



# **SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE**

**(Recognised Majority Association of Executives in BSNL)  
SNEA Bhavan, Dharmalayam Road, TVM-695001**

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**No:- SNEA/KLA/CGM/2016-17/95**

**dtd at TVM, the 28-1-2017**

**To**

**Chief General Manager Telecom,  
Kerala Circle, BSNL, Thiruvananthapuram.**

**Sub: Embarrassment to field officers - Utilisation of UG cable for NPC reg:-**

A large number of request for new phone connections are pending in the circle due to shortage of cables (particularly 5 pr cable for individual connections). In fact the field units are utilising the available cable allotted to them in most judicious manner by giving the priority for broad band connections and the connections which require minimum cables. Those cases which require more length of cable for individual connection are offered WLL or WiMax considering the economical viability of the company. But some of these customers approach higher authorities like GM/PGM/ CGM/ CMD/ Minister / DOT etc through email/ Twitter, written complaint/ Adalath /PGRMS etc. In such cases special allotment are done for these cases alone to close the case. There are instances for laying cable for more than 250 mts in such cases while many cases which require less cable is overlooked due the VIP consideration to these type of complaints. We fully appreciate the prerogative of the higher ups in taking such decisions but to point out that this is causing much complaints from the public and embarrassment to field officers while facing the customers and affecting the image of the company. Hence it is suggested that a clear norms may be decided at circle level up to what length new cable can be laid for individual connections. Different norms may be set for Bfone and Bfone with BB etc as provided in the past for OYT, Special etc. It may also be clarified that whether field officers can overlook the seniority of the applicant taking in to account the financial viability or to follow the chronological seniority irrespective of the requirement of stores.

**With Warm Regards**

**Sincerely Yours**

**T Santhosh Kumar  
Circle Secretary  
SNEA, Kerala Circle**

Copy to:- GM (HR).