

# ALL INDIA BHARAT SANCHAR NIGAM LTD. EXECUTIVES' ASSOCIATION

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Dated at Jaipur:- 18-05-2012

To,

Chief General Manager  
Northern Telecom Region,  
New Delhi

Sub: The great scarcity for basic equipments and measuring instrument & hardship faced by the Executives working in NTR Rajasthan Sub Region.

Respected Sir,

It is well known fact that transmission is the backbone of any communication network and in BSNL, NTR is maintaining this backbone. But executive working in NTR Rajasthan sub region are facing great hardship for basic equipments and measuring instrument without which a good communication service provider cannot imagine to maintain such a large transmission network. I am mentioning the some major problems being faced by our field executives in day to day work.

1. **Scarcity of Splice Machine:** There is acute problem of splice machines in NTR Rajasthan area. Most of the machines are about ten year old and not working properly. These machines are very slow and splice loss is beyond limit. In such circumstances our field staff comes under immense pressure at the time of cable fault. As he has to restore route in minimum time but machines are not functioning properly. Whenever he complains about it to higher officer it is advised to get it repaired. It is also very lengthy and complicated process. In short send machine to authorized dealer (If any), obtain estimate, get ENG-27 sanctioned, pursue to agency personally for repairing on credit etc (All by SDE himself). Even after that these old machines are not working satisfactorily. Therefore it is requested to arrange immediately new splice machines of **good quality** for each route party. Also please authorize some agency for repairing of these machines at competitive rates. So that a long procedure need not to follow for the same.

It will be relevant to say that in olden days we had repair centers for repairing different type of cards (M/W/CXL/ PSU/Measuring instruments). As basic principals of all splice machine. OTDR is same. We may setup such repair centers again after providing some training in this regard. It will save time as well as money of the company.

2. **Scarcity of Measuring Instruments:** In addition to the above we don't have SDH analyzer, DTA, OSA, Optical Power Meters, Ethernet testes, OTDR and PCs etc. It is very difficult to provide quality service without these instruments. Therefore it is requested to procure immediately these instruments for every transmission station.

3. **Provision of PC & Broadband:** Now days PC, printer and Broadband connection are the integral part of any office and transmission centre. But our executives working in NTR Rajasthan are still awaiting these facilities. Even for day to day work (checking email, HRMS package etc) they have to go somewhere else in SSA section. It is also required to download latest software of equipment from vender's site to upgrade the software. Therefore it is requested for arranging PC, printer and broadband connection for all DE/SDEs in their office.
4. Please provide BSNL mail ID and BSNL Intranet password to all executives of NTR Rajasthan area.
5. In Rajasthan only one SDE is posted at SSA headquarter and no JTO/TTA is posted. He has to maintain route as well as station. At some places equipment room has to be locked when SDE goes on route. Therefore please arrange to post a JTO/TTA at SDE headquarter for providing better service.
6. However it is the sole responsibility of NTR staff to restore cable fault but if sometimes SDE NTR is facing some problem (Vehicle faulty, driver is on leave, machine/OTDR not working etc.) the responsibility for arranging all these things is put on SDE only. He has to arrange all these things himself only. In this regard CGM Rajasthan may be requested to issue guidelines to all SSA Heads for extending all possible help to SDE NTR in emergency. Any delay to restore fault will affect our services. Also it is observed sometimes that OFC cut just outside the telephone exchange and staff posted at that exchange did not give attention because cable belongs to NTR. They woke up after the failure of telecom services therefore it is requested to issue suitable instruction to keep watch of NTR cable where no NTR staff is posted.
7. Previously we had Tempo Traveller vehicle for route use. But subsequently Tavera and Tata Sumo were purchased. These vehicles are not fit for route work. We have to carry cable drum, route indicators and also sometimes equipment rack from one site to another. It is not practical to hire vehicle from market every time for such type of petty works and also it is beyond power of SDE. Therefore in future Tempo Traveller or similar vehicle may be purchased /hired for route work.
8. In NTR Rajasthan SDEs don't have permanent cash imprest. All expenses met from temporary advance which practically remains in hand for only 15-20 days with field SDEs. If any fault occurs then he has to manage expenditure from his own pocket and subsequently it is manipulated. Therefore permanent cash imprest may be provided to SDEs.
9. After implementation the Petro card it is essential to purchase diesel for vehicle by IOC cards, but almost 10 days in a month no balance remains in the card and SDE has to pay from his own pocket and subsequently the amount paid through card and gets cash back from petrol pump. This is not a valid procedure. NTR route party has to move on fault site even at late night hours and SDEs faces great hardship if balance is not in diesel card. Please arrange to maintain sufficient cash balance in petro card every time.

With kind regards,



(M.K.Morodia)  
Circle Secretary

Copy to:- Shri Prahlad Rai, Genl.Secy.AIBSNLEA, New Delhi for n/a at CHQ level pl.