



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)

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No.SNEA/Kerala/2018-19/II/86

dated at TVM

the 15th March 2020

To

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

Sir,

Sub: Improvement in the billing system and quality of services being offered to premium EB customers in the Circle, reg:

Leased line circuits are one of the our important sources of revenue generation through which superior quality bandwidth on demand is being offered to premium customers including Banks, Financial institutions, Central/State govt. departments, Educational institutions, Press, Media and other prospective business organizations in the Circle. Enterprise Business wings at circle and BA level have been trying to ensure service quality of highest possible standards to those prospective customers through the field transmission and CFA units in BAs. The positive thing noted in this regard is that the demand for Leased Circuits and revenue being earned from those have been registering positive growth which itself shows the huge market potential still available for these services in the Circle.

In the post VRS scenario, it is learnt that provisioning and maintenance of these high earning and most sensitive circuits which are to be provisioned with utmost care and maintained with zero tolerance with respect to faults are being entrusted with external agencies through the outsourcing model of external plant maintenance.

In this regard, we would like to suggest the following:

1. Provisioning of leased circuits may be entrusted to the in-house teams itself to the possible extend, expenses may be met through LPC or TA utilizing estimates for the EB projects.
2. Even though provisioning of leased circuits are made through CLARITY, it is observed that in almost all cases, most essential circuit details like MDF, Pillar, DP etc. for a particular circuit are not properly updated in the clarity. In the event of faults, this makes it difficult for the field maintenance teams to isolate the faults and rectify it on time well within the time limits as per the SLAs signed with the EB customers.
3. Proper leased circuit maintenance is a critical activity for ensuring customer satisfaction and long term business with EB customers which are mostly SLA based. To achieve that a more professional and streamlined fault management system that too in an appropriate digital

platform is highly essential to be deployed in the Circle instead of existing manual fault booking and follow-up over phone calls or messages in Whatsapp groups.

4. The unique circuit ID allotted to each leased circuit customer need to be popularized among them and properly utilized for tracking and resolving EB customer complaints including tracing of the circuit right from the customer end up to the point of termination in the BA network.
5. The success of the fault management system would depend upon the accuracy of the database updated in CLARITY regarding each and every network elements involved in the leased circuit provision. Data updating and purification can be done with the help of field units prior to handing over such circuits to external agencies for maintenance as per outsourcing policy.
6. At present, the faults booked on leased circuits are not transferred to FMS though the number of leased circuits in each cluster is populated and the bill for outsourcing charges will be paid to the contractors.
7. Most of the leased lines are provided through optical fibre for which no system is in place for provisioning as well as for maintenance in the post VRS scenario which is to be addressed on priority.
8. **Of late, high end customers like Banks and other institutions have approached BAs for state wise consolidated bill for the leased circuits provided to them for their convenience of making payments on time. At present, each and every circuit is being billed separately sometimes numbering even more than 1000 making it difficult for the high end customers who have global presence to process these GST bills by reconciling with GST portal for payments on time. Hence, e-stapled billing is very much required to take care of such customers and to retain them in our fold for long in future as well.**

Thus it is absolutely necessary to introduce a foolproof digital platform for provisioning, monitoring, maintenance and billing of leased circuits in the field to ensure best service quality complying with the SLAs to our much esteemed and high value prospective EB customers in the Circle.

Thanking You,

Sincerely Yours



Jithesh K P.
Circle Secretary
SNEA Kerala Circle

Copy to:

1. Sh. N K Sukumaran, GM EB, Kerala Circle
2. Sh. K Sebastin, GS, SNEA CHQ