

BSNL EMPLOYEES UNION

Recognised Union in BSNL

(Registered Under Indian Trade Union Act 1926. Regn.No.4896)

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**V.A.N. Namboodiri
General Secretary**

BSNLEU /604(Dev)

04.08.2009

To

**Shri Kuldeep Goyal,
CMD, BSNL,
Bharat Sanchar Bhawan
New Delhi – 110 001**

Sub: **Strengthening BSNL to serve better**

Sir,

As per reports it is seen that BSNL's Earning Before Interest, Depredation, Taxation and Amortisation (EBIDTA) for 2008-2009 is Rs.7000 crore and the profit is only Rs.572 crore. At the same time, it is stated that even this profit is shown not due to operational profit but due to Bank Interest of Rs.3900 crore from the savings in the bank to the tune of Rs.35,337 crore. It is also stated that the Revenue has come down from Rs.40,000 crore in 2007-2008 to Rs.35,337 crore in 2008-2009.

One of the major reasons for the downfall is the lack of mobile lines with BSNL for more than six months during 2008-2009 as the tender order was reduced from \$ 45.5 million to half. Further, there was intolerable delay in supply also.

Another reason is the non-settlement of absorption issue of ITS officers, who are the officers at top level management like CGMs, GMs etc. and who have lost motivation and interest in the development and expansion of the company due to their Trisanku status.

While the revenue has come down due to less development and expansion as also lack of mobile lines and unsatisfactory service, the expenditure has grown on many counts. Unnecessary expenditure to the tune of Rs.10 to 20 lakhs SSA wise is only a moderate estimate. Office buildings are taken on rent while BSNL buildings are available, More number of vehicles rented without any justification / requirement, lakhs of rupees are misappropriated in the name of advance etc. Unnecessary tours are conducted without any benefit to company. At least a minimum Rs.100 crore can be saved if the wasteful expenditure are curtailed.

We have expressed our appreciation and solid support to the 100 days programme as also any development / expansion plans of the management. Unless, the proposed plans are fully successful, we may fall down further.

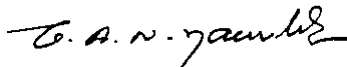
While fully supporting and ensuring our co-operation in the development, expansion and better service to the people, we suggest that the management discuss, initiate and implement the following suggestions for future growth and saving BSNL from a down fall.

1. Ensure that the tender orders for 95 million lines are issued without delay and early supply so that BSNL will not be starved of mobile lines.
2. Ensure aggressive marketing of our products, from house to house, office to office, with the participation of top level executives to field staff.
3. The SSA level management should meet with the executives & non-executives at least once in a week to assess the development, advantages and disadvantages, gains & loss and plan the next week's programme. Target should be fixed for every week and ensure that the result out pass the target. In this the Works Committees, which is almost defunct, may be effectively used.
4. Management at all levels should ensure that unnecessary expenditure are curtailed and money is gainfully used. As already stated, a minimum of Rs.100 crore can be saved.
5. All executives-non-executives should make it a habit deal with the subscribes in a friendly, co-operative, helping way creating a conducive atmosphere to satisfy the customer and give a better service. The consumer service system should be entirely revamped.
6. A detailed study of the entire financial position and situation of BSNL is also necessary to find out, that when all the private telecoms are increasing their market-share & profit, why BSNL is trailing behind?

I would request you to take immediate remedial measures so that BSNL not only maintain its position, but improve and advance.

Thanking You,

Yours Sincerely,



[V.A.N.Namboodiri]
General Secretary.