

To
Shri Shakeel Ahmad
DDG(SR) & Secretary, Promotion Committee
BSNL
Bharat Sanchar Bhawan
New Delhi - 110 001

Sub: **Promotion Committee – Demand for upgradation of Pay scales of Sr.TOA.**

Sir,

Kindly refer to the discussion in the meetings of the Promotional Committee in which the demand of the upgradation of pay scales of Sr.TOA was discussed.

Undue Delay

In this connection, I would like to mention that already much delay has taken place even in discussing the matter, leave alone taking a decision and reaching an agreement. As you may be aware, the item was taken up in the adjourned 7th meeting of the National Council held on 25th February 2005 and was referred to the Promotion Committee in the same meeting.

In the first meeting of the Promotion Committee held on 24th March 2005, the Staff Side presented the demand in detail as also submitted the justification for the same. Afterwards for about more than one year, the Committee did not function as the Chairman of the Committee resigned or was deprived of the responsibility. It took about 1½ years for the management to reconstitute the Committee, despite the continued demand of the Staff Side.

After reconstitution of the Committee, the first meeting was held on 3rd October 2006, in which the Staff Side again presented the demand in detail. Again, there was a break in holding further meetings. Once again, in the meeting held on 6th June 2007, the demands were explained by the Staff Side. The Official side wanted further justification. Once again, discussion took place on 08.10.2007, when the Official side stated that further discussion can take place.

The issue was again discussed on 7th August 2008, the Official side again requesting for further justification. Anyhow the Staff Side once again submits the following for consideration and decision.

Demand on upgradation of pay scales of Sr.TOA.

1. **Senior Telecommunications Operating Assistant (Sr.TOA)** Cadre had been created by DOT through re-structuring of erstwhile cadres of Telephone Operator, Telecom Office Assistant, Telegraphist and Telegraph Office Assistant and named as Senior Telecommunications Operating Assistant (Phones), Senior Telecommunications Operating Assistant (Telegraph) and Sr.TOA (Telegraph General) respectively. The cadre was placed in the pre-revised CDA pay scale of Rs.1320-30-1560-EB-40-2040 (IV-CPC) which was revised to Rs.4000-100-6000 (V-CPC) w.e.f. 01.01.1996. The pay scale was converted to IDA scale of Rs.5700-160-8100 w.e.f. 01.10.2000 after corporatisation to BSNL. The pay scale pertained to entry qualification of 10+2.
2. After introduction of re-structured cadres in DoT in the year 1990, vast change of technology as well as pattern of work of the erstwhile cadres had occurred, which is not only still going on but intensified also. In case of Sr.TOA, the change is more than extensive. Manual telephone operating work has been eliminated. In the field of telegraphy and office work, almost everything has changed. On the other

hand, computerisation has been introduced in every work. Most importantly, this is one of the cadres that faces and interacts with the customers and can well be termed as *Brand Ambassador of BSNL*. Accounting work has become more important and complex. Naturally, the employees had to adapt to the new jobs and work pattern. It is a matter of great satisfaction that they have successfully achieved the new skill. Now-a-days, newer services and tariffs are being introduced very frequently and the employees are to grasp those things instantly to cater to the need and queries of the customers satisfactorily in the intense competitive environment.

3. As a recognition of the increased role and responsibility of this cadre in the new competitive environment, Sr.TOA Recruitment Rules, 2001 has raised the *educational and other qualifications required for direct recruitment* for these four streams to **“(1) Degree of recognised University or equivalent, (2) Diploma / Certificate in Computer Applications Programming duly recognised by the Department of Electronics, Government of India or equivalent with a speed of 8000 depression per hour for data entry.”** At the same time induction, training to this cadre was made more exhaustive and rigorous with particular emphasis to computer training. However the pay scale has not been up graded accordingly.
4. In case of TTAs, to meet the requirement of new technologies, entry qualification has been raised to 3 years’ Diploma in Engineering, which is equivalent to Degree of a University, as introduced in the case of Sr.TOA. The pay scale of TTA was first up graded to Rs.4500-7000, then to Rs.5000-8000 (CDA), i.e. Rs.7100-200-10100 (IDA). It may be noted that at the time of Re-structuring, pay scale of Technician (which was re-structured to TTA0 was the same as TOs/TOAs i.e. Rs.975-25-1150-30-1660 (IV-CPC). By not upgrading Sr.TOA’s pay scale, wide and undue disparity has been created. This disparity has to be removed to maintain the long and time tested relatively for about 6 decades in telecom cadres and pay scales.
5. The V-CPC recommended for scientific and technological staff a uniform pay structure based on entry qualification, in Para 51.32, 51.33 and 51.34 of its report. This is well applicable in the case of Sr.TOAs also, who possess minimum Graduate Degree. The recommended pay scales are reproduced below:

Suggested qualifications	CDA Pay Scale	Corresponding Pay IDA Scale
1. Matric + 1 year Certificate	Rs.3050-4590	Rs.4550-6650
2. Matric with Science + 2 year Diploma	Rs.4000-6000	Rs.5700-8100
3. Graduate (Sc) / 2 year Diploma	Rs.5000-8000	Rs.7100-10100

Qualification and pay scale at sr.no.3 of the above table matches the requirement of the cadre of Sr.TOA. While Graduate with Science is required for scientific and technological staff Graduate with computer application is required for Sr.TOAs. There is no material difference.

Official side view

The Official side in the meeting held on 7th August 2008 offered to upgrade the pay scale from the present NE-7 Rs.5700-160-8000 (CDA scale Rs.4000-100-6000) to NE-8 Rs.6500-185-9325 (CDA scale of Rs.4500-125-7000). While the Staff side appreciated the offer, that is too little.

The reason for non-grant of Rs.7100-200-10100 (CDA scale of Rs.5000-150-8000) was explained by Official side as follows:

1. The qualification for recruitment to TTA is having higher status than that of Sr.TOA and hence equal scale cannot be given.
2. Sr.TOAs are surplus all over India, they are having no work/are sitting idle and hence they do not have justification for a higher pay scale.

3. The Staff Side were hence asked to furnish more justification for grant of the higher scale of NE9 Rs.7100-200-10100 (CDA scale of Rs.5000-150-8000) equal so that of TTA.

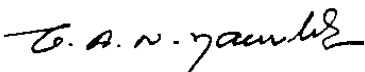
Accordingly, the Staff Side is submitting the following for consideration.

Justification for higher pay scales of NE 9 Rs.7100-200-10100 (CDA scale of Rs.5000-125-7000) for Sr.TOAs.

1. The V CPC gave the pay scale of Rs.4000-100-6000 to Sr.TOAs as the qualification was only 10+2. The qualification has later been increased to "(1) Degree of recognised University or equivalent, (2) Diploma / Certificate in Computer Applications Programming duly recognised by the Department of Electronics, Government of India or equivalent with a speed of 8000 depression per hour for data entry." As such, the pay scale of Rs.5000-125-7000 (CDA scale) is fully justified. With the qualification of Graduate (SC) / 2 year Diploma Rs.5000-125-7000 was given by V CPC vide 51.32, 51.33 & 51.34 of CPC report.
2. As per V Central Pay Commission Report, Data Entry Operator Grade A / Data Entry Processing Asst. having Degree + Diploma / Certificate in computer application has been given Rs.5500-9000 pay scale. Data Entry Operator Grade C with less qualification has been given Rs.5000-8000. Accordingly Sr.Telecom Office Asst. is eligible for Rs.5500-9000. (Para 55.70 & 55.71 V-CPC).
3. As per recommendation of V-CPC (Para 83.204) the Sr.Telephone Operator is granted the pay scale of Rs.5000-8000. The qualification for Sr.TO in Railway was only matriculation.
4. The pre-restructured cadres of TTA and Sr.TOA viz. Technician and Telephone Operator / Telegraphist / Telegraph Clerk / TOA etc were having equal pay scales for the last more than 60-70 years. The parity should be maintained and the discrimination to be ended by granting the CDA scale of Rs.5000-8000. (IDA scale of Rs.7100-10100).
5. The argument of the official side that entry qualification of TTA is higher than that of Sr.TOA is not correct.
6. Sr.TOAs are not surplus all over India as stated by the management. There may be lack of work in CTO Delhi / Mumbai. But all over India, there is acute shortage of Sr.TOAs in offices of GM / CGM etc and contract workers are engaged to do the work.

It is therefore very clear and established that NE 9 Rs.7100-10100 pay scale is fully justified for Sr.TOA and should be granted.

Yours Sincerely,



(V.A.N. NAMBOODIRI)
General Secretary &
Secretary, Staff Side
National Council