

# Telecom Executives' Association of MTNL

## CENTRAL HEAD QUARTER

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Letter no. :TEAM/CHQ/2013-14

Dated: 25.03.2014

To,  
The Chairman and Managing Director  
MTNL ,Corporate Office ,  
9 CGO Complex, Lodhi Road  
New Delhi.

Subject: Efforts to enhance the productivity in MTNL.

Reference : 1) Letter from Mumbai unit no: ST/SM(A-1)/1/APAR/2013-14/3  
dated :06.03.2014

2) Letter from Delhi Unit no: AGM(OP-PQ)/LN-BB Target/2013-14  
dated 15.03.2014

Sir,

With regard to the letter and subject under reference, we want to submit the following for your kind consideration:

- 1) We appreciate the efforts of MTNL management for improving the productivity of working DELs. But the letter's contents under reference can not be taken as motivation for the employees of MTNL. The letters are less motivating but more threatening in nature.
- 2) We can even ignore the threatening part of the letter, if the employees and executives of MTNL have been equipped with resources which are essentially required not only for enhancing the productivity but for maintaining the existing telecom services (Land line as well as Mobile) . The management has given this target to the executives/employees at the fag end of Year 2013-14. The threat of management to spoil the APAR of executives/employees is nothing but to create a fear psychosis in their mind so that no one could raise their eye brow towards the incapability, incompetency and lack of willingness to resolve the paucity of resources and material. Before threatening the employees/executives the MTNL management requested to give the replies of following quarries :
  - a) Why the management remained silent over this issue throughout the year 2013-14?
  - b) Why this matter has come only at the fag end of year 2013-14?
  - c) What was the need of using the threatening language in the letter i.e. spoiling the CRs of executives/employees?
  - d) Why the requisition of new connection i.e. Landline/broad Band could not be executed with in the specified time frame?
  - e) Why the effective and efficient telecom services could not be provided i.e. Land line/ Broad Band/GSM?
  - f) Why the maintenance work of copper cable/OF cable/Switch room , BTS is suffering?

Even though these above mentioned quarries/problems could not be resolved by management , the executives/employees have tried their level best to bring the new connections in Land Line/Broad Band/GSM,



but the same could not be executed due to inadequate resources /materials and because of this the willing subscribers were left with no alternate but to withdraw their requisition. The situation in maintenance area is worst. The executives and employees even after doing their best; they are not in a position to maintain the services. They are making all out efforts in pursuing the subscribers not to surrender the services of MTNL. But the results are not satisfactory.

The management, instead of recognising the efforts of employees/executives, have preferred to demoralise the work force by giving them various threatening in the name of salary/pension and spoiling APAR. We are shocked when management , instead of taking required steps to arrange the essential material and resources for maintaining services and to meet the new requirement of subscribers, they are asking the employees to use the 'JUGAR ' technology in maintaining the services and increasing the productivity.

In Delhi and Mumbai the situation of copper/OF cable network and GSM network is worsening day by day. The Power plant and the transmission (media) which are known as heart of telecom network are in very poor condition due to lack of resources. It is better not to talk about the GSM services in Delhi and Mumbai. The MNP data is self explanatory. We want to know from the management of Delhi and Corporate Office why the telecom services of more than 4000 land line/broad band connections in Khureji locality of TY area could not be restored till date (which are lying faulty since Nov-2012) ? Because of slackness and lack of willingness on part of management, the MTNL is loosing revenue of Rs. 10,00,000/- per month.

We, therefore, request your good self to kindly advise management of Delhi and Mumbai that they, instead of threatening the employees, should make all out efforts to equipped the employees with resources and materials so that the executives/employees can execute all the OBs /Work orders in time and also maintain the services effectively and efficiently to stop the draining out of customers of MTNL Delhi/Mumbai. We hope management will take the above submission in right spirit..

Thanking you,

Yours sincerely,



(A.K.KAUSHIK)

Copy to:

- 1) Director (Finance) MTNL for information and necessary action please
- 2) Director (HR0 MTNL for information and necessary action please.
- 3) Executive Director, Delhi MTNL, for information and necessary action please
- 4) Executive Director, Mumbai MTNL, for information and necessary action please.