



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)

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No.SNEA/Kerala/2018-19/II/101

dated at TVM the 13/05/2020

To

**Shri. C V Vinod,
Chief General Manager Telecom,
BSNL, Kerala Circle**

Respected Sir,

Sub: Difficulties in processing Invoices for Cluster Maintenance – reg

With regard to processing Invoices for cluster maintenance, the field units are finding out many difficulties and disputes with Cluster Franchisees.

1. The number of lines shown as per portal *cluster.bsnl.co.in* at the time of calling tender is different from the number of lines against invoice that is generated as per the FMS. This is disputed by the bidders claiming that PBG was remitted as per the tendered lines and the workers are arranged as per the tendered lines.
2. The invoice generated in FMS and the details are not available to Cluster In-charges who are supposed to certify the invoice while it is available with the franchisee only. The Cluster Incharges are unable to compare and verify the bills prepared by the vendor with FMS.
3. In cluster maintenance, it is observed that the contractor has deployed workers in few exchanges in a cluster and no arrangement is made for other exchanges, but the invoice is generated against all exchanges in the cluster. Exchange wise details are not available in the invoice and there are no guidelines to deal with such situation.
4. In some cluster in an exchange though the franchisee has started the work, the technicians employed is far less than what is required for ensuring reasonable service. (Say 1 technician for 1000 lines) There are instances only one or two technicians are deployed for exchanges with 6000 lines and the fault clearance is very less. There are no guidelines to deal with such situation.
5. The number of leased circuits and PRI circuits shown in the invoice is varying from actuals.

6. The cluster Incharges are unable to verify the correctness of the number of high ARPU customers for calculation of incentive.
7. Penalty is imposed on the bill generated while the franchisees are claiming that penalty cannot be imposed for first 3 months as per the tender conditions.

Sir, we are familiar with the situations in deducting/correcting the bills submitted by vendors as per actuals. But in this case the bidders are submitting the invoices generated by BSNL and the field units are unable to certify the invoices generated by BSNL itself which is really embarrassing. We feel that much interactions are required by ITPC with real field units in this matter. In the whole process the cluster incharges who are in the front line/ first line and expected to coordinate with the franchisees have become the barriers curtailing the amount approved by BSNL. **The cluster incharges are instructed for immediate submission of the invoices in ERP without clarity on the above and even without receipt of the invoices in original. It is requested to issue necessary guidelines on the above for immediate processing of the invoices**

Thanking You,
Sincerely Yours



Jithesh K P.
Circle Secretary
SNEA Kerala Circle

Copy to: Shri P.G.Nirmal, GM (NWO-CFA), Kerala Circle