

**BHARAT SANCHAR NIGAM LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)**



**OFFICE OF THE
CHIEF GENERAL MANAGER
TELECOMMUNICATIONS
WEST BENGAL CIRCLE
1, COUNCIL HOUSE STREET
KOLKATA-700001**

Minutes of the 1st Circle Council Meeting for the term 2009-10
held on 1st June 2009
in the Conference Room, Circle Office, Kolkata

Following members were present in the meeting -

Official Side		Staff Side	
1.	Shri S.Ray, CGM - Chairman	1.	Shri D.Ganguly, Leader, Staff Side
2.	Shri S.K.Bose, G.M.(O) – Member	2.	Shri A.Mitra, Secretary, Staff Side
3.	Shri S.N.Roy, G.M.(F) - Member	3.	Shri Ajit Kr. Nandan - Member
4.	Shri H.K.Mandora, P.C.E.(Civil) – Member	4.	Shri Swapan Kr. Chanda, Member
5.	Shri S.N.Roy Chowdhury, G.M. (Dev) - Invitee	5.	Shri Ram Kedar Yadav – Member
6.	Shri Amit Bhattacharjee, G.M.(Mobile) – Invitee	6.	Smt. Banani Chattopadhyay – Member
7.	Shri G.Audhya, G.M., (Marketing) – Invitee	7.	Shri Teck Prasad Pradhan– Member
8.	Shri S.N.Pandey, C.E.(E) – Member	8.	Shri Subir Kr. Sanyal – Member
9.	Shri S.B.Banerjee, A.G.M.(Staff) - Secretary, Administration Side	9.	Shri Biplab Das – Member
10.	Shri P.Ranjit, A.G.M. (WLF/MRS) – Member 10.	10.	Shri Parimal Sarkar, - Member
11.	Shri P.Bhattacharjee, A.D.T. (WLF) - Member	11.	Shri Subroto Mishra – Member
		12.	Shri Pran Nath Ghosh – Member
		13.	Shri P.K.Mitra – Member

		14.	Shri Madan Mohan Ghosh - Member
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At the very out set of the meeting Shri Soumya Ray, C.G.M., Telecom., West Bengal Circle & Chairman, Circle Council welcomed all the Circle Council Members and other officers present in the meeting. As it was the 1st meeting of newly formed Circle Council, the meeting was started on completion of self-introduction formalities.

Shri D.Ganguly, Leader, Staff Side mentioned the following points in his welcome address : -

- 1) BSNLEU was not called in the last Development Meeting.
- 2) Maintenance work is very poor. Special attention is required for proper maintenance is required in respect of Lane Line, CMTS & WLL.
- 3) Complaints regarding balance drop in respect of Prepaid Mobile is not being redressed properly.
- 4) In spite of facing huge loss over Rs. 300 Crores, Vouchers up to Rs. 500/= is being passed without any document.
- 5) Expenditure to the tune of Rs. 250 Crores may be minimized if we control the expenditure in respect of vehicle and temporary advance.

Shri A.Mitra, Secretary, Staff Side mentioned the following points : -

- 1) Last Circle Council Meeting of the previous body was held in November 2009. New body was formed in May 2009. But this meeting is being arranged after a gap of 2 months.
- 2) Nominations have been made in the existing body from different districts, so that the members from different district will be able to place their cases in Circle Council more effectively.
- 3) If proper attention is given at the base level, many agenda items may be settled there.
- 4) It is seen from the reply given in the brief that Administration Side is not giving proper attention on the agenda items.

Shri S.Ray, CGM & Chiirman, Circle Council meeting mentioned the following in his slide show.

- 1) Last H.O.C.C. was held on 11.05.2009. It was intimated in the said meeting that achievement of BSNL during last year was as follows : - Wire Line – 7% decrease, WLL – 18.75% increase, Mobile 29% increase, Broadband – 75% increase, Operating Income – 10.10 % decrease, Net Income – 10.10% decrease. Overall market share has been reduced to 18-20%.
- 2) Status & Achievement in respect of West Bengal Circle during last financial year was as follows : - Wire Line – 10,28,540 (89,000 reduction), WLL – 1,41,152 (Achievement – 2210), Mobile – 17,90,300 (Achievement-4,26,080), Broadband – 49,752 (Achievement-28,000), Operating Expenditure 725.10 Crores (Decerease 121.79 Crores). Income from land line had been drastically decreased. Net loss – Rs. 288 Crores (estimated).
- 3) Target for addition during the current financial year for West Bengal Circle – Wire Line – 24,533 (reduction), WLL – 1,48,000, Mobile - 16,32,000, Broadband – 1,20,000,

D.V.Internet – 10,000, Wimax – 2400. Target for every SSAs have been fixed and communicated to the SSA Heads in the Development Meeting.

- 4) All the rural exchanges, Panchayets, BHQs, Colleges, Universities to be covered under Broadband.
- 5) Effort will be made to lay cables in the new Housing Projects to cover them under Land Line, Broadband.
- 6) As per guide lines of Corporate Office, Tower slots to be leased to the private operators. Rs. 35,000 per month rent will be charged from the private operators. Estimated income in this regard will be 30.62 Crores from 729 Towers. This will increase the income from Mobile sector.
- 7) About 15,000 Enterprise Customers is there in India. Target is there to bring them with BSNL to increase the income.
- 8) C.D.R. Billing project will be started first at Kharagpur. Remaining SSAs will be covered within December 2009.
- 9) Effort will be made to complete the 3G Service within August 2009.
- 10) Some structural change has been made at Corporate Office for better functioning of the BSNL. There may be some change on the same line at Circle level.
- 11) BSNL has started a new slogan viz. "BSNL Aap Ka Dwar Me". To give desired satisfaction to the customers, Special drive will be given to improve the external line which will improve the status of land line/Broadband. In addition to above Corporate Office has started Circle-Wise various pilot projects to improve the status of Lane line, Broadband, P.C.Os etc.

During discussion on the above points, Staff Members mentioned that new cables should not be purchased. P.C.O. holders are not retaining PCOs due to poor income.

CGMT replied that new cables will not be purchased. Cables already having in stock will be utilized for new cable laying. Regarding retaining PCO holders CGMT stated that to increase the income of PCO holders Topup Cards, Recharge Vouchers are being supplied to them for selling purpose and increase their income.

CGMT intimated to the staff side members that a meeting with the Union/Associations will be called within this month to discuss on developmental issues.

Lastly CGM stated that many of the items are of repetitive nature, that should be combined as a single item. This would be helpful during subsequent review. Staff Side is requested to consider above suggestion.

Then the Agenda-wise discussion was started.

OLD ITEMS

1) PCE(Civil) 2) GMs, BKU/JPG/ SRI/KSH 3) TDM, COB	Item No. 2 (a)	Unutilized space in our own premises be utilized for store and other purposes.
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Coochbehar – It was decided in the meeting that by 20th June shifting work will be completed and within 30th June rented building should be vacated.

Bankura – The work will be completed within December 2009.

Jalpaiguri – Staff Side members pointed out that building is ready for shifting but some sections and some officers are creating problem demanding their choice for specific space. After discussion it was decided that G.M. Office and TRA Unit will be shifted simultaneously.

Alipurduar – It was decided that C.S.C. at Alipurduar will be shifted to Departmental Exchange building.

Suri – After discussion it was decided that plan will be sanctioned within one week.

Shantipur – It was decided that P.C.E.(Civil) will visit Shantipur soon and take final decision.

Birnagar – Departmental building handed over but exchange not yet shifted. Shifting work will be completed soon.

Rathtala – Building has not yet handed over by ETR. GM, KSH will take necessary action to take over the same from ETR.

AGM(Staff)	Item No. 2 (c)	Trained candidates in Telecom. Mechanic Cadre belonging to Civil and Electrical Wings be given promotion insitu to overcome the problem of shortage of staff in those establishments.
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C.T.D. authority has intimated that the case has been forwarded to BSNL C.O., New Delhi for clarification and during new recruitment process the case would be settled as per clarification received.

During discussion staff side members pointed out some cases where officials are not getting increment due to stagnation. But as per rules they are entitled for placement in higher scale. It was decided in the meeting that Secretary, Staff Side will submit a detailed note in this regard. On receipt of same the case will be examined further.

AGM(Staff)	Item No. 3 (f)	Regularization of Part-time and Casual labourers.
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Secretary, Staff Side intimated in the meeting that SSAs/Units viz. Purulia, Bankura, Jalpaiguri, Siliguri, Gangtok, Berhampore, Malda, Civil have not yet been

circulated the rate of Casual Labourers. He demanded that clear order regarding rate of Casual Labourers should be circulated from Circle Office immediately.

CGM stated in the meeting that a Committee has been formed at BSNL Corporate Office which will take clear decision on the issue. Staff Side demanded that action will be taken to get a date for a meeting with the Committee at Kolkata.

AGM(Staff)	Item No. 2/ 2 nd Circle Council	Review of TOA(G) Gr.IV promotion.
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Following OTBP/BCR/10% BCR cases are pending due to non-receipt of documents from the SSAs.

MDA – BCR - Sr.TOA(G) – 15, Sr.TOA(P) – 6, OTBP – Sr.TOA(G) – 1, Sr.TOA(P) - 1

KOL – BCR - T.M. – 10 SLG - BCR - Sr.TOA(G) – 10

ASL - BCR – SR.TOA(G) – 2 T.M. – 7

COB – BCR – Sr.TOAP) – 2, Sr.TOA(G) – 1, T.T.A. – 1, T.M. – 3

ASL – 10% BCR – Sr.TOA(G) – 1, Sr.TOA(P) – 1, T.M. - 1

SLG – 10% BCR – T.M. 1

Traffic –

SLG – BCR – SR.TOA(T) – 6, COB – BCR – Sr.TOA(T)-5, Sr.TOA(TG) – 3, T.Man-1

KGP – BCR - Sr.TOA(T) – 4, ASL – Sr.TOA(T) – 11, Sr.TOA(TG) – 4,

Secretary, Staff Side demanded that order may be issued from Circle Office stating that monetary benefit may be given first in respect of OTBP/BCR and then the cases should be forwarded to Circle Office for approval. He further stated in the meeting that LM/TM 10% BCR orders are not issuing by Bankura SSA.

It was decided in the meeting that SSA Heads should forward a report to Circle Office mentioning the pending OTBP/BCR cases for issuance of upgradation order from Circle Office. Reminder will be issued to the SSAs to give financial benefit to the OTBP/BCR officials without approval of post from C.O.

Secretary, Staff Side complained that additional increments was granted to the TSMs of Berhampore SSA. Now SSA administration is deducting the amount from the TSMs. After discussion it was decided that Berhampore SSA will refund the same to the respective officials.

PCE(Civil)/GM,SLG	Item No. 8/ 2 nd Circle Council	Acquiring a land at Kalimpong for construction of both office building including C.S.C, Staff Quarters and Store Dump in anticipation huge development in that area opening trade route with China and quarter at Singtom under Gangtok Division.
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Plan already sanctioned for construction of C.S.C. and O/O SDOT. Approval from Municipality has not yet been received due to prevailing situation in the Hill District, delay is anticipated.

AGM(Legal)/ AGM(Staff)	Item No. 21/ 2 nd Circle Council	Competitive examination for promotion to JTO Cadre was last held in the year 1999. Since the year 2000 no such examination has been held in our Circle although the same kind of exam. was held in other Circles in the year 2000. It will be there in the fitness of the things to hold one Competitive Examination for filling up of vacant posts of J.T.O. according to the syllabus for the year 2000.
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D.D.G.(EST) has called report in respect of JTO, TTA, TM. Report in respect of JTO has already been forwarded to BSNL CO.

Staff Side demanded that effort may be made to shift the Court Case from High Court to CAT. It was decided that effort will be made to approach the Court on the above line.

	Item No. 23-A	A Case referred by the Staff Side Members regarding non-receipt of GPF Balance Sheet by few staff of Civil Wing. C.G.M. stated that it should be taken as out of agenda special case and will be settled by G.M.(F) in consultation with the union representatives of Civil Wing.
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Position in this regard has not yet been improved.

Item Closed.

	Item No. 25	C.C.A. to the staff of Neamatpur, Kulti and Barakar at par with Asansol.
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Case settled. Item Closed.

AGM(Staff)	Item No. 40	Anomaly/Aberrations – BSNL HQ issued order vide No. 250-5/2005-Pers.III Pt. Dtd. 31.07.2006 on the subject issues relating to anomaly/aberrations in pay fixation in IDA pay scales in respect of the non-executives in
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		BSNL, a good number of employees has submitted their representation to the respective SSA Heads. Requested for immediate solution.
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Reminder has been issued to BSNL HQ for anomaly/aberration cases vide letter No. SF/TC/R-6/Corr. Dtd. 8.4.2008. Reply is still pending.

However, a fresh reminder will be issued to BSNL HQ for early settlement of the case.

AGM(Staff)/ AGM(Legal)	Item No. 42	Holding examination for TM, TTA, Sr.TOA, JTO & JAO Part.I Screening Test immediately.
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D.D.G.(EST) has called report in respect of JTO, TTA, TM. Report in respect of JTO has already been forwarded to BSNL CO. In respect of TTA report will be sent to BSNL CO soon. In respect of T.M., a letter regarding holding of LDCE for promotion to TTA will be issued within this week. Vacancies for the years 2005 to 2008 will be considered in the said examination.

Regarding TTA examination, Staff Side demanded that effort may be made to shift the Court Case from High Court to CAT. It was decided that effort will be made to approach the Court on the above line. Staff Side further demanded for fresh examination as on vacancy of 2008, if Court Case is being delayed.

J.A.O. – Result declared.

GM,SLG/AGM(Staff)	Item No. 48-A	Problem related to staff posted at C.T.S. Stores – (i) Siliguri – DPC was conducted on 30.12.2002 to fill up the vacant post but promotion order is still awaited, reasons which best known to administration.
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CGM has suggested that G.M.(O) and A.G.M.(Staff) will visit Siliguri SSA for inspection purpose and settle the case at that time. Secretary, Staff Side also requested to the union representative from Siliguri SSA to take up the case at SSA level as Circle Office has given clear instruction in this regard.

AGM(Staff)	Item No. 8/07-08	Permanent posting of deputed staff at different SSAs under West Bengal Telecom. Circle – Delay in promotion to the staff working on deputation.
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After scrutiny of all applications, a total 100 cases with 60 for Kolkata and 40 for other SSAs are pending at C.O. Out of which 47 No. of cases for Kolkata and 29 No. of cases for other SSAs are to be considered (recommended by the SSA Head). At present, there are 41 No. of Sr.TOA(G) sanctioned post are available. We are in process of finding some more posts to accommodate all eligible candidates at a time. To finalise the case another one week may be required.

After discussion it was decided that order in this regard will be issued within this week.

AGM(Staff)	Item No. 10/07-08	Civil Wing staff problem – Filling up of out station vacancies of Sr.TOA(G) of Civil Wing by staff from local SSA.
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Effort will be made to post additional Sr.TOA(G) during C.G.A.

Item Closed.

CE(E)/AGM(Staff)	Item No. 11/07-08	Problems related with Casual/Contractual Labourers in West Bengal Telecom. Circle – (a) Policies should immediately be adopted for filling up of vacant posts by way of recruiting of Regular Mazdoors from the enlisted Casual Labourers (b) Process of regularization of the enlisted Casual Labourers should immediately be taken up and the list of Casual Labourers of Krishnagar needs to be finalized (c) Supreme Court verdict for equal wage for equal work should be implemented in favour of Casual and Contractual labourers. Policy to determine the wage of Casual and Contractual labourers at par with the rate of Gr. D pay scale of BSNL needs to be adopted. It is most unfortunate that the wages of the Casual and Contractual labourers are varies from SSA to SSA in the Circle though all the GMs have received the uniform order from the Circle Administration (d) Identity Cards require to be issued to all Casual and Contractual Labourers. Govt. policy for introduction of EPF and ESI for Contractual Labourers should be followed.
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(a) & (b) – already discussed earlier.

(c) Secretary, Staff Side stated in the meeting that CTD authority has finalized the rate of Contractual/Casual Labourers. During discussion C.E.(E) intimated in the meeting that Contractual/Casual Labourers of Electrical Wing working under CTD will be paid as per CTD rate as they will get fund in this regard from CTD authority. CGMT requested to CE(E) to submit his comment regarding rate of Casual Labourers of Electrical Wing working under WBTC.

(d) EPF, ESI for Casual Labourers – A team from Circle Office will visit EPF Office to streamline the issue.

GM(F)/AGM(Genl)	Item No. 13/07-08	Empanelment of Nursing Home at the Border area of W.B.Telecom. Circle - The patients of
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		the Border area of W.B.Telecom. Circle like Purulia, Bankura etc. are compelled to come over to Kolkata for medical treatment in the BSNL's authorized N.Hs which are far from their offices/residences. Nearby Circles like Orissa, Jharkhand and Bihar are also having approved Nursing Home which are situated adjacent to the patients's residence/offices of those areas under W.B.Telecom. Circle. It will be therefore in the fitness of the things to issue orders to enable our colleagues of those areas to have their medical treatment in the neighboring Circles' authorized Nursing Homes.
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Empanelment process for all SSAs have been completed. A list of approved Hospitals/NHs having and not having 17/2 Certificates have already been issued and uploaded to Sancharika. Empanelment process for Circle Office is under process. Only 6/7 Pvt. Hospital/NHs are willing to continue the treatment for BSNL employees as per existing terms and condition.

During discussion Shri A.Mitra, Secretary, Staff Side mentioned that some important hospitals are empanelled with CTD but not empanelled under WBTC. Action may be taken to empanel the said hospitals under WBTC. He further demanded that medical advance to the employees may be extended for treatment in the empanelled Hospitals/NHs. CGM intimated in the meeting that the case will be examined further.

AGM(Staff)	Item No.	Counting of past service in the Cadre of T.S.M.
	16/07-08	

As per decision of the earlier Circle Council Meeting, necessary instruction has already been conveyed to all SSA Heads to make necessary entry in the Service Book. Special software package for this purpose has been developed and incorporated in DDO module.

Secretary, Staff Side requested to supply a copy of list in respect of candidates of West Bengal Circle which had been forwarded to BSNL HQ. He also requested that list in respect of ETR/ETP may be obtained and forwarded to BSNL HQ.

During discussion Secretary, Staff Side demanded that the case may be settled within this month. It was decided in the meeting that decision in this regard will be conveyed to the Secretary, Staff Side within this month.

	Item No.	Payment of CGEIS-1980 and CGEGIS-1977 – A few officials could not get their CGEGIS – 1980 payment properly due to wrong calculation. They have applied, but the problems have not been solved till date. Similarly the payment of CGEIS-1977 may be paid to
	19/07-08	

		the employees immediately.
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Cases settled.

Item Closed.

AGM(Staff)	Item No.	21/07-08	Promotion of LDC(TA) to the Sr.TOA Cadre – Already LDC(TA) have been promoted to the Cadre of Sr.TOA and they have completed the training. But the promotional order has not been given to the employees with retrospective effect i.e 01.07.2004.
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The case is under active consideration of Circle Office. Staff Side demanded time bound settlement of the case.

	Item No.	23/07-08	Open more C.S.Cs. throughout West Bengal Circle. Convert C.T.Os./T.Os./T.Cs. in to C.S.Cs.
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Instruction has been issued to all SSA Heads for opening more C.S.Cs. at SSA level.

Further the case will be discussed and replied against new Agenda Item No. 14/09-10.

Item Closed.

AGM(Staff)	Item No.	27/07-08	Consideration of compassionate ground appointment by the Circle High Power Committee prior to issuance of the present order – A good number of old cases on compassionate ground appointment prior to this new order were not considered by the Circle H.P.C. due to various reasons. Therefore it is urged that all the old cases are to be considered on merit by the Circle H.P.C.
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The date for submitting application for C.G.A. has been extended up to 31.05.2009 and total 87 No. of cases including new 35 cases are being processed. H.P.C. may be held by June end.

Case with points 55 or more and rejected by Corporate Office will be included in the ensuing H.P.C. provided the candidates made representation for re-consideration.

Secretary, Staff Side mentioned one case where Department has directed the widow of the deceased employee to submit a medical certificate from the competent authority stating that "her health condition is not up to the mark to continue the official duty". He demanded that this type of certificate should not be claimed from the said lady. It was decided in the meeting that the case will be considered further.

GM(F)	Item No.	31/07-08	Immediate arrange refund of GPF amount to the employees whose GPF A/C has been converted to EPF w.e.f. 01.10.2000.
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All cases except one case under T.C.D.IV have since been settled. Case of T.C.D.IV is being sent to C.C.A. for refund.

D.G.M.(F) intimated to the Staff Side members that the case of Shri Sukanta Saha of TCD-IV will be sent to C.C.A. Office soon for refund.

AGM(Staff)	Item No.	33/07-08	Presidential Order in respect of T.S.Ms.
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Detailed list of TSM to RM and Casual Labour to R.M. has been sent to BSNL Corporate Office to permit the Circle for issuing P.O. But till date no reply in this regard has been received.

	Item No.	34/07-08	Opening of more C.S.Cs. throughout West Bengal Circle & conversion of C.T.Os./T.Os/T.Cs. into C.S.Cs – It is suggested that marketing units/sales counter of BSNL may be opened throughout West Bengal Telecom. Circle. The work of conversion of CTOs/Tos/TCs into C.S.Cs. particularly in C.S.,C.T.O. Division is quite unsatisfactory. It is seemed that the process is very slow. Expedite the process is solicited. Furthermore, constitute of marketing units through West Bengal Telecom. Circle is urgently needed under the control of GM (marketing) is highly required.
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The case will be discussed and replied against new Agenda Item No. 14/09-10.

Item Closed.

DGM(F)	Item No.	35/07-08	Distribution of telephone bills through our manpower – It is suggested that the distribution and collection of telephone bills may be manned by our own employees. BSNL C.O. has issued a guideline in this regard.
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Staff Side members demanded that for distribution of telephone bills payment @ Rs. 2/= per bill should paid to the concerned staff by suitable departmental arrangement. The case will be considered by D.G.M.(F).

	Item No.		Officiating arrangement in the Cadre of Sr.TOA for the
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	36/07-08	isolated Hindi Typist who were converted to TOA as per DOT No. 201-10/86-STN Dtd. 23.04.1990 – According to DOT No. 201-10/86-STN Dtd. 23.04.1990, Hindi Typist would be merged with LDC/TOA in Circle/Administrative office. Unfortunately ignoring or by passing the said order, such isolated Hindi Typists were converted to TOA on 30.11.2000.
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Case settled.

Item Closed.

	Item No. 37/07-08	Immediate installation of BTSs in different SSAs under WBTC to give effective service to the BSNL subscribers – In absence of BTSs, mobile service is severely crippled resulting massive dissatisfaction to the entire subscribers. When the question of profit comes to keep the existence of BSNL, immediate proper installation is urgently required.
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The case will be discussed and replied against new agenda Item No. 1/09-10.

Item Closed.

TDM, COB	Item No. 38/07-08	Immediate shifting of TDM Office from the rented building to the newly constructed departmental building at Coochbehar – The departmental building at Coochbehar is now in a position to accommodate the TDM Office. Therefore, it should be shifted immediately to save Rs. 50,000/= which is department paying per month as rent.
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It was decided in the meeting that shifting work will be completed by 20th June and rented building should be vacated within 30th June.

The item has already been included and replied against Item No. 2 (a).

Item Closed.

NEW ITEMS

GM(Mobile & TF)/ GM(CMTS)	Item No. 1/09-10	Quality of GSM Service – It is informed from the various SSA level regarding the poor GSM Service and complaints received from the subscriber as follows : -
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Nodal)/All SSA Heads/GM(F)		a) Balance drop cases and irregular Excel power activation b) Problems related tariff timings particulars in Magic Voucher c) Problems related to unsubscribe to PRBT and GPRS activation also d) Frequent failure of BTS and signal coverage problems from the BTS e) Performance of Call Centre at CMTS Salt Lake is very poor and bitter experienced.
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a) Balance drop – Staff Side members pointed out that Prepaid customers are facing balance drop from their pre paid value frequently. C.S.C. staff at different SSAs are facing customer agitation for the said reason. They demanded that Contacting No. of the In-charge of the CMTS Cell, Salt Lake entrusted with the said work may be communicated, so that the said cases may be brought to the notice of the CMTS Cell for immediate redressal.

Shri A.Bhattacharjee, G.M.(Mobile) intimated to the staff side members that problem in respect of Excel Power has not reduced. However, in case of post paid customers migrated to prepaid, their Excel Power request will take some time for rectification.

b) Tariff timing in respect of Magic Voucher – Staff Side members complained that the said service is not working as per prescribed time schedule.

c) PRBT & GPRS activation – Staff Side members pointed out that at present activation work is done at CMTS Salt Lake. That work is also done by a particular person. As such, entrusted employee is over burdened on the other hand activation work is delayed unnecessarily. They demanded that the SSAs may be empowered to do the said work.

It was intimated to the Staff Side members that due to upgradation of equipments there were some problem in respect of GPRS activation. This work is being done by sending to M/S Ericsson. Now the problem in this regard has been reduced.

d) Failure of BTSs – Staff Side members pointed out that many B.T.Ss. are not functioning properly as a result mobile subscribers are facing problem.

During discussion Shri A.Bhattacharjee, G.M.(Mobile) intimated to the staff side members that there are 1785 BTS Towers. Employees involved directly in Broadband, Mobile is very low. For proper maintenance of CMTS & Broadband huge number of workers are required which is at present not available. Department earns maximum revenue from the above two areas. As such, sufficient number of staff is required for maintenance of the above services. Shri A.Mitra, Secretary, Staff Side also stated that due to shortage of staff mobile service is being hampered. Stress should be given for formation of teams for proper maintenance of the work.

It was decided in the meeting that for proper maintenance of B.T.S., Broadband, small groups will be formed with TTA, TM, Casual Labourer under SDEs, Groups of Exchanges.

During discussion staff side members complained that WLL subscribers are receiving bills with minus figure. Due to billing problem customers are surrendering their lines. They demanded that month-wise break up of WLL bills should be supplied to the subscribers and arrangement for acceptance of WLL bills at Post Offices may be made. In this regard CGM replied that as per Corporate Office guide lines at present bills for WLL connections are being done following billing procedure of Mobile. To solve the WLL billing problem a meeting has already been arranged. Efforts will be made for acceptance WLL bills at Post Offices.

e) Performance of Call Centre – Regarding functioning of Call Centre, CGM stated that augmentation of positions in Call Centre will be done to improve the present situation.

GM(D)/All SSA Heads	Item No. 2/09-10	Insufficient and irregular allotment of Broadband Ports causing loss of revenue and BSNL Customers. It is reported that many Broadband subscribers are leaving BSNL including landline due to poor maintenance of Broadband service. It is suggested that SSA-wise maintenance team may be formed including Non-executives to provide BSNL service and maintenance also.
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There is some insufficiency of Broadband ports at Berhampore, Bankura, Midnapore and Siliguri towns. Therefore, in urban areas, there are some difficulties in some places, in providing connections because of lack of capacity whereas in rural areas, in some places, there is abundance of capacity but connections have not been provided or there is failure in providing the connections or lack of marketing. As the equipment is allotted by Corporate Office, unless supply is made it is very difficult to provide capacity. Some ports are already diverted. Immediate effort will be taken to divert equipments from rural Broadband project as far as possible. It is agreed that maintenance of Broadband and Landline should improve for which already maintenance people are available in all SSAs. It is necessary that persons allotted the work apply themselves for proper maintenance.

Staff Side members pointed out that Broadband connections are not functioning properly. As a result many subscribers are surrendering their connections.

During discussion it was intimated to the Staff Side members that installation work of equipments is in progress. On completion of the same situation will be improved. Further, as decided in the previous agenda item, maintenance teams will be formed for maintenance of the Broadband connections.

AGMStaff)/ AGM(Legal)	Item No. 3/09-10	Declaration of TTA Result (Supplementary Examination) – The concerned employees are very much restless condition due to non-declaration of the result of TTA Examination. A suitable action with the concurrence of BSNL C.O. may please be initiated, so that the result could be declared without any further delay.
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The case has been suitably recommenced and forwarded to BSNL CO for decision. G.M. (EST), C.O. visited Circle Office on 22.05.2009, who has been apprised in detail of the case for an early decision.

AGM(Staff)	Item No. 4/09-10	(i) Uniform wages to the casual labourers as per 6 th C.P.C. recommendation – Necessary order not yet circulated by the Circle Administration to make the payment of wages to the labourers including arrears (ii) Uniform wages should also be paid to the contractual workers throughout West Bengal State on principle equal work to equal pay. No discrimination to the labourers in the name of listed or un-listed particularly their wages (iii) Regularisation of Casual Labourers - It is suggested that SSA-wise vacancy should be announced in respect of Gr.D staff as on 31.03.2009 and the same vacancy should be filled up from the listed casual labourers which names are already sent to C.O. for regularization.
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The case will be decided by BSNL Corporate Office, New Delhi. Staff Side demanded that Gr.D vacancy position will be forwarded to Corporate Office for regularization of the listed Casual Labourers.

	Item No. 5/09-10	Demand for implementation of revised HRA rate for the non-executives – As per 6 th Pay Commission for Central Government Employees the Govt. has implemented the revised HRA rate for their employees. It is very much appreciable that our Corporate Office has taken a decision to revise the HRA rate as per recommendation of the 2 nd P.R.,C. w.e.f. 12.02.2009 for our executives only which is already implemented whereas the non-executives are awarded their HRA in the old rate. It is suggested that kindly you look into the matter seriously to avoid step-motherly attitude towards GR. C & D employees.
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The case will be decided by BSNL Corporate Office, New Delhi.

Item Closed.

GM, CAL SSA	Item No. 6/09-10	Regularisation case of Shri Bishnupada Ganguly, TSM as R.M. keeping the seniority with his juniors under E.T.P. – Due to administrative lapses the official was not considered as R.M. It is suggested that the genuinity of the case should be considered at Circle level.
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Kolkata SSA will take final decision in this regard.

	Item No. 7/09-10	Grant of Rule-38 case – It is a long pending case. Employees have already submitted applications for transfer under Rule-38 in the prescribed form with declaration under BSNL Rule-8. It is requested to grant the transfer cases of all the applicants.
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The case has already been discussed and replied against Old Item No. 8/07-08.

Item Closed.

	Item No. 8/09-10	Compassionate ground appointment – It is learnt that some of the cases were reviewed. It is suggested that expedite the appointment of the dependents of the deceased family.
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The case has already been discussed and replied against old Item No. 27/07-08.

Item Closed.

AGM(Staff)	Item No. 9/09-10	Holding of Departmental Examination of TM, TTA, JAO Part.II, JTO immediately.
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Persuasion of holding Departmental Examination for TM/TTA/JAO/JTO is under process. G.M.(EST), C.O., New Delhi has been apprised of the case. It is hoped that some fruitful result may come out.

GM(F)	Item No. 10/09-10	Issuance of EPF Balance Sheet including of those GPF converted to EPF up to date. Calculation should be made with interest.
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The case is being pursued with the E.P.F. authority and in the mean time the concerned officer has been transferred. E.P.F. contribution has been changed time to time consequent on revision of order by the C.O. BSNL regarding pay limit of Rs. 6500/= instead of basic pay. The case is pending in Enforcement Branch of E.P.F. Office.

C.G.M. intimated to the staff side members he will visit the office of Regional Commissioner, EPF soon to discuss on issuance of previous and current Balance Sheets.

AGM(Staff)	Item No. 11/09-10	Fill up the vacant post – It is suggested that the vacant post of all cadres particularly Gr.D Cadres should be filled up. This item was discussed several occasions but no outcome. Necessary action may be taken to fill up the Hindi Translator post at Asansol which kept lying
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		vacant since long time.
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Two No. of Sr. Hindi Translator posts is sanctioned for WBTC with one at C.O. and other at Asansol. But at present one post is utilized at C.O. (Training Centre) and other post is under Kolkata SSA.

GM(F)	Item No. 12/09-10	Banking transaction through PNB (Punjab National Bank) – Employees are facing very much trouble to transact their claims through PNB. Particularly at Berhampur SSA, PNB Branch exists a few but SBI Branches are more. It is suggested that an alternative arrangement could be arranged to transact staff claims including GPF advance with SBI Branches.
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Shri A.Mitra, Secretary, Staff Side stated in the meeting that clear guide lines in this regard may kindly be issued from Circle Office to the SSAs. So that employees will not face any problem to get their personal claims. It was decided in the meeting that instruction in this regard will be issued from Circle Office.

GM(Marketing)/ All SSA Heads	Item No. 13/09-10	Marketing – To increase the revenue and promoting the BSNL Services, the role of Marketing Division is very much essential and important. But it is reported from several SSAs that the Marketing Team and their proper activities are totally absent. Formation of Marketing Team with proper training and its proper monitoring is very much needed throughout West Bengal Circle. The experiences of the non-executive employees particularly those are working at C.S.C. may be accounted for the marketing strategy.
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- a) Marketing Team – As per BSNL Corporate Office guide lines (Director, HRD), SSAs will form the Sales Team. Their activities are also spelt out. During meeting at SSA level it found that most of the teams are not interested to take part in sales activities. They want some financial benefit for the above activity.
- b) Training – 603 persons from all category (B, C, D) were given training in the last financial year, which seems to be a very satisfactory figure.
- c) Experience of non-executive employees – Any suggestion from Executive/Non-Executive or from any member of BSNL family is always cordially accepted.

During discussion G.M.(Marketing) intimated in the meeting that result from the SSAs in this regard is not satisfactory. Executive Associations have stated that their members are over burdened with their allotted work as such further involvement in this regard is not possible. Gr. C & D unions are demanding for special incentive. He sought the help of union in this regard.

PCE(Civil)/ GM(Mktg)/	Item No. 14/09-10	C.S.C. at C.T.O., Kolkata, new building at Bankura, Jalpaiguri & Coochbehar – The progress of construction
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GMs, BKU/JPG, TDM,COB/CE(E)		work is very much slow. It is suggested to expedite the progress to save the BSNL money.
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Status regarding opening of C.S.Cs. at different stations : -

1. C.T.O., Kolkata - It was decided in the meeting that PCE(Civil) & CE(E) will visit CTO Building jointly to inspect the present status of construction work of C.S.C. Effort will be made to start the C.S.C. as early as possible.
2. Bankura - The work is in progress and likely to be completed by 15.08.2009.
3. Jalpaiguri - The work is in progress and likely to be completed by 30.06.2009.
4. Coochbehar - The work has already been completed.

AGM(Staff)	Item No. 15/09-10	HRA at the rate of Barasat in respect of Kholapota, Itinda & Gopalnagar.
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The case has been forwarded to BSNL Corporate Office, New Delhi.

(S..B.Banerjee)
Secretary, Official Side
&
AGM(Staff), O/O the CGM
West Bengal Telecom. Circle, Kol

No. WLF/TC/Circle Council/09-10

Dated at Kolkata the 15th June 2009

Copy forwarded for information and necessary action to –

1. All the Members (Both Staff & Official Side).
2. All SSA Heads under West Bengal Telecom. Circle.
3. The P.C.E.(Civil), Yoagyog Bhavan, Kolkata.
4. All GMs., Circle Office, Kolkata.
5. The S.E. (P&A), Civil, Telecom. Civil Circle, Yogayog Bhavan, Kolkata.
6. The C.E. (Electrical), 2/5-A, Judges Court Road, Alipur, Kolkata-700027.
7. The Chief Architect, Kolkata.
8. The C.A.O.(Vig.), Circle Office, Kolkata.
8. The P.S. to AGM(Staff), C.O., Kolkata

(P.Bhattacharjee)
A.D.T. (WLF)
For CGMT, W.B.Circle, Kol