Self / MTNL Services

DATE : 15-09-2020

To,

The Secretary, Telecom
DOT, Govt of India
Sanchar Bhawan, New Delhi
Delhi

The CMD, MTNL
Corporate Office
CGO Complex, New

Sub: MTNL Deteriorating Condition– New Fault Maintenance Tender

Sir,

Revival proposal for MTNL was approved by govt on 23rd Oct 2019 in better terms than desired by MTNL management. But now after more than 10 months since approval of revival package and VRS implementation on 31st Jan, 2020, there is no visible sign of MTNL revival.

And after the implementation of New SLA based tender in copper as well as OFC, which is now more than a month old, the situation is turning from bad to worse. The faults have increased by more than 300% and situation is deteriorating day by day. MTNL services have deteriorated to lowest level with alarming high faults and disconnection. If this condition prevails, then downward trend will rob all the remaining customers very fast with in few days. It appears, this system is not going to work both at Delhi and Mumbai, because of its inherent drawbacks. Some of them are as mentioned below:

1. The contractors were not educated in the tender as to how much manpower MTNL is engaging for the same work. The contractors are engaging just 15 - 20% of the bare minimum requirements and thus faults are piling up. There are more than a lakh registered faults at Delhi and Mumbai and we are looking helpless.
2. There is a CAP on the penalty in copper maintenance tender, thus contractors are banking to get 90% balance payments without doing work. The works whatever are being done now, is by MTNL staff, which are supposed to be withdrawn after implementation of these tenders from external to internal.
3. The contractors are not following the labour laws and the minimum wage rule even for these small quantities of labours engaged. MTNL is going to be in big problem, being the Principal Employer. There is a need to thoroughly check as to what labour licenses have been taken by MTNL / Contractors and

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MTNL is predominantly landline based organization; the maintenance is heavily dependent on manpower. In Delhi against the bare minimum requirements of 1600 labours only around 300 to 350 labours are engaged. The same is true for Mumbai also. It's a high time we terminate these tenders and re-float a new one after addressing the lacunas. For interim period bare minimum labours should be engaged directly by MTNL for fault maintenance.


We understand that to make easy and early merger of MTNL with BSNL, the management of MTNL has been entrusted to BSNL, but till date, forget about merger, not even subsidiarisation of MTNL with BSNL has been done, despite the cabinet approval for the same. In the revival package only VRS has been implemented that too by threatening the employees of reduction of retirement age.

Employees are doing their best and are ready to go to any extent for the revival of the company, but they have their own doubts regarding revival in the prevailing condition when there is no road map and proper planning.

Therefore, kindly give us time for detailed meeting on MTNL functioning to contain the growing fear and discontentment amongst the employees regarding revival of the company.

With regards

Yours sincerely


(V K Tomar)

Copy to:

1. Hon'ble PM
2. Hon'ble MOC
3. Member Services / Technology / Finance DOT
4. AST DOT
5. ED Delhi / Mumbai with a request to ensure that no payments in excess of manpower supplied is paid in copper / OFC tender at Delhi and Mumbai, that too after complying all labor laws.
6. JSA DOT


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