



# SANCHAR NIGAM EXECUTIVES' ASSOCIATION

## KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)  
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**No.SNEA/Kerala/2020-21/II/110**

**dated at TVM**

**the 3<sup>rd</sup> June 2020**

To

**Sh. C V Vinod,**  
**Chief General Manager Telecom,**  
**BSNL, Kerala Circle,**  
**Thiruvananthapuram-33**

Respected Sir,

**Sub: Service assurance in outsourced cluster maintenance system and payment to the Franchisees - Need for ensuring timely resolution of faults, prompt payment to vendors and improving BSNL collection/ service efficiency, introduction of e-wallet system as done for FTTH franchisees can bring significant changes in CFA sector, our suggestions, reg:**

As external maintenance of our copper based network has now been outsourced and the system is being implemented in all BA clusters, we may have to go for certain innovative and proactive steps to make the system further tuned to meet both operational/marketing targets and to ensure superior service quality to customers. Payment of dues to channel partners along with incentives to better performers meeting SLA based targets would be one of the most important aspects for extracting more output from those vendors. At the same time, non performers need to be penalized if they don't manage activities in a particular Xge area in a cluster or doesn't resolve faults as per prescribed timelines. At any cost, cluster management initiatives are to be streamlined in such a way so as to maximize service efficiency from the vendor side and by ensuring prompt service delivery to esteemed customers. Hence, we need to concentrate more to make the system effective for which the following are suggested.

1. In the present tender, there is no provision for deducting the outsourcing charges for not attending certain xges in a cluster or not attending the maintenance for many days other than 15% penalty getting imposed. Penalty can be for *inefficient working* and not for *not working* for which 100% prorata reduction is required. As we have pointed out there is no point in granting incentives to the Franchises without meeting SLA.
2. Though BTS outsourcing is a work contract, we have been able to fix norms for the numbers of personnel to be deployed for managing BTS & Infra maintenance depending on normal or hard stations. Similarly, BSNL must fix some norms for deployment of person in clusters for ensuring better output from the Vendor.

3. In the present financial situation, BSNL may not be able to effect timely payments to its suppliers/vendors every time. Introduction of e-wallet /e-pay system launched for FTTH Franchisees seems to be a successful model in managing those vendors by ensuring timely payments to the channel partners.
4. By Implementing e-pay system, BSNL can stop printing and supplying of bills.
5. Customer bill payment assurance will become one of the priorities of Franchisees also.
6. There is every possibility of cluster Franchisee visiting all customers under their purview to collect payments other than for rectifying faults, which in turn can help to improve service efficiency also.
7. The Franchisee is likely to get more opportunity for improving their sales by providing more services like BB and also to capture new LL connections.
8. It is suggested to pay the base amount of LL maintenance charge through-wallet/e-pay and the balance payments against incentives for high FMC numbers can be paid manually after adjusting penalties, if any.

It is requested to consider the above suggestions, please.

Thanking You,

Sincerely Yours



**Jithesh K P**  
**Circle Secretary**  
**SNEA Kerala Circle**

Copy to GS, SNEA CHQ, New Delhi