

# FORUM OF MTNL UNIONS AND ASSOCIATIONS

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**V.K. TOMAR**

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**MS-54/Forum/2020/21**

**Dated: 30.09.2020**

To,

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

**The CMD, MTNL**  
Corporate Office  
CGO Complex, 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: Forum of MTNL Unions and Associations Letter Number MS –54/Forum/2020/20  
Dated-17.09.2020

**Respected Sir,**

Kindly refer to our above referred letter. We are pained to say that no action has been taken for reduction of faults. It's not a rocket science to understand that without resources faults cannot be attended. We have mentioned in our referred letter that only 15 – 20% of required manpower has been engaged by the contractors and there is no increase in resources. It's worth checking by DOT that what resources have been hired by MTNL after VRS to maintain the faults. The preventive maintenance was being done by MTNL own staff around 1500 in numbers at Delhi and Mumbai for copper and OFC work. It is to be checked what resources have been put by these SLA based contractors. The SLA based contracts are not only supposed to do fault maintenance that too up to MDF, but also the preventive maintenance by deploying regular manpower in all Lineman and OFC beets. In addition, these contractors are supposed to provide materials also for maintenance and new connections. If somebody checks what stores these contractors have purchased for maintenance and new connections, the truth will come forward.

The things are deteriorating day by day. The customers are leaving day by day, but MTNL management has no concern. The MTNL Management is shielding their inefficiency sometimes in the name of Reliance Jio and at others to Corona, whereas MTNL FTTH could be a big hit, which MTNL Management is not focusing. The billed numbers are very-very less the working numbers declared to DOT. That too are coming down every month heavily.

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The MTNL management is resorting to clear the faults without actually restoring it, due to which the repeat faults are increasing. Many exchanges are getting down causing huge loss of revenue to MTNL. The MTNL Management, it appears is more concerned towards contractor's welfare and payments, rather than to MTNL.

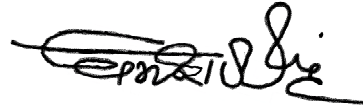
As you will see, if no actions are taken, the faults will still come down, not by attending but by deserting of customers to MTNL.

It is once again requested to kindly give us time for face to face meeting.

Yours sincerely,



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



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

Copy to:

1. Hon'ble Prime Minister of India.
2. Hon'ble MOC. Sir, kindly intervention please.
3. Member Services / Technology / Finance Sanchar Bhawan DOT.
4. AST / JSA DOT.
5. ED Delhi / Mumbai, PGM (O)/(D) Delhi / Mumbai, GM Areas Delhi / Mumbai, GM Transmission Delhi / Mumbai – with a request to take actions, as each day SLA's are violating. In this regard Director (Technical) vide letter number MTNL/CO/Dir (Tech)/Fixed-Services Performance/2020 Dated 24<sup>th</sup> September 2020 has directed to get the work done at Contractors risk and cost. But no action has been taken. What he has written for Central Area Delhi, is true for all areas for Coper and OFC work, both at Delhi and Mumbai.