

HR Newsletter



BSNL

*Connecting India
Faster*

August 2016



From the Desk of Director (HR)

Dear Colleagues,

Greetings to all. After launch of the first newsletter last month, this is the second edition in your hand. We have received some feedbacks and suggestions from the readers and will try to make this more purposeful.

My first priority is to have a culture, wherein employees are encouraged to express and are heard & their views are taken seriously. Such expression provides an opportunity for individuals to explore their own talents. The organization handles these expressions for discovering new ways of doing things, discovering new potential and taking actions based on the real internal talent of the organization.

A good HR culture provides the energy needed to the organization to function well. It should be a learning culture and should facilitate the identification and development of competencies of the employees on continuous basis, and bring out the hidden potential and new talents of the employees.

Ever since I have taken over as Dir(HR) I have found that Unions and Associations have contributed immensely directly or indirectly to the outcomes of the Company which has improved productivity and effectiveness of our delivery system. This is the relationship which is based on mutual trust, sharing information and mutual understanding a true instance of participative style of management.

It is well known that Telecom. Industry has entered into a new era of technology revolution and there is a fierce competition amongst all the telecom service providers. To succeed, we need to understand well, the perceptions of service quality of customers and their expectations. More initiatives should be taken to add more value to our services for enhancing the customers' satisfaction; and more devoted and humble we need to be to our customers. Our melas and road shows have proved to be game changer.

Our biggest step is the step which goes outside the office, we no longer can expect the customer to come to us always –rather it is imperative to go to his doorstep and deliver.

In line with the priorities of Govt we have to make our procedures short and simple. At this point, I also want to remind all of you about the initiative of "Shortening of Forms" and to work effectively understanding its objective of decreasing unnecessary paper work and red tapism.

The ERP system is now fully rolled out in BSNL. All the BSNL Circles/Units are now connected through an online platform i.e., ERP. With implementation phase now over, the Management has decided to adopt the best industrial practices with ERP as its core. For this various HR related activities have to be incorporated in ERP. The important thing is to have correct & reliable data in ERP. This will not only save the paper work but will also curb the multiplicity of procedures done manually.

The e-VC, e-APAR, e-DPC, e-Court cases and e-stay particulars details are the step in this direction for adoption of best HR practices in ERP. The incorporation of these HR activities in ERP would not only result in transparency in transfer/posting but also HR activities will be completed in time bound manner without duplicity, resulting in saving of both time and cost.

Another important ongoing activity is the periodical review to ensure the efficacy and probity among the employees. The review process has to be carried out with due diligence, in a time bound manner and with honesty of purpose, not merely with the sense of obligation or compliance to instructions.

Your feedbacks and suggestions are very much needed to improve the newsletter and therefore the same may be mailed on hrnewsletter@bsnl.co.in

Dr. Kiran Bedi, Honble Governor of Pondicherry has tweeted on social media as follows

With a #BSNL team in my office. They are launching a massive customer client satisfaction survey..



Two new circles have been created in BSNL

1. **Telangana Telecom circle**
vide BSNL CO order 317-04/2012-Pers.I(Pt)/II Dtd 30.06.2016.
2. **NFS Circle**
vide BSNL CO order 400-125/2011-Pers I (Pt) Dtd 31.05.2016

BSNL's own Deputation Policy has been approved by Management and has been issued for implementation vide letter no 118-2/2015-CSS Dated 21-07-2016



क्या कभी सोचा है ? कौन रहेगा और कौन था जिसने जोड़ा **भारत** ?
भूकंप में, बाढ़ में, टूटती साँसों में, किसने किया जीवन का **संचार** ?
लोक-चेतना का वाहक, गाँव गाँव में, धूप - छाँव में, अविरल और **निगम**,
चलो कोई तो है, जिस पर है भरोसा ...अन.-**लिमिटेड**

वो है हमारा, **भारत संचार निगम लिमिटेड**

जो भारत को है जोड़ता.. उसे जोड़ते हैं आप !

Steps being taken for increased use of Technology in HR works in BSNL

(By Pers Cell)

e-VC -This will enable online database of vigilance cases pending against officers / officials. The vigilance clearance will be issued only through ERP, resulting in saving of time and cost. The Circles vide BSNL CO Letter No 500-51/2016/ERP/Pers-I Dated 21.06.2016 have been instructed to issue a completion certificate regarding implementation of this module by 31.07.2016. No VC performa will be issued in off line mode after 01.08.2016. This module is in final stage of its implementation.

e-APAR - The self-appraisal, reporting, reviewing, disclosure and appeal of APAR will be done through ERP. The physical movement of APAR's consumes lot of cost, time and energy at various levels. The e-APAR module would result in timely reporting and reviewing of APAR, thus resulting in timely and speedy DPC. This module is currently under development stage.

e-DPC -This will enable smooth and timely implementation of BSNL Promotion Policy. This would prevent multiplicity of procedures which need be done in manual DPCs. DPC will be done on online platform without physical movement of APARs and VC's, resulting in saving of time and cost. As this module is linked to e-APAR and e-VC Modules, so it can be implemented only after e-VC and e-APAR are implemented and put in use.

e-Court Cases -This will enable online monitoring of various court cases and their status, resulting in timely response avoiding contempt and further litigations. The court cases can be monitored centrally. This is in the discussion stage.

e-Longest Stay -This would help in bringing transparency in BSNL transfer policy. The circles have been instructed to update the pre ERP career history data of employees in ERP module, so that longest stay details of each cadre on all India basis can be generated through this module. This module is in the data updation stage. All Circles have been requested to update the data in ERP module by 15.07.2016, so that manual labour/energy in compilation of data, persuasion with different non territorial circles is minimised.

VISION

- a) Be the leading telecom service provider in India with global presence.
- b) Create a customer focused organization with excellence in customer care, sales and marketing.
- c) Leverage technology to provide affordable and innovative telecom. Services/products across customer segments.

MISSION:

- a) **Be the leading telecom service provider in India with global presence.**
 - Generating value for all stakeholders - employees, shareholders, vendors & business associates
 - Maximizing return on existing assets with sustained focus on profitability
 - Becoming the most trusted, preferred and admired telecom brand
 - To explore International markets for Global presence
- b) **Creating a customer focused organization with excellence in sales , marketing& customer care, .**
 - Developing a marketing and sales culture that is responsive to customer needs.
 - Excellence in customer service-“friendly, reliable, time bound, convenient and courteous service”
- c) **Leveraging technology to provide affordable and innovative products/ services across customer segments**
 - Offering differentiated products/services tailored to different service segments
 - Providing reliable telecom services that are value for money
- d) **Providing a conducive work environment with strong focus on performance**
 - Attracting talent and keeping them motivated
 - Enhancing employees skills and utilizing them effectively
 - Encouraging and rewarding individual and team/group performance
- e) **Establishing efficient business processes enabled by IT**
 - Changing policies and processes to enable transparent, quick and efficient decision making
 - Building effective IT systems and tools

Suggestions are invited on hrnewsletter@bsnl.co.in