

राष्ट्र हित विभाग हित अधिकारी हित

**ALL India Graduate Engineers & Telecom Officers Association**  
**Andhra Pradesh Telecom Circle, Vijayawada**  
(A Recognised Association of BSNL Executives)  
(Affiliated to BMS)

Reg no. HR/019/2018/02138

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**Lr.No. CS/AIGETOA/AP Circle/2023-25/32**

**Dated at VJW the 20.09.2024**

**To,**

The Chief General Manager  
Andhra Pradesh Telecom Circle  
BSNL, VIJAYAWADA

**Sub:** AIGETOA Opposition to the Implementation of the People Analytics App, Particularly the Diary-Writing Feature-Reg.

**Ref:** BSNLCO-COMN/11(15)/6/2024-RSTG Date: 10.09.2024 & Dated: 18.09.2024

**Respected Sir,**

In connection with the referred letters, we are duty-bound to express our anguish and disappointment with the recent communication issued by the restructuring cell. The letter is not only provocative but also sufficient to demoralize the employees of BSNL.

Presently, work output is already being monitored and recorded through the KPI-based IPMS system. Suddenly, a letter was issued "in line with industry best practices" to introduce the People Analytics Mobile App. While we appreciate the intent to follow industry best practices, we believe that certain foundational practices must be ensured first:

- Industry-standard NMS portal Apps for traffic monitoring, QoS parameters, and network failures
- Industry-standard mobile Apps for daily reports.
- Industry standard vendor system.
- Industry standard outsourcing system.
- Industry standard franchise system.
- Industry-standard batteries & PPs.
- Industry-standard 4G & 5G.
- Industry-standard equipment/networks.
- Industry-standard network security.
- Industry-standard OFC network & its maintenance.
- Industry-standard sales & marketing.
- Industry-standard management.
- Industry-standard HR policies.

Field-level executives are suffering from a severe infrastructure shortage. They face numerous difficulties in maintaining the service and bear huge expenses from their pockets. Despite these challenges, all employees are performing their duties selflessly.

Regarding the People Analytics Mobile App, it is important to note that we frequently face network issues while marking our attendance, leading to delays or failures in marking attendance. Adding another app-based feature under these conditions is not justified at this juncture.

Furthermore, BSNL has recruited a talented pool of executives through pan-India-based examinations but has not extended a proper pay package for more than 17 years. Many executives face significant pay losses, non-standard pay, lack of promotions, no standard superannuation benefits, no pay revision, outdated allowances, and more. Management must address these HR issues in line with INDUSTRY BEST PRACTICES.

This is for your kind information and to support best practices for BSNL's growth as well as a conducive environment for employees in the AP circle.

**Encl:** Letter under reference

Thanking you sir,

With regards,

S/d-  
(M V SATYANARAYANA)  
**Circle Secretary**  
**AIGETOA- AP Circle**