

Joint Forum Of Association's Rajasthan Circle



No:- JFOA/RAJ./2024-25/

Dated:- 17.9.2024

To,

Shri Vikram Malviya Ji,  
CGMT, Rajasthan Telecom Circle,  
Jaipur-302001

Subject: - Protest against the launching of **People Analytics Mobile App** by BSNL Corporate Office.

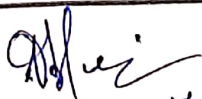
Ref: 1. BSNLCO-COMN/11(15)/6/2024-RSTG Dated 10.09.2024  
2. Dir(HR)BSNL Board/2024/Misc/02 Dated 12.09.2024


Respected Sir,

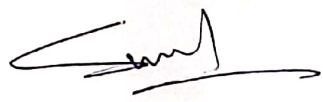
We respectfully submit the following matter for your kind attention to make harmonious and healthy working environment for executives in organization. As per above reference letter of HR cell New Delhi, People Analytics Mobile App has been designed for executives to enter day to day work to maintain work diary in the name of Industry best practices.

In our organization, executives are already being assessed through KPI based IPMS which is linked to APAR. The quarterly assigned targets are being achieved by executives after lot of efforts. The field level executives position is already very formidable. It is open secret how they maintain BSNL services with minimum resources. In the name of facilities no manpower, no conveyance, no latest technology tools are provided to executives in field unit. Many times they restore services after paying from their own pockets. Lot of work-time of executives goes in discussion, meetings, problem solutions, coordination with other units, reports, different challenges and unexpected works. All daily work to be entered in APP is another set of routine activity added to work profile.

BSNL is a Government undertaking company with aim to provide the telecom services throughout the country. But management implement this app in BSNL as an industry practices. The definition of industry means to produce and distribute the goods and services that society needs but due to limited resources we are not able to provide services as per customer's requirement. The result of this we loose market share and revenue dip continuously.

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Abhishek Jain  
CS, AIBSNLEA

  
(Tejpal Bains)  
CS SEWA

  
(Sushheel Kumar)  
CS SMEA

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BSNL employees are assets of our organisation. When executive work with zeal and happiness, organisation grows at pace. Instead, implementing such Analytic app is being viewed by employees as a next pressure step towards creation of VRS atmosphere in BSNL or compelling employee to leave BSNL and seek opportunities elsewhere.

We are sure that BSNL management aims to optimize our operational process through various organizational reforms. Such holy objective gets defeated by daily muster role type activity being added to daily work routine by “**People Analytics Mobile App**”. We are of firm belief that there is better way of reforming processes through concept of Open Idea sharing platform with management.

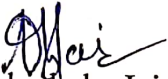
It is well known fact that motivated and happy employee's move mountains for organization. The primary goal of the management is to create an environment that empowers employees to work efficiently and productively. As management is keen to improve the market share of BSNL, the employee needs to be equally motivated for that by taking motivational steps such as implementing the third Pay Revision, resolving pay loss issues, revising travelling allowance/daily allowance according to other PSU's and other benefits etc.

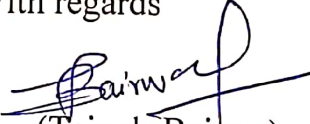
Sir, as the Head of our circle we humbly requesting you to convey resentment of executives of Rajasthan circle to the concerned wing of corporate office about “**People Analytics Mobile App**” implementation.


This is for your kind intervention please.

Thanking with.

With regards

  
( Abhishek Jain)  
CS,AIBSNLEA Rajasthan

  
(Tejpal Bairwa)  
CS,SEWA Rajasthan

  
(Susheel Kumar)  
CS,SNEA Rajasthan

Enclosed:-

1. Reference letters

Copy to:-

1. Sh. M. Adasul Ji, General Secretary SNEA CHQ for information pl.
2. Sh. N.D. Ram Ji, General Secretary SEWA CHQ for information pl.
3. Sh. Shaji. V Ji, General Secretary AIBSNLEA CHQ for information pl.