

Joint submission of SNEA KTD & AIGETOA KTD to the CGM KoITD on the OFC routes outsourcing issues – reg.

To,
The Chief General Manager
Kolkata Telephones
34, BBD Bag ; Kolkata 700001

Respected Sir,

We would like to bring the following points to your kind attention regarding the **outsourcing of the OFC route in KoITD**:

1. The OFC routes were outsourced in 2020 with the aim of enhancing service quality, decreasing MTTR, and addressing staffing shortages post VRS.
 2. Over the past four years, this outsourcing model has proven successful, significantly reducing MTTR, enhancing network reliability, and delivering round-the-clock service.
 3. We would also like to highlight that in the Kolkata circle, **BTS maintenance is not outsourced**, which **differs from other circles solely** because Transmission maintenance is outsourced here.
 4. The nature of **OFC maintenance activities differs from Circle to Circle**. As KTD is mainly comprises with urban localities; planning, operation and maintenance of OFCs are much more critical here.
- It has come to our attention that *FRT teams (In house) will now maintain 60% of the OFC route, while the remaining 40% will be outsourced.*

We would like to highlight some potential issues that may arise in this context:

1. **Staff Shortage Post VRS**: Following the Voluntary Retirement Scheme (VRS), there has been a significant reduction in staff, particularly affecting OFC route maintenance, which demands a high level of manpower.
Post VRS, most divisions **no longer have a separate route maintenance team**. Using the TX staffs for route maintenance will additionally impact our services.
2. **Vehicle**: With the unavailability of departmental vehicles and the termination of App based vehicle services, promptly attending to faults will pose a challenge.
3. **Cost per fault restoration**: The expenditure will increase as external labor needs to be engaged for tasks such as pulling cables, opening duct chambers, vehicle engagement and digging etc. Moreover, external labour management will be another issue.

It was also learnt that, in the coming months, as gas pipeline laying work will take momentum, there is a heightened risk of significant underground faults occurring. Currently, there are no clear guidelines for overhead cable laying in Kolkata and adjoining municipalities, leading to frequent damage influenced by the LCOs. This often results in delayed or denied restoration efforts. The recent formation of Fault Response Teams (FRTs) promises improved response times, yet without comprehensive Service Level Agreements (SLAs) and experienced team management, challenges akin to those faced during Amphan (Cyclone) could severely impact network reliability. This decision comes at a crucial time amidst ongoing MAAN equipment ring executions, with fiber checking and diversion primarily handled by SLA vendors. Completion of work throughout Kolkata is pending, complicating the forthcoming implementation of BBU rings for 4G networks.

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The circles that previously maintained the OFC routes on their own are now implementing 40% outsourcing to enhance their service, while KTD has already achieved superior service levels through 100% outsourcing. Reverting to 60% in-house maintenance will undoubtedly impact our service due to staff shortages, vehicle limitations, and other departmental constraints.

KTD has excelled in Enterprise business compared to other circles in recent years primarily because our transmission network has consistently delivered reliable, high-quality service.

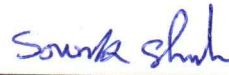
In this regard, **we kindly request you to maintain the current 100% outsourcing model to ensure the continuity and quality of our service.**

Thanking with positive anticipation

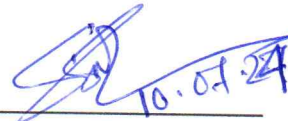
yours faithfully,

Date: 10.07.2024

Place: Kolkata



SOUMIK GHOSH
(CS SNEA)



SAYANTAN SIKDER
(CS AIGETOA)

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