



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

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

Circle President
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No.SNEA/Kerala/2018-19/53

dated 16/09/2019

To

The Chief General Manager (Telecom)

BSNL, Kerala Circle

Thiruvananthapuram

Sub: Encourage, not threaten in the hour of crisis, our final request, reg:

Sir,

It has come to our notice that the Circle Administration is using the platform of CFA and SIM Sales webinars as a tool for harassing the executives in the name of delay in closure of faults and for not achieving SIM sale targets and at the same time completing the closure advice notes issued by ITPC for DNP or by CSCs on customer requests, pending for more than a year. We would like to make it very clear that the self-motivated executive community of the Circle cannot tolerate such unethical and unjustified actions from the Circle management which has decided to ignore all the field realities and basic expectations from the entire staff of BSNL in the circle during these hours of crisis.

We once again like to convey our strong feeling from the CFA/Sales section which are at the receiving end that the present HR management in the Circle has failed in motivating the available man power to derive best out of them in these hours of crisis.

It is requested that necessary instructions may be issued to BAs for completing long pending landline/broadband closure orders to reduce mass customer complaints being received at CSCs/CFA offices regarding deposit refund, wrong bills etc.

We would like to request the Kerala Circle administration to go through the following five annexures enclosed herewith. We have nothing more to say in that regard.

We expect CGMT Kerala to be more realistic to actual field conditions which was brought to the notice of Administration during many occasions by the Association. Now, at least by seeing the above letters written to BSNL Board by head of BAs performing much below Kerala Circle, we expect CGMT will stand by the side of employees struggling hard for the best performance of the Kerala as per the Annexure 1 and stop threatening advisories, if not appreciated, particularly during CFA/CM Sales webinars.

Annexures:

1. Revenue performance report of all BSNL units upto August 2019
2. Letter from a South Zone BA Head to Director HR/CM, BSNL Corporate Office
3. Letter from a North Zone BA Head to Director HR/CM, BSNL Corporate Office
4. A news item of September 13, 2019 on ET Telecom news portal
5. A news item of September 16, 2019 on ET Telecom news portal

**With kind regards,
Sincerely Yours**



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

Copy to:

1. Shri. Satheesh R. GM(HR&A), O/o CGMT, Kerala Circle for information and n/a please.
2. Shri. K.Sebastin General Secretary, SNEA CHQ for information please.