

कार्यालय प्रधान महाप्रबंधक, हैदराबाद दूरसंचार
जिला, बीएसएनएल भवन, आदर्शनगर, हैदराबाद
O/oPrincipal General Manager, Hyderabad
Telecom. Dist, Adarshnagar, Hyderabad-063



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

पत्रसं/Lr.No.HTD/AGM(MIS)/WRM/2019-20/22

दिनांक/Dated at HD the 06.12.2019

Minutes of the Meeting on post VRS preparations held on 28.11.2019 at 14.30 Hrs and Weekly review Meeting held on 05.12.2019, 14:30Hrs in the Conference hall, BSNL Bhavan, Hyderabad.

Minutes of meeting on Post VRS preparations – Staff requirements:

The meeting on post VRS preparations chaired by PGM, HTD was held on 28.11.2019 at 14.30 Hrs in the conference hall of BSNL Bhavan, Hyderabad. The meeting was attended by all the senior officers in HTD.

During the meeting PGM(North), chairman of the EOI committee presented three different outsourcing models. After detailed discussions, it was agreed upon to project the requirement of staff post VRS as follows

CFA:

a. For External Plant:

1. For every 1000 Landlines, 2 semiskilled labour
2. For every 600 Broadband connections, 1 semiskilled labour
3. For every 600 FTTH connections, 1 Skilled + 1 Semi skilled labour
4. For every 10,000 lines 4 no.s of unskilled labour

b. For internal plant:

1. For every 2000 lines, 2 persons.
In addition, proposed to take 15% of the total requirement as unskilled, 25% as skilled and 60% as semiskilled labour.

CM:

- a. **BTS O&M:** For every 30 BTSs, 1 skilled labour. Total requirement 35 skilled for 1054 BTS sites.
- b. **Core Infra Mtce:** At Core locations, i.e AR, SFD, SRN, SD, MBD & GWD, requirement of persons for watch & ward and maintenance of DG and Transformer, Battery & Power Plant are as below
 - Skilled:27
 - Semiskilled:56
 - Unskilled:8

At the above 6 locations, the same skilled/semiskilled/unskilled labour will be utilized for CFA internal maintenance in exchanges. It is also decided to include the internal staff required for maintenance at MSC core locations in CFA vertical proposal.

Meeting with ITPC at 16:00 Hrs.

To maintain the network post VRS, the following requirements were projected to ITPC data center during the meeting

1. The integration of CDR, Sancharsoft, and KENON applications is required in order to implement single window concept in CSCs to overcome the staff shortage.
2. Pending bill amounts should be made available for all customers through IVRS service to avoid manning such posts in CSCs.
3. CBP wallet should be made available to the field staff or outsourced manpower, who can collect the BSNL bill at customer door steps. Presently this is extended only to Franchisees or DSA.
4. Provision to enter latitude/longitude coordinates for all the pillars and DPs should be made available immediately in view of large scale VRS of Outdoor staff. This will be very useful for the new manpower in identifying the Pillars/DPs.
5. The details of telephone number, NE number, MDF Tag, Pillar in and out and DP in and out, details should be made available in a simplified manner preferably through a Mobile APP.
6. The roles of field staff, supervisory officer in CDR are to be changed over to outsourced manpower. The trial run should be made available from 1.1.2020 to avoid post VRS issues.
7. Dependency on TR unit officers should be reduced due to large VRS of JAO/AO/CAOs. The bill enquiry should be made automatic.
 - a. Duplicate bill should be enabled on WhatsApp.
 - b. More over wallet should be encouraged for bill payment with discounts, if possible, to reduce the dependency on cash counters.
 - c. Post disconnection announcements should be fed to the customers.
 - d. SMS/E-mail should be sent regarding bill amount, pay by date, disconnected reasons etc. to reduce the customer visits.
8. Revenue sharing calculation should be enabled automatically without dependency on TR Staff (Like CLICKSO).

Minutes of the weekly review meeting held on 05-12-2019

Sl. No.	Action Point	Action By																								
	<p>PGM(NWP-CFA) welcomed all the senior officers to the meeting and said that</p> <ul style="list-style-type: none"> • Since VRS window is now closed, all necessary arrangements are to be made for smooth maintenance of the network post VRS. • Outdoor network details viz., Cable diagrams, Pillar, DP and Joint locations e.t.c are to be documented properly. • The work done by outgoing office staff should be recorded. • It should be ensured that the outgoing officers complete the APARs of respective subordinates. • It may take time to get the EOI approved for outsourcing of staff. Meanwhile, existing staff should be rearranged and utilized to ensure QoS and important customers are to be provided uninterrupted service. <p>Opening remarks by PGM-HTD:</p> <ul style="list-style-type: none"> • PGM-HTD asked all the Area PGMs / GMs to discuss internally for making alternate arrangements and post VRS preparations to chalk out an action plan. • President's Visit: PGM HTD instructed PGM(North) to coordinate with all units for smooth telecom arrangements during the visit of Hon'ble President. • Ace-9s for the scrapped materials in NT exchanges are to be uploaded before 15h of Dec-19. Ace-9s for the connected AC plants can also be forwarded same time. • The external plant details should be recorded, and correctness of the data is to be vetted by the left over staff. Concerned AGMs(Extl) may be instructed to carryout sample checks to ensure the same. • A letter is to be addressed to ITPC for making Linemen App and the App developed by WDC available to field staff immediately. 	<p>All area PGMs / GMs</p> <p>PGM(NWP CFA)</p> <p>PGM (EB/TM)</p>																								
1	<p>CFA Vertical : Demand generation of LL/BB/FTTH during Nov-19:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>PGM/GM area</th> <th>LL</th> <th>BB</th> <th>FTTH-BB</th> </tr> </thead> <tbody> <tr> <td>North</td> <td style="text-align: center;">193</td> <td style="text-align: center;">1033</td> <td style="text-align: center;">106</td> </tr> <tr> <td>Central</td> <td style="text-align: center;">254</td> <td style="text-align: center;">515</td> <td style="text-align: center;">146</td> </tr> <tr> <td>South</td> <td style="text-align: center;">127</td> <td style="text-align: center;">310</td> <td style="text-align: center;">115</td> </tr> <tr> <td>Rural</td> <td style="text-align: center;">96</td> <td style="text-align: center;">200</td> <td style="text-align: center;">95</td> </tr> <tr> <td>HTD Total</td> <td style="text-align: center;">670</td> <td style="text-align: center;">2058</td> <td style="text-align: center;">462</td> </tr> </tbody> </table>	PGM/GM area	LL	BB	FTTH-BB	North	193	1033	106	Central	254	515	146	South	127	310	115	Rural	96	200	95	HTD Total	670	2058	462	<p>All area PGMs / GMs</p> <p>PGM(NWP CFA)</p>
PGM/GM area	LL	BB	FTTH-BB																							
North	193	1033	106																							
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HTD Total	670	2058	462																							

PGM HTD opined that Demand generation is very less and is not enough to meet the targets set for the month. Measures are to be taken to increase the demand.

PGM
(EB/TM)

Achievement of Landline/Broadband/FTTH during Nov-19:

PGM/GM area	LL			BB			FTTH-BB		
	Target for Nov-19	Achmt	Achmt %	Target for Nov-19	Achmt	Achmt %	Target for Nov-19	Achmt	Achmt %
North	420	190	45.24	1191	871	73.13	565	141	24.96
Central	241	125	51.87	428	75	17.52	260	72	27.69
South	420	176	41.90	1571	419	26.67	670	149	22.24
Rural	390	138	35.38	1335	428	32.06	655	129	19.69
HTD	1471	629	42.76	4525	1793	39.62	2150	491	22.84

All area
PGMs /
GMs

PGM(NWP
CFA)

PGM
(EB/TM)

Target fixed for Dec-19 is as follows—

PGM/GM area	LL	BB	Bharat Fiber-BB
North	420	1311	630
Central	241	471	285
South	420	1728	735
Rural	390	1468	715
HTD Total	1471	4978	2365

Pending OBs in each category GM wise & Reasons

Area wise pending OBs as on 05.12.2019 are as follows—

PGM/GM area	LL	BB	FTTH-BB
North	40	131	163
Central	23	8	47
South	15	59	48
Rural	32	47	84
HTD Total	110	245	342

All area
PGMs /
GMs

PGMHTD asked to clear the pending OBs to increase the connections.

In addition to the above, during the meeting the following points were discussed

- **PGM HTD** reviewed the important parameters of the 63 selected SSAs and asked all Area PGMs/GMs to focus on showing improvement in the parameters as it is being monitored directly by Corporate office.
- **PGM HTD** also reviewed the agenda of the fortnightly video conference by Dir. CFA and asked GM(CM) also to join the video conference every fortnight.
 - Instructed to complete the addition of FTTH partner in GWD area during Dec-19.
 - **PGM-HTD** enquired with GM(Rural) whether OLT has been installed by the recently added FTTH partner, to which GM(Rural) replied that OLT installation will be completed by the TIP during Dec-19.
 - **PGM(North)** informed that one TIP is ready to get converted to Case-IV category and will be completed during Dec-19. PGM HTD instructed PGM(NWP CFA) to ensure that the fresh agreement and other process involved is completed during Dec-19.
 - Each area should add atleast 1 Case-4 TIP every month.
 - **PGM HTD** observed that connections are not increasing in private OLTs. GM(Rural) informed that the vendors are misusing the OLTs just to show expenses. PGM HTD then instructed to make suitable changes in the agreement of TIPs such that misuse is prevented.
 - A target of 1 connection/OLTE/Day has been set by Dir.CFA and it has to be taken into TIPs.
 - Our retired staff can also be encouraged to become Case-IV TIPs with minimum investment.
 - PGM(NWP CFA) asked to delete the retired users from FTTH App.
 - **PGM(Central)** informed that privileges are yet to be given to field in TEEVRA App.
 - **PGM HTD** asked each Area to suggest five locations for installing Wi-Fi access points. Also instructed GM(CM) to monitor the operational parameters of both urban and rural Wi-Fi Hotspots and upload the same daily in Intranet.
 - **PGM HTD** directed to prepare a tariff card for ISDN services and circulate the same among concerned. In addition, higher plans are to be suggested for ISDN customers to make more free calls available.

All area
PGMs /
GMs

PGM(NWP-
CFA)

PGM
(EB/TM)

- o **PGM Central** informed that diagrams are not available for Leased circuits and VPNoBB connections and are to be prepared.
- o **PGM(North)** suggested to give heavy discount to customers having own modems to increase the BB connections through 5GB trial plan.
- o **PGM HTD** directed to monitor the BB usage in the provisions of 5GB trial plan.
- o **PGM HTD** also asked all Area PGMs/GMs to make all arrangements such that CSCs in rented buildings are shifted / closed subject to the revenue earned.

All Area PGMs/GMs opined that if EOI for outsourcing of staff is delayed, to maintain the network, minimum amount should be made available in the form of temporary advances to left over JTOs(Extl).

3 **CM Vertical:**

SIM activations target and achievement for Nov-19 up to 18th

PGM Area	Target	Achmt Nov-19	% Achmt	Balance
GM (CM+ PV)	8000	5120	64.00	2880
PGM CENTRAL	4000	2371	59.28	1629
PGM NORTH	4000	4530	113.25	-530
PGM SOUTH	3000	2800	93.33	200
GM RURAL	4000	3197	79.93	803
PGM EE	5000	600	12.00	4400
TOTAL	26000	18618	66.49	9382

GM wise Targets for Dec-19

PGM Area	Target
PGM (CM PV)	8000
PGM CENTRAL	2000
PGM NORTH	5000
PGM SOUTH	4000
GM RURAL	5000
PGM EB	5000
TOTAL	29000

- **PGM(HTD)** asked all Area PGMs/GMs to put all efforts to cross the last month figures.
- **PGM HTD** later reviewed the data volume of the newly installed 4G sites and asked GM(Rural) to make all efforts to increase the data volume. New connections are to be increased in 4G BTSs such that 2000 connections come from new 4G sites every month which will also increase data volume.
- Assign retailers for the 4G BTSs and set a target of 100 connections per month per 4G BTS.
- All Area PGMs / GMs are asked to identify 100 additional sites for installing the newly coming 4G BTSs. Empaneled hospitals may be approached to provide space for the BTSs.

All area PGMs / GMs / GM CM

[Handwritten Signature]

सहायक महाप्रबंधक (ओ.पी & प्र.सू.प्र.)
Asst Genl. Manager (Op&MIS)
फोननं/Ph.No.: 040-23243266

प्रतिलिपि सेवा में/Copy to:-

1. PS to CGMT, Telangana Circle for information please.
2. Ps to PGM, HTD for info please
3. GM(Fin)/PGM(EB&TM)/Area PGMs & GMs/GM(CM) for information and n/a please.
4. Intranet

Endt. no.: HTD/SDE(OP)C /minutes/2019-20/9 dtd. 10/12/2019.

To The AM (C) / AGM's / SDE's central area for info & n/a pl.

सहायक महाप्रबंधक(प्रचालन व प्रशासन) के तथा
Asst General Manager(OP & Admn) C&W