

JOINT FORUM OF BSNL EXECUTIVES' ASSOCIATIONS (SNEA, AIGETOA, BSNLOA, TSOA)

CHQ, New Delhi

No: JF/CMD/2017-18/12

Dated the 04th May, 2018.

To

Shri Anupam Shrivatava,
CMD, Bharat Sanchar Nigam Ltd,
Janpath, New Delhi

Subject: - Arbitrary Instructions to use "Sanchar Aadhar" APP (Developed by M/s Intense Tech) in place of BSNL's Own App (BSNL Swift) for provisioning of Mobile connections through e-CAF. Award of work to M/s Intense Technologies Limited for deployment of Customer Acquisition and Communication Management System (CACMS) by unnecessarily paying huge amount to the vendor. BSNL has to fully explore its potential in IT sector before outsourcing the work:

Ref: 1) NWP-BB Cell of BSNL Corporate Office, Work Order No.CE/WO/02/CACMS/2016-17 dated 23/6/2016.

2) NWP-BB Cell of BSNL Corporate Office, Lr.No. 64/328/2016-NWP-BB/CACMS (pt)
Dated 16/03/2018.

Respected Sir,

We would like to bring the following issues to your kind notice for scrapping the CACMS project w.r.t New Subscriber registration in CACMS, e-CAF mode to save BSNL money and to scrap the vendor's role in handling our critical Mobile customer's data including Aadhaar data (Even FACEBOOK unable to keep the data securely).

1) Vide Reference letter no. 1 as mentioned above, BSNL awarded CACMS (also referred as Sanchar Aadhaar Project) project to **M/s Intense Technologies Ltd** for various works as mentioned below:

No.	Items	Fee Per Transaction in Rs.
1	New Customer registration With CAF Scanning	5.10
2	New Subscriber registration in CACMS without CAF Scanning	2.50
3	New Subscriber registration in CACMS e-CAF mode	5.10
4	Registration and migration of existing scanned CAFs from existing DMS of BSNL to proceed CAF Management System	3.00
5	Registration of existing un scanned CAFs in CACMS with scan to be done by Vendor	3.00

6	Subscriber's e-bill Presentment	0.30
7	Subscriber Inbound/Outbound Communications	0.12

- 2) Awarding the tender to M/s Intense technologies, in the name of centralization of scanned CAFs of the above work is absolutely not required, especially for the work mentioned at SI No.3 which is nothing but duplicating the present work carried out by existing BSNL applications though ITPC thereby paying huge money to this vendor.
- 3) Currently for carrying out the 3rd item, ie New Subscriber registration in e-CAF mode, BSNL's in-house developed App called "Swift" is working successfully on PAN India basis since beginning of mobile e-CAF services by BSNL. This Swift App is developed by ITPC (Dev) Unit, Hyderabad. This App is currently used by almost 100% by all our Franchises & Retailers and CSCs for issuing new mobile connections despite luring by M/s. Intense Technologies with tabs. This in-house App is most successful App which doesn't involve any kind of payment to any other vendors/agencies for its use and it is completely free and user friendly App and thereby saving huge money to BSNL.
- 4) At present, BSNL's Swift App is handling approximately 2.1 Crore transactions per month.**
- 5) Now, w.r.to reference letter no.2 above, NWP-BB Cell of BSNL Corporate Office issued instructions to all Circle Heads to use M/s Intense developed App called "Sanchar Aadhaar" which will kill the use of BSNL's own Swift App in the field units. It came to our notice that, instructions have been issued/issuing to the field units who are working on Sancharsoft to discontinue BSNL Swift App and use only Sanchar Aadhar App developed by M/s Intense Technologies. It is also learnt that App developing Executives are being instructed to incorporate a bug in BSNL mobile swift App. **What is the need to promote a paid App (Per transaction Rs.5.10) of M/s Intense over BSNL's own App?** We are clue less. We feel it is a wastage of BSNL's money and demoralization to its own Technocrats in the IT filed. The rationale behind discontinuation and giving instructions to staff to stop further upgradation of BSNL Swift App is the out of box thinking of the officers working at ITPC. **Promoting M/s Intense Technologies for developing separate interface which is not meeting the BSNL requirements even after completion of tender period is beyond one's imagination. Had BSNL Swift App was discontinued in 2017-18, the amount that would have shell down by BSNL is somewhere around 5.2 Crores per month (approx. 60 crores per Annum) as per calculations given in the work order.**
- 6) 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.
- 7) From the foregoing, it is clear that when everything is being developed and maintained by BSNL ITPC Team viz., CAF, MNP, TDS, REV and help desk activities on PAN India basis are being handled by the existing BSNL staff, hardly there is no need to promote any App developed by external agencies which involves huge expenditure on the part of BSNL including M/s Intense Technologies.

- 8) BSNL is not getting any extra advantage by hiring these services from this vendor and all the activities can be implemented by BSNL's Team if given the proper guidance.
- 9) In fact, with use of "Sanchar Aadhaar" App or any services form M/s Intense, BSNL is either not getting any extra advantage but the work load on BSNL backend team is increased.

Hence, it is requested to continue BSNL Swift App instead of "Sanchar Aadhaar" App as it involves Rs. 5.10 per transactions to be paid to M/s Intense. The BSNL Corporate office should support the in-house talent by scrapping these types of unnecessary tenders which are creating frustration among the Executives who have sacrificed so much time for the development of BSNL Applications. BSNL own applications are saving crores of rupees to BSNL, it's better to encourage those BSNL teams in required manner rather than to through their hard works for the sake of vendors at the cost of BSNL's money.

With Warm Regards

**General Secretary
SNEA**

**General Secretary
AIGETOA**

Copy to:

- 1. DIR (CM), BSNL CO, New Delhi for information and n/a please.**
- 2. DIR (EB & CFA), BSNL CO, New Delhi for information and n/a please.**
- 3. DIR (FIN), BSNL CO, New Delhi for information and n/a please.**