



ALL INDIA BSNL OFFICERS' ASSOCIATION **CHENNAI TELEPHONES**

CIRCLE PRESIDENT
B.GANESAN

FIN.SECRETARY
V.GURUMURTHY

CIRCLE SECRETARY
P.UDAYASURIYAN

AIBSNLOA/ChTD / 2014-15 / Finance / 03

Date: 12-05-2014

To,

**The Chief General Manager,
BSNL, Chennai Telephones,
78. P.H.Road, Chennai-600 010.**

Sub: Deficiencies affecting growth of BSNL ChTD (Financial issues) - Reg.

Ref: 1.Our letter on the above subject dated 20-08-2013 to PGM(Fin) -ChTD.

Ref: 2.Our letter on the above subject dated 10-03-2014 to PGM(Fin) -ChTD.

Respected Sir,

With reference to the letters cited as references above we have submitted various points for improvement of Services with special reference to the handling of Finance related issues in our Chennai Telephone District. We were happy to observe that our Finance wing led by Sri.K.K.Vel (PGM-Fin) was part of our full fledged meeting with the Administration on 7th NOVEMBER 2013.

During the course of the proceedings our PGM(Finance) has assured action on certain specific points raised but still there seems to be no resolution as on date and we have resubmitted the same to PGM-Finance vide letter cited as reference 2 above. Excepting a report calling for compliance/observations and suggestions internally by the DGM (Finance-HQ) on 18-03-2014 for the points raised by us, no perceptible results are observed yet which vindicate our contention that there is absolute delay in each and every issue that is concerned with our Finance wing.

Hence we are constrained to request the intervention of our CGM for scrutiny of all those points.

1. With the implementation of ERP round the corner, the scrapping process initiated long back needs to be completed on a war footing and for this the co ordination of Finance wing is a must. Too many queries on items already declared as scrap will only result in further reduction in value of the sale proceeds of scrapped items. (ultimately leading to realisation of less Returns on Investment)
2. There is abundant delay in our Finance wing over recoupment of imprest, passing of bills for payment etc. that results in holding up of maintenance and Developmental activities in Field Units. (Only one recoupment per quarter seems to be the agenda our Finance Wing irrespective of the Field contingencies).
3. We also would like to recall the strong opposition of all Executive Associations with regard to the Decision of opening a separate Savings Account in the name of Officers for Imprest / Ty Advance, but all were convinced by our PGM(Fin) citing ERP. However that proposal was simply abandoned for reasons best known to our Finance Wing.
4. Even after almost six months of assurance from our PGM (Fin) with regard to payment of DGR Security bills of Major Exchanges and Housekeeping bills including IQ Bills on time, no improvement is seen in this aspect. **In short our finance wing is virtually playing with the security aspect of Vital Installations.**
5. Similarly payment for Hired Vehicles is delayed inordinately resulting in poor service from the contractor and the Maintenance proposals sent for Departmental Vehicles is also delayed beyond a reasonable time.. This critically affects the movement of our Field Staff and Officers to fault locations especially in GSM / TXM Area that are facing frequent disruptions due to ongoing infra structure development activities across Chennai. **The ultimate repercussion being, delay in restoration of services leading to Revenue Loss.**
6. We fail to observe reasons for keeping the AMC bills and Contractor bills involving External / TXM cable works that have been duly approved and vetted by the Finance wing in the preliminary stage of awarding contract for the whole year. The recent ordeal of our External Units at Ambattur in restoring cable faults is a typical example of Red Tapism of our Finance Wing. At the same time it is quite disturbing to observe while our essential bills that are directly concerned with our revenue are delayed, the huge Bills of Vendors running in to Crores of Rupees have been passed in the shortest possible time. **We are embarrassed to observe that this approach may ultimately lead to a situation where individuals will flourish but our BSNL will perish.**

7. We are of the firm opinion that **the Bill Monitoring System** is not effectively put in to use in our Chennai Telephones as against the Field Monitoring System for Technical Matters and this aspect has resulted in all these abnormalities.
8. Time and again we are insisting that our Finance officers are under the wrong notion that by way of simply delaying the payments on sanctioned Estimates and works, huge money can be saved. This notion is in effect creating Chaos in the field units.
9. Despite personal Assurance from our PGM-Finance the pay anomaly cases in Central, South-East and HQ zones are pending and almost another Seven months have elapsed. It is a fact that the legitimate right of Executives and Staff with respect to their Pay Anamoly cases seems to be under the whims and fancies of Area pay Disbursement Officers duly supported by the other higher level Finance Officials up to the Top.
10. We request our PGM(Finance) to clearly spell the stand on the rightful TA & DA, Brief-Case, Cell Phone, Warm-Clothing and News Paper claims of Field Officers since different yard sticks are used by different wings there by creating total frustration. **It is to be borne in mind that these facilities are duly approved by our Corporate Office and the local Finance Wing has no reason whatsoever to infuse its mind on these policy decisions and it is to be noted in clear terms that their role is restricted to a mere payment disbursing official and nothing else.**
11. Similarly the handling of Medical reimbursement issues is at its worst in all the zones across Chennai with our Staff and Officers treated like beggars (we are sorry to use this word but it is a reality to be seen personally by our PGM-Finance so as to have a feel for himself.). We wish to remind our PGM-Finance that even a Life Convict is extended an opportunity to be heard but all the documents related to our medical claims are simply thrown in to a **Padma Viyugam** (no return zone) and the decision of the local Finance Team is final and binding on us with no option for any clarification.
12. It is our observation that across BSNL except Chennai the Finance and Technical wing are hand in hand in improving the customer base through their coordinated efforts in CSC / CSR. But only in Chennai we fail to understand that even the In principle agreement by the PGM-Finance to deploy Accounts personnel (JAO/AAO/AO) in Category-I CSC has not materialised so far.

13. While the high value defaulters (More than Rs.5000) are effectively pursued and payment ensured by our TR Wing, the lesser amount due customers are not either informed or pursued resulting in NP closure. It is also suggested that the NPC for these low due customers may be initiated after six months (since the services are withdrawn, we don't lose anything by delaying the process) instead of the present two months so that there is **some chance for these customers who turn up to get back the same indicator.**

We once again re iterate sir that we are not accusing the Finance Wing as a whole since most of the Officers / Officials in these Units are exemplary in their attitude to work but we feel that their hands are tied beyond scope and this needs effective intervention from our CGM. Finally the need of the hour is to send a clear message that the part played by Finance wing in any corporate set up like BSNL must be restricted to a mere Advisory role in nature and any attempt to cross the Lakshman Rekha to take control of the operations will completely jeopardise the growth of our company.

With warm regards,

P.Udaya Suriyan

(CIRCLE SECRETARY and AGS-CHQ)

- Copy to:**
1. The Principal General Manager-Finance BSNL-Chennai Telephones.
 2. The Director Finance BSNL CO New Delhi for necessary instruction to be given to PGM(F) of Chennai Telephones for proper implementation of BMS in CHTD.
 3. The PGMs / Sr.GMs & GMs- Area concern pl.
 4. The General Secretary AIBSNLOA-CHQ for taking up with BSNL CO.