



SANCHAR NIGAM EXECUTIVES' ASSOCIATION(INDIA)
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No. SNEA/KRL/CGM/2010/75 Dated 18-1-2012

To

Shri.Premachandra
Chief General Manager Telecom,
BSNL, Kerala, Trivandrum.

Sir,

Sub: Suggestions for improving the quality of service

The CEC meeting of SNEA (India) Kerala circle held at Trivandrum on 10 & 11th Jan 2012 discussed following aspects for improvement in BSNL Services and for better efficiency. Your kind attention is invited to these facts for necessary action in this regard.

1.Members expressed their concern in shortage of funds and that of vital stores like OFC , MLLN modem, DSLAM ports, 5pair cable, drop wire, Tele. Instruments etc which is affecting the revenue and customer satisfaction. It was reported that no funds under developmental work is allotted to the SSAs. It is felt that considering the revenue earning capacity of the Circle, Corporate office should give some preferential allotment to the circle.

2.The meeting expressed concern over denial of all technical up gradation training in the name of expenditure cut. Meeting suggested to arrange training for officers, at least those who are opting for technical upgradation training. It was also pointed that training centers are earning good revenue by imparting external training and the income from this has to be utilized towards the training expense like TA/ DA of our own staff for their skill upgradation.

3.Members pointed out the deterioration in quality of Mobile services and suggested for proper cluster optimization. The improvements in mobile service in Trichur SSA was also reported in the meeting .It was suggested that the mobile wing can be merged with SSAs for effective man power utilization and for improving the service as the real feed back of the customers is available with the CSCs and Marketing wing only. It was pointed out that the WLL and Wimax external parts are still with SSAs only. It is reported that with the implementation of tender for infra mntce , there is good scope for redeployment of staff and vehicle in Mobile Services.

4.It was suggested that a technical audit has to be done in STR for proper utilisation of installed transmission equipments. The members felt that a large number of equipments can be spared in STR by proper rearranging and these equipments can be used by the SSAs which is starving of transmission equipments. It was also pointed out exclusive rooms are unnecessary allotted for STR equipments causing higher electricity charges and complicating mntce issues.

5.The members pointed out that since CDR has been implemented in most of the SSAs and the officers and staff currently posted in TRAs have to be redeployed in marketing and CSCs for improving the sales and solving the billing complaints at the CSCs. At presents in CSCs, transaction worth crores of rupees are being done without proper accounting procedures. It was also pointed out that there are many instance of non receipt of bills and short billing in bulk quantity after the CDR migration. The meeting pointed out the errors in migration of WiMax platform to Kennan and suggested to have a total reconciliation of data in all SSAs

6.Members pointed out the deficiencies in FTTH and Wimax equipments and reported that all AT objections regarding non adherence to PO conditions are waived off in commissioning these equipments.

Thanking You

Yours Sincerely

George Varghese,
Circle Secretary,
SNEA(India). Kerala Circle