



Vandemataram

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## **BHARATIYA TELECOM EMPLOYEES UNION (BSNL)**

Registered No 5123

**(Affiliated to Bharatiya Mazdoor Sangh & ITEF)**

**CHQ-53-A, Visheshwar Nagar, Alambagh, Lucknow-226 005 (Uttar Pradesh)**

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NO: BTEU(BSNL)/ITPC/2018

Dated 13.4.2018

To

Shri Anupam Shrivastava Ji,

Chairman & Managing Director

BSNL

New Delhi

Sub: Adherence to Austerity measures - Award of work to M/s Intense Technologies Limited for deployment of Customer Acquisition and Communication Management system(CACMS) – Reg.

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The most essential component that our BSNL is expected to observe in order to come green in the periodic Balance Sheets projected is the austerity element which alone facilitates growth in economics of the organization in a phenomenal way. Taking a cue from this aspect, all sinking corporates are somehow registering growth despite having poor show in their respective performance. BSNL shall have no exception but follow this thumb rule avoiding wasteful expenditure. A substantial measure of expenditure in the form of procuring intangible asset viz., software development and its negligible implementation in a module of BSNL has been registered during the recent past. But the need to develop and procure such intangible asset from a private corporate viz., Intense Technologies Limited did not arise since an already existing software namely, BSNL Swift App run under indigenous Sanchar Soft is catering to the requirement to the optimum and we are amazed to find no reason to develop one afresh. The following is one such account wherein wasteful expenditure which could have been avoided by all means was incurred without any justification.

M/s Intense Technologies Limited was awarded work for deployment of CACMS vide Work Order No.CE/WO/02/CACMS/2016-17 dated 23/6/2016 by NWP-BB Cell of BSNL Corporate Office. A copy of work order is enclosed for ready reference.

As per the tender conditions, M/s Intense Technologies is supposed to commission Phase-I (Customer acquisition and Centralized CAF Management System shall be commissioned) within six

months from the date of issue of the work order. ITPC was appointed as Nodal Authority for the implementation of the project and monitoring of the progress of the project.

In this connection, we would like to submit the following points for favour of consideration and for taking remedial action:

Technical Point of View:

Point No.4 of the work orders speaks of Phases and Delivery Time Frames. As per 4.1a & 1b Phase I were slated for completion within six months and Phase II within 12 months from the date of issue of the work order.

As per the Work Order POC should be ready by June, 2017 but the same is not yet commissioned even after a lapse of nearly 10 months.

M/s Intense Technologies Limited needs to comply with a number AT related issues (copy of pending AT issues enclosed).

As per the tender conditions, M/s Intense technologies Limited did not complete the work assigned and on top of which letters are being issued to all concerned to promote M/s Intense Technologies in spite of the content and quality of the software it is much below the benchmark when one draws a comparison to that of the in-house software developed by BSNL. Obviously, since the App developed by M/s Intense Technologies is not user friendly, field units as well as franchises continue to use the existing BSNL swift App extensively and the work is accomplished without any hindrance. A number of freebies offered by M/s Intense Technologies to franchises to promote the new app are of no avail due to their low efficacy and therefore, they continue to use BSNL Swift App extensively due to the latter's easy accessibility clubbed with user friendly features.

Commercials: There are about 25 Executives (GM – 1; DGM – 1; AGMs – 2; SDEs – 7 and JTOs – 14) exclusively drafted for Sancharsoft and mobile App and the work is going on free from any kind of infirmities. The wage bill comes to nearly 3 crores per annum and an amount of Rs. 1crore is being towards hire charges of servers.

The number of transactions done through BSNL Swift App and Sanchar Aadhar App during the year 2017-18 are as follows:

BSNL Swift App – 2.1 crores Approx and Sanchar Aadhar App 1.5 lakhs Approx

The above number of clicks clearly indicates the difference between quality of BSNL swift App and Sanchar Aadhar App developed by M/s Intense Technologies Limited.

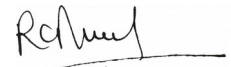
Instructions issued to the executives who are working on Sancharsoft to discontinue BSNL Swift App and use of only Sanchar Aadhar App developed by M/s Intense Technologies. The rationale behind discontinuation and giving instructions to staff to stop further upgradation of BSNL Swift App is not with a justification but essentially with a motive aimed to further the personal interests of the officers working in ITPC. Promoting M/s Intense Technologies for developing separate interface not in conformity with the standards and requirements of the BSNL is beyond one's imagination. Thanks to BSNL and its franchises that they continued usage of BSNL Swift App during 2017-18 that sole dependence on Sanchar Aadhar App developed by M/s Intense

Technologies would have costed heavily on BSNL to the tune of around 5.2 crores as per calculations given in the work order. Further, despite payment of huge amounts to M/s Intense technologies Limited, the vendor is doing only onboard CAF and for remaining activation flow is depending on BSNL(Activation request sending to other network elements like HLR, IN, BILLING is handled by BSNL itself). Hence, BSNL is not going to save anything by creating new interface by M/s Intense Technologies as payment of huge rent to servers, salaries to staff remains as it is. Further, payment to Intense Technologies is an extra burden to the BSNL.

From the foregoing it is clear that when the entire stratum is being developed and maintained by BSNL ITPC Team viz., CAF, MNP, TDS, REV and help desk activities on PAN-INDIA basis and that they are being handled by the BSNL staff, the need to incur an additional expenditure of 5 crores and above promoting the software of M/s Intense Technologies is wasteful and against the spirit and doctrine of austerity.

Hence, it is requested to continue BSNL Swift App and also take suitable action against M/s Intense Technologies Limited for non-commissioning of Sanchar Aadhar App for failure to stick to timelines as per tender conditions.

Yours faithfully,



(R.C.Pandey)  
General Secretary