

Additional General Manager (Admn)  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

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**MINUTES OF UNION/ASSOCIATION REPRESENTATIVES MEETING HELD ON 20th April 2011**

A meeting was held in the chamber of Chief General Manager, BSNL, Kerala Circle on 20<sup>th</sup> April 2011 at 11.30 hrs with Union/Association representatives for the improvement of the quality of BSNL Services and Customer satisfaction.

The following were present:

**Management Side :**

1. Shri. Premachandra, CGMT, Kerala Circle
2. Shri. Amit Mishra, GM (S&M) – CM
3. Shri. V.Rajahamsa, GM (NWO)-CFA
4. Shri.V.Rajendran, GM (S&M)-CFA
5. Shri. K.Anand Kumar, GM (HR & Admn)
6. Shri. R.Lakshminarayanan, SDE (MC)

**Union/Association Side :**

1. Shri. K.Mohan, Circle Secretary, BSNLEU
2. Shri. N.A.Abraham, Circle President, SNEA
3. Shri. R.Muraleedharan Nair, Dist.Secretary, BSNLEU, TVM SSA
4. Shri.T.Jaganath, Assistant Circle Secretary, AIBSNLEA
5. Shri.P.Janardhanan, Circle Treasurer, SNEA
6. Shri. V.Sunilkumar, Finance Secretary, AIBSNLEA

The following items were discussed in the meeting

- 1) Possibilities of all the Exchanges in the Circle to have one Customer Service Centre
- 2) Possibilities of all the vehicles to be used for distribution of BSNL Products
- 3) Possibilities of all the PCO's to be converted to POS
- 4) Possibilities of C-TOP up to be sold through BSNL staff (One SDE in each Exchange to be given the facility of C\_TOP up)
- 5) Possibilities of Retailers to be converted /Registered as DSAs
- 6) Waiving of security deposit for DSAs to be explored

After detailed discussion it was decided to form the following committees to discuss the issues mentioned above and to submit the reports before 25/04/11 positively.

**I. Committee to study the issue of C-TOP up**

**Members**

1. Shri. Amit Mishra, GM (S&M) – CM
2. Shri. Syam Kumar, CAO, TVM SSA
3. Shri. T.Santhosh Kumar, SDE, Project Vijay, Circle office
4. Shri. N.A.Abraham, Circle President, SNEA

**Minimum issues to be covered**

1. SIM Allotment
2. Commission Structure

**II. Committee to study logistics and distribution of products.****Members:**

1. Shri. V.Rajahamsa, GM (NWO)-CFA
2. Shri. Bhaskaran Pillai, DGM(Finance)
3. Shri. R. Muraleedharan Nair, Dist secty, BSNLEU, TVM SSA
4. Shri. P.Janardhanan, SDE (BB), Circle Office

**Minimum issues to be covered**

1. Supply and distributions to channel partners.
2. Pooling of vehicle and distribution schedule area wise, accounting and monitoring. Software also necessary.
3. Targets.

**III. Committee to study sales out let/DSAs****Members:**

1. Shri. V.Rajendran, GM(S&M)-CFA
2. Shri. K.Mohan, CS, BSNLEU
3. Shri. T. Jaganath, AIBSNLEA
4. Smt.S. Sreelatha, CAO, Circle Office

**Minimum issues to be covered**

1. Locations
2. Security aspects.
3. Modality of issues, sales, Accounting, banking & monitoring.
4. Waiving off security deposit.
5. All staff to be taken into consideration of without incurring any additional expenditure.
6. DSAs recruitment formalities.

The meeting concluded at 13.30 Hrs

This is issued with the approval of General Manager (Admn & HR), O/o CGMT, BSNL, Trivandrum.

No.Admn/Union Meetings/2011 dtd atTrivandrum the 21<sup>st</sup> April 2011

Sd/-

(Satish Ram)

Addl.General Manager (Admn)

O/o CGMT, BSNL

Kerala Circle, Trivandrum 695 033