



राष्ट्र हित

विभाग हित

अधिकारी हित

All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(The Recognised Representative Association of BSNL)

(Affiliated to BMS)



Regn. no. HR/019/2018/02138

President
G Veerabhadra Rao
9440648648

General Secretary
Ravi Shil Verma
8373967633

Finance Secretary
Badri Kumar Mehta
9868183579

All communication at E-mail - "chqaigetoa@gmail.com" only

GS / AIGETOA / 2023-24 / 82

Dated 30.08.2023

To,

Shri Arvind Vadnerkar Ji
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi.

Subject: Sudden issuance of instructions with respect to modification in attendance portal and management's plan to implement QR Code based Attendance System – Regarding

Reference:

1. No. BSNLCO-A/11 (25)/4/2022-Estab dated 29.08.2023
2. Inauguration of QR code based attendance system by CGM TN on pilot project basis.

Respected Sir,

Reference is invited to the above letters and subject where in all of a sudden management has come forward with modifications in the attendance system where in deduction in salary is being envisaged which is complete deviation from earlier practice and the practices being adopted by other leading PSUs. Added to that there is pilot proposal for introduction of QR code-based attendance system at Tamil Nadu. The timing and intent behind such decisions when the MV is in full swing is raising many questions in the minds of executives in general and OBs of AIGETOA in particular.

The current letter is next in series of letters from management side **starting from the transfer orders of our office bearers going beyond the set transfer policy, issuance of syllabus wrt LICE, not granting the agenda meetings despite the meeting being due and now a deliberate attempt to create unrest amongst the minds of executives by virtue of issuance of instructions when the MV is in full swing.** The timing of the letter and the intent behind issuance of such instructions is beyond our understanding. **We place our firm objection to the proposal mooted by management in this respect and wish to inform that the concerned section is doing nothing but trying to utilize the non-presence of any representative association and should have desisted from taking such type of policy decisions before the election of representative association.**

We firmly believe that **if deductions are to be imposed for non-completion of duty hours, a corresponding provision should be in place to compensate employees for extra working hours. Such a balanced approach would acknowledge and reward the additional effort put forth by employees.** But the approach of HR section in contrast is ostensibly aiming to instill

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Regd. Office : Flat No. 716, Studio Apartment, Omaxe Height, Sector-86, Faridabad, Haryana - 121006

a sense of accountability, threatens to erode the well-being and collective morale of our workforce. **Instead of cultivating an environment conducive to productivity, this policy stands poised to inflict unwarranted stress and anxiety upon employees who, due to circumstances beyond their control, find themselves unable to mark online attendance to fulfil their duty hours.** We do understand the significance of punctuality and discipline but at the same time, it should also be noted that this should not become a means of unnecessary coercive techniques resulting into huge unrest and demotivation amongst the employees.

In addition, the directive sanctioning a complete salary deduction for non-completion of duty hours, in instances where approved leave not available, starkly deviates from principles of equitable treatment. Diverging from conventional practice in numerous public sector establishments, where deductions are offset against accrued leaves, this approach challenges the very essence of fairness. **As a further point of consideration, it merits mention that diverse public sector entities employ policies that underscore employee well-being and incentivize peak performance. A subset of organizations, recognizing the paramount importance of punctuality and adherence to designated working hours, incorporate mechanisms that reward additional effort with corresponding increments in remuneration.**

Furthermore, we've observed that the emphasis is on working hours as opposed to evaluating the true productivity of our executives. **In a corporate landscape specially in service oriented organization where flexible remote work models are being embraced to enhance efficiency, focusing solely on working hours might not yield optimal outcomes. We propose evaluating the performance of our field executives based on work quality, contributions to network stability, and overall efficiency instead of noting down the duty hours.**

It's imperative to note that while the BSNL Corporate office operates for five days a week, field units operate for six days, with a 24/7 responsibility for maintaining the network. Acknowledging this, it's essential to compensate employees in field units for the extra working hours they dedicate.

It's also very essential that management must address the multifaced issues which are directly involved with the productivity of the employees as well as profitability of BSNL. The efficiency of almost all software linked with CFA/CM/EB Vertical is quite low and most of times BBC, NOC all are wasting 100s of man power working on correcting the same. Management instead of laying it's all emphasis on noting the attendance timing of employees must involve itself into improving the efficiency of such software and frequency of failure of packages like clarity, Teevra & FMS etc. Greater effort is required for making the various packages running in organization full proof that will automatically result into greater productivity and efficiency.

In addition to the modification in attendance portal mentioned above, another surprise was extended by the inauguration of QR based attendance portal and again in the period of membership verification. I wish to highlight the complexities faced by our dedicated field officers responsible for maintaining network integrity across diverse locations, round the clock. These outdoor field executives confront a spectrum of challenges, from managing infrastructures to engaging in outdoor activities.

None of the executives have been provided with smart android phones as it is well known fact that for a price of Rs 1500/-, Rs 2500/-, Rs 3500/- no smartphone can be purchased which will be able to run the software and packages required by the operational requirements of the company. This creates an inequitable disparity in attendance tracking, potentially exposing those without smartphones to repercussions. It's our earnest request that **Android smartphones must be provided to all employees, ensuring universal participation before even thinking of such experiments. If management is wishing to aim high in this respect and emulate other organizations, then it must consider empowering executives with the same facilities which other PSUs are extending like provisioning a mobile phone reimbursement of a minimum Rs. 20,000 to each executive instead of current meagre amounts which are not sufficient to purchase even a basic feature phone.**

In view of the facts mentioned above, we are of the firm view that the Attendance System necessitates further scrutiny and discussions. **Addressing the unique challenges faced by our workforce, particularly our field executives, is paramount then just trying to enforce the unnecessary instructions which will instead affect the efficiency and working specially of the field employees.** We advocate for an adaptable and comprehensive approach that takes into consideration practical implementation and accommodates the concerns voiced by our executives and for that discussion with representative association is a must.

Membership verification elections for executive associations are scheduled for 12.09.2023. Actions of this nature, which potentially have far-reaching implications is going to raise many questions about the intent of the management with respect to favoring or disfavoring any association specially in reference to the timing chosen by management for this implementation.

Hence, we firmly put our objection to the above changes and request to hold both these proposals completely in abeyance as they have resulted into huge unrest and uneasiness amongst employees. We greatly value the opportunity to engage in constructive dialogue towards devising a solution that aligns with the best interests of both our employees and the organization and to re-initiate those dialogues, completion of MV process is a must.

With Warm Regards



**Ravi Shil Verma
General Secretary**

Copy to:

- 1. Sh. Ravindra Himte Ji, General Secretary BMS for kind information please.**
- 2. Smt. Anita Johri with a request to intervene and arrange for abeyance as such instructions during MV time will result into unnecessary unrest and demotivation.**
- 3. Chief Returning Officer with a request for intervention in the matter and direct the concerned section to put the orders on hold to ensure a level playing field for all the associations.**