



No. 27-22/2011-S&M-CM/6

Dated: 28.09.2011

To

The Chief General Manager  
All Telecom Circles/Districts  
BSNL.

**Sub: Periodic meeting with Franchisees.**

Kindly find enclosed herewith this office letter U.O No. 106A-Coord-II/2011 dated 23.09.2011 regarding above mentioned subject. CMD desires that CGMs of all telecom circles should conduct bi-monthly meeting with franchisees.

It is also emphasized that SSA head should regularly hold at least one meeting on monthly basis, in the first week of the month with all the franchisees.

Kindly send the consolidated SSA-wise report of the monthly meeting held with franchisees, consisting of grievances/issues raised and resolved during month, to this office on regular basis on email ID [salescmhq@gmail.com](mailto:salescmhq@gmail.com) or [ddg\\_sales@bsnl.co.in](mailto:ddg_sales@bsnl.co.in) before 15<sup>th</sup> of every month. However alternate month report should also contain the brief of the meeting held with CGM of circle.

(Upendra Bakolia)  
Addl. GM (S&M)-CM

Copy to: Sh S.L. Varhat DM (Coord-II) for kind appraisal of CMD.



(A Government of India Enterprise)

**CMD SECRETARIAT**

Subject: Periodic meeting with Franchisees.

The undersigned is directed to say that CMD BSNL has made following remarks in file No.106A-Coord-II/2011:-

" एसएसए हेडस लगातार franchisees के संपर्क में रहे व कम से कम माह में एक सभी franchisees की बैठक कर कार्यवृत्त सीजीएम व Corporate office, S&M Cell को भेजें, सीजीएम कम से कम दो माह में एक बार franchisees के साथ बैठक करें।"

Copy of the note portion is attached.

GM(S&M-CM) is requested to issue necessary instructions to all the Circles under intimation to this office.

(S.L. Varhat)  
DM(Coord-II)

O/o GM (Sales)   
डा.सं./Dir. NO.   
दिनांक/Date

**Sr. GM(S&M), C.O. New Delhi**

U.O. No.106A-Coord-II/2011 dated 23.09.2011

Adli Gpt (S&M-I)   
AS M(S&M)   
DM I   
27/9



(A Government of India Enterprise)

CMD SECRETARIAT

May kindly see, PUC is an-e-mail complaint received from Shri Sumermal Singhi, Sri Dungargarh, Distt. Bikaner regarding improvement in network & Marketing. The complaint was forwarded to the Rajasthan Telecom Circle on 27.06.2011.

Now we have received a report from Rajasthan Telecom Circle, which has been approved by the competent authority available at page 4-5/c. The case has been examined by the Circle office and reply is given below:

(a) Churu SSA mobile network is maintained, with very good availability and QOS parameters like call drop, congestion etc. are within limit. The availability of mobile network of SSA for last 3 months i.e. April-11, May-11 and June-11 are 98.11%, 95.40% and 97.90% respectively. Regular drive test are done to check and improve the network quality. Occasionally, due to OFC faults and electricity company power lines breakdown, for prolonged period, interruption do occur which are attended/coordinated on priority.

(b) Call centre: Complaints booked on call centres are being cleared on day to day basis. Updated information regarding BSNL services/tariffs are being made available to customers through call centre immediately both on IVRS & call centre executives. Most importantly, now VAS deactivation complaints resolution has been streamlined by extending GUIs of major content providers in call centre and deactivation of VAS is being done at call centre now, thereby reducing the complaints resolution time. As such call centre Ajmer is working smoothly and being monitored continuously for further improvement.

(c) Marketing & Sales activities in all SSAs are done as per guideline mentioned in S&D policy 2009. The staffs deputed for 'Project Vijay' is exclusively looking after the work of Project Vijay" only. The Franchisee manager is in touch with franchisees on daily basis.

(d) It is intimated that C-TOP up services were down on 25th & 26 of June,2011, due to software problem in OTA sever. Services restored in the early morning of 27 of June, 2011. Now the services are provided to the satisfaction.

In addition to above it is also mentioned that the franchisee who has complained was appointed on 29.09.2010. His past performance in respect of SIMs RC+C-Topup, Retails billed & FOS etc. has been 12%, 28%, 34% & 80% respectively which is not satisfactory. He has been warned for the poor performance in the franchisee's meetings.

The file may be submitted for kind information of CMD w.r.t. remarks on PUC.

Dy Manager (Cord-II)

AGM (Cord-I)

GM (C&M)

CMD

The report has been sent with the approval of competent authority. The complaint is general in nature. We may ask the complainant to provide any specific complaint which could be led into.

18/7/2011

19/7/2011

25/7/11

2/7/11  
franchisee territories  
मे जाने के लिए  
सुनिश्चित  
आप (सीएसए)

फ्रान्चाइजर्स को  
सुझाएं कि वे अपने क्षेत्र में प्रोमो  
फ्रान्चाइजर्स को अपने क्षेत्र में प्रोमो  
सीएसए व Corporate Office से call करके  
27/7/11 फ्रान्चाइजर्स को HSE से पत्र भेजें.