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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

BSNLCO-ADMN/62/6/2020-ADMN

Dtd. 14th Mar, 2024

To

All CGMs,
BSNL.

Sub.: Mapping HRMS number against RSTC connections in CDR system-regarding.


Ref.: Letter No. ITPCCO-13/16(13)/1/2020-CDR-II-HQ dtd. 6th Mar, 2024 from ITPC Pune.

Kindly refer to ITPC Pune letter placed under reference(enclosed herewith) and pertaining to above mentioned subject. In this regard, it is requested to take necessary action as per the letter of ITPC, Pune for mapping of the HRMS number of all employees(serving/retired) having RSTC against RSTC connection in CDR system.

A compliance report in this regard may be sent to ITPC Pune after the completion of work.

This has the approval of the competent authority.

Enclosures: As above.


19/03/24
(Sandeep Kapoor)
AGM(Admin)

O/o Chief General Manager, I.T. Project Circle
RTTC Bldg, Plot No. G-121 & 122
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भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED
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ITPCCO-13/16(13)/1/2020-CDR-II-HQ

Date: 6th Mar 2024

To,
The P.G.M. (Admin)
BSNL Corporate Office
New Delhi

Sub: Mapping HRMS number against RSTC connections in CDR systems ... reg

As per the instructions from Corporate Office, HRMS number updation is in progress for all the residential service connections (RSTC) provided to BSNL employees (serving/retired) in CDR systems. The status of the HRMS numbers mapped with RSTC connections as on 26th Feb 24 is enclosed as Annexure-1.

Overall RSTC- HRMS mapping achievement is 41% and almost 59% RSTCs are still pending for HRMS update. This includes employees retired before HRMS implementation, who do not have HRMS number.


ITPC has made all out efforts to update the HRMS numbers by following means,

- i) Comparing the data with that of ESS (SAP) data
- ii) Reaching out serving/retired employees through the call center
- iii) Capturing the RSTC details of the working executives and non executives through a special web page deployed at Online Attendance Portal and mapping the collected data in CDR against these RSTC numbers

In continuation with its efforts in this regard, WDC has deployed a web portal developed specially for this purpose. A link was shared through SMS to all the pending employees (serving/retired) whose mobile numbers were available in CDR systems. However even after 2 attempts, less than 10% employees responded back. Inspection of the collected data revealed that in many cases, employees have entered their landline numbers, mobile numbers, random numbers etc instead of HRMS number. Also many junk or random values are observed in the employee HRMS field of existing CDR data. This is very hard to detect automatically through code or script. Therefore, a facility to update HRMS number via Service Request at CDR CRM is being deployed in all zones. Also, Circle field teams can book dockets to the respective DCs to update the HRMS number.

In view of the above, it is kindly requested to issue instructions to the Circle field teams to validate and update HRMS number of the employee (serving/retired) for all RSTC numbers along with guidelines in cases like employee is retired before HRMS number implementation, deceased etc.

This is issued with the approval of CGM, ITPC, Pune.


(K. L. Tadhav) 06.02.2024
Dy. General Manager (CDR)
IT Project Circle, Pune

Copy for kind information please:

- 1) DIR(HR), BSNL Board
- 2) DIR(CFA), BSNL Board
- 3) All DC Heads, ITPC

Annexure-I: HRMS number verification/update status for RSTC connections

Sr	Zone	Total count of RSTC connections	Count of RSTC connections verified and HRMS updated	Count of RSTC connections pending for verification and HRMS update	% Connections pending (for verification and HRMS update)
	Grand Total	179510	73748	105762	58.92
1	NZ	50000	14000	36000	72.00
2	SZ	60785	36063	24722	40.67
3	EZ	25497	11431	14066	55.17
4	WZ	43228	12254	30974	71.65

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