



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

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

Circle President
George Varghese
DGM, Ernakulam
Mob: 9447162900

Circle Secretary
Jithesh.K.P
SDE, Kannur
Mob: 9447707475

Circle Treasurer
Suneer.S
AO, Circle Office
Mob: 9447341693

No.SNEA/Kerala/2020-21/II/118

dated at TVM

the 24th July 2020

To

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

Respected Sir,

Sub: Suggestions for Covid preventive measures in field units (CSCs and External Offices)

In view of exponential spreading of Corona Virus, we put forward following suggestions for your urgent kind attention to provide healthy and safe working conditions at workplaces and also to boost confidence among employees especially to those working in Customer Service Centers and External plant Cluster Incharges who are directly interacting with customers and public and are more prone to get infected by the Corona Virus.

Since most of the CSCs are co-located with Telephone exchanges/offices, in the event of any Covid positive cases, the complete building will have to be shutdown which may affect our entire services in that area. We understand that restricting the entry of Customers may not be possible if CSCs/Exchanges are open for business, instead we suggest that for the time being direct interaction with Customers can be limited up to a certain level without losing our revenues by following steps:

For CSCs :

1. Setting up of window side Cash Counters for collecting cash through window and for limiting the entry of Customers into the CSC Hall/Room.
2. Frequent circulation of paper currency that change various hands might carry all kinds of bacteria and viruses with it, so it is suggested that the currency notes may be kept idle safely for minimum two or three days before depositing to the Bank. Proper gloves to be used while dealing with cash. Plastic money (Debit & Credit cards) may be encouraged for bill payments wherever feasible.
3. Online payment through BSNL Portal/App may be extensively promoted for payment of Bills/Recharge.
4. All customer requests through applications forms on paper may be stopped for the time being, and CSCs may be allowed to receive it digitally as scanned copy by Email/Whatsapp. In this regard, the Email-id and Whatsapp number can be published to get the requests digitally. All applications such as Plan change, New Provisions, Disconnection, Safe Custody, Rent Rebate etc can be received in this way. These requests can also be raised by the customer through Self-Care portal which is also to be promoted extensively.

5. Recharge of Mobile Numbers and New SIM Activations can be done through nearby Retailers and DSAs and their contact numbers may be displayed at the entrance gate of CSC/Exchanges. The nearest retailer details can be sent to the customers by SMS triggered from IN side itself, without having the customer to initiate.
6. The timings for business hours for bill payment at CSC may be reduced and limited upto 2 PM.
7. The number of CSCs working on a given day can be reduced and the CSC schedule can be communicated through press note and by other promotional means.

For External Offices :

1. Entry of customers to meet Officers may be completely stopped and mobile number, email, whatsapp numbers can be shared for communication.
2. A contact number of each Exchange wherever staff is available can be published and displayed at gate for attending customer calls.
3. Instrument/Modem Recovery for Disconnect orders can be arranged locally through Outsourcing Agencies (in case of Landline) and through Staff in case of FTTH by following all Covid Preventive measures and protocols.

In addition to the above points the following general suggestions are also requested to be considered:

1. Urgent Temporary Advance may be sanctioned to all concerned officers for purchasing enough Gloves, Face shields, Masks, Sanitizers, Hand wash etc.
2. Employees from Containment/Triple Lock down zones may be allowed to work from Home by giving access to VPN over Broadband/Internet facilities.
3. Rotational Roster system of 50% Staff as already implemented in Circle office and BA HQs are to be implemented in field units also. We suggest preparing weekly roster system instead of alternate days and work from home for other 50% staff.
4. It has been more than a year since the contract labourers deployed for cleaning activities received their long pending payments and it is being reflected in the cleanliness of exchanges/offices. A proper cleaning workforce should be in place for sanitizing and keeping the office premises clean and hygiene to avoid spreading of diseases in addition to covid pandemic.

Thanking You,

Sincerely Yours



Jithesh K P
Circle Secretary
SNEA Kerala Circle

Copy to Shri Sathesh.R, GM(HR & Admin), Kerala Circle