



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

ERNAKULAM DIVISION

SNEA BHAVAN, P.J. Antony Road, Palarivattom - 682025

SSA President :

SABU A.N

SDE, CTSD Ernakulam

Ph : 0484-2206366 (O), 2793600 (R)

Mobile : 9447745040

E-mail : ansabu2003@gmail.com

SSA Secretary :

JOSEPH LUKOSE

DE Transmission Division, Idukki.

Ph : 04862-226900 (O), 226300 (R)

Mobile : 9446538350

E-mail : Josephlukose1@gmail.com

SSA Treasurer :

SANTHOSH S

SDE (Extl), BSNL Palarivattom

Ph : 0484-2410300 (R),

Mobile : 9446031030

E-mail : santhoshmukkottil@gmail.com

No SNEA EKM SSA/2019-20 /16 dated at EKM EKM 28-9-2019.

To,

PGMT Ernakulam.

Sir,

Sub:-25000 pending DNP/request closure cases in EKM BA-field realities and stress of Executives due to public complaints reg:-

Ref:- CS SNEA Lr addressed to CGMT Kerala vide No.SNEA/Kerala/2018-19/53 dated 16/09/2019

PI have a reference on the above cited letter which is attached for ready ref through which CS SNEA Kerala on the subject to CGMT regarding closing all pending DNP/Request closure orders. In this connection ,SNEA EKM discussed the matter in detail in the DEC meeting held on 27-9-2019 and unanimously decided the following .

DEC SNEA EKM held on 27-9-2019 unanimously decided to instruct its members to conduct aggressive reconnection pursuit and melas by contacting all customers in the pending list ,conduct exit interview up to DE level and try to get maximum reconnection.The members are directed to conduct exit interviews through TTs,JTOs ,SDEs and DEs and contact each and every cases over phone and pursue the case. Even after contacted by TT,JTO, SDE and DE, still the customer is insisting for disconnection ,we are of the opinion that ,there is no meaning in keeping such orders and it is requested that BA management may please abstain from compelling field officers not to close such orders, and closure on request is the right and natural justice of the customer. Also BSNL can save lakhs of rupees by the way of GST and AMC charges as detailed below.

The meeting also decided to instruct SNEA members to close all orders for which customers are not ready for reconnection and insisting for closure by which BSNL can save lakhs of rupees as GST for the bills generated for the closed numbers and to avoid public complaints and dissatisfaction which ultimately tarnish the image and good will of BSNL as stated below and considering the following grave circumstances described from Case I to Case IV

Case I:- BB closure order pending in clarity:-

In this case If BB closure order is not completed, LL bill will be issued in every month and even if party does not make any payment, disconnection order will not be issued in CRM resulting increase out standing amount and the number will be working without any interruption. Also for each bill generated,BSNL has to pay GST resulting loss of lakhs of rupees unnecessarily even for the unpaid bill.The bitter fact is that BSNL has to pay GST for each bill generated but BSNL will not get a single paisa from the customer since in most of the cases party has submitted closure request.

Case II)When closure cases are taken into safe custody:-To project bogus figures in reports, field officers are compelled to keep such numbers into safe custody. At present, there is no provision in CRM to take

numbers into departmental safe custody and hence bills will be generated for all S/C numbers and naturally, GST is to be paid for each and every Bills Generated, but BSNL will not get a single paisa from such bills since party has already applied for disconnection.

In rural area bill of Rs35.7/- and in urban area bill for Rs59.5/- will be generated. There are thousands of such numbers in Ernakulum BA and the cumulative GST to be paid will be a big amount.

Case III) Safe custody cases:-

When the numbers are in safe custody, status of the number will be active in the system and BSNL will be liable to pay AMC charge for such numbers which will add further loss. Thus in all the above cases ,huge amount is to be paid as GST and AMC charges for non existing numbers.SNEA is of the opinion that , at a time BSNL is passing through troubled waters and in a sinking stage, it is a criminal offence from the part of BSNL to keep these closure orders only to project bogus figures before CO, hiding the actual pending closure order statistics.

Case IV) Unnecessary work load and wastage of time for Eng wing and Accounts wing:-

Due to non closure of pending closure orders, Finance wing is forced to do lot of work without any outcome. Due to non settlement of DNP /request closure orders, field officers are facing stressful situation in the field and field officers find it difficult to face agitated customers. Quite often field officers are facing unhealthy situation in office due to non settling of accounts of closed numbers.SNEA EKM find it highly illogical the instruction and compulsion of BA management ,not to close the pending orders. It is highly regretted that, officers are harassed in management meetings for closing even the request closure cases in clarity. As you are aware, as per TRAI directions, closure requests are to be settled within a time frame and field officers will be held responsible if any complaint registered in CDRF or Taluk legal Service Authority. In this connection DEC on 27-9-2019 decided to request BA administration to stop compulsion and pressurizing the field officers to keep the pending orders live in Clarity and stop the practice of bogus reporting to higher ups at the cost of heavy loss to BSNL.Also many staff especially in Accounts wing can be spared for reconnection pursuit and recovery of pending bills.At present several finance wing officers are mis utilized for maintaining the 25000 DNP/Request closure cases

2) Posting of JAO/AOs in CSCs and rotational transfer in finance wing:-

At present there is heavy work load to field officers especially in Idukki district where field officers are entrusted the charge of CSC also. If JAO/AOs are given charges of CSCs ,the issue can be settled to a great extent. Hence it is requested to take suitable action for posting officers from Accounts wing to CSCs in High range area at the earliest.whom we can spare from the fruitless work of maintaining closure orders.

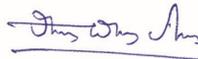
3) Criteria for allotting place of posting in High range area:-

The following suggestion is submitted while implementing High range transfers .While tenure posting to high range area ,it is suggested that age of the officers shall be considered for posting in near by places. The oldest officers shall be posted to near by places from Ernakulum so that unnecessary complaints can be avoided and a norm can be maintained.

It is requested to sanction a meeting to SNEA to discuss the above points at an early date.

Assuring all support in the best interest of BSNL,

Sincerely ,



Joseph Lukose
Dist. Secretary SNEA Ernakulam.

Copy to:-1)CS/CP SNEA Kerala for information pl.