



## **SANCHAR NIGAM EXECUTIVES' ASSOCIATION (INDIA)**

### **ERODE SSA**

**PRESIDENT**  
COM P. THANKHARAJU  
AGM(NWops-CM),PERUNDURAI

**SECRETARY**  
COM P.S.KANKESH  
SDE(IT),ERODE

**TREASURER**  
COM S. RAGUNATH  
SDE (LEGAL), ERODE

#### **MEMORANDUM TO RESPECTED GMT, BSNL, ERODE**

We, the Executives spread across all levels from JTO to DGM, wish to convey our deep anguish and frustration about the pathetic situation prevalent in the field of operations and the apathy of the administration to honestly get to the root of the problem and address the same.

It is well known to all at the helm of affairs that our precious copper cables, which have now become a rarity, have been damaged by PWD, TWAD, Municipal, Road authorities etc frequently and mercilessly. In this regard, field executive's efforts to protect the cables running from pillar to post and through their peers in other departments have often proved futile. Middle management expressed its inability in this regard. If Top management initiates co-ordination/persistent correspondence with their peers, situation may improve. Ultimately, only field executives are facing the wrath getting sandwiched between higher ups and affected customers.

It is very painful and disgusting to all of us that despite our repeated demands pragmatic solution is yet to be arrived to set right the problematic procedure in vogue in attending the cable faults. We are forced to feel that we have been orphaned and deserted. It further suffocates the executives to carry out the works any how without providing sufficient infras such as spare cables, new Telephone Instruments, accessories, critical status of Power plants and Battery sets in some exchanges etc., Many times, all the above factors turn out to be against the integrity and positive attitudes of the field executives leading to imposition of punishments.

From our CHQ to all levels, SNEA is in favour of and of the firm view that unnecessary expenditures in BSNL have to be curtailed with due care and consultation without affecting its health and service. In this regard, we would like to bring to your kind attention the unilateral decisions and steps taken in the following matters but expecting us to manage the aftermath of the situation, hurt us.

1. Reduction of support staff,
2. Abrupt withdrawal of security guards from important locations without proper alternate arrangement,
3. Continuation of ISO certification incurring huge expenditure, consuming lot of energy and time at this juncture as presently no other SSAs are interested in getting ISO,
4. Insufficient support staff in NW Ops wing sometimes endangers the life of Executives,
5. overburdening of SDE (NWOPs), Erode.

In spite of the above hardships faced by field executives, we worked hard for BSNL and in turn our own survival, whole heartedly without minding time, during Implementation of Project Vijay/Udaan, Restructuring, migration to CDR billing, launch of En Nanban Super scheme garnering 61000+ connection in Erode etc., To crown it all, against all odds, we have to earn our bread by providing new connections, restoration of faults and maintain good, satisfactory service to the customers.

Hence we request you to kindly intervene in all the above points so as to render better service to the customers and bring BSNL, Erode back on the track of profit amidst stiff competition.

Soliciting your action in this regard.

Thanking You,

Erode.  
/01/2011.

District Secretary  
**SNEA (I), Erode SSA.**