

मुख्य महा प्रबंधक दूरसंचार
कर्नाटक दूरसंचार परिमंडल
दूरसंपर्क भवन
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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

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No. CGM/KTK/Union/2019

Dated: 08/03/2019

To

The Circle Secretary,
SNEA, Karnataka Circle, BSNL
Bangalore - 560 008

Sub: **Your letter regarding performance classification of field staff**

Ref: **Letter No. SNEA/Corrs/18-19 dated 7th March 2019**

BSNL is passing through a very bad phase, which is outlined by extreme decline in revenue. All staff and officers have to join hands together and make best efforts for lifting the organization from this deep financial trouble. The only way to improve the performance of BSNL is to improve the Quality of Service parameters and to improve the provisioning which will result in lesser surrenders and improvement in revenue.

During the last two months we have brought focus on quality of service parameters like fault rate, repeat fault, MTTR for all CFA products, apart from demand generation. We have also started focusing on infrastructure i.e. Transmission Network. BSNL Corporate Office is monitoring 46 top SSAs of the country which include BGTD and DKTD of Karnataka Circle. As on December 31 2018, the ranking of BGTD and DKTD was 44th and 45th with regard to landline provisioning. With regard to disconnections of Landline, Broadband and FTTH also our position is very bad, which indicates that customer is not happy with our services. This monitoring of 46 SSAs by Corporate Office is meant to bring competitive spirit, which will bring better performance out of lagging SSAs. It is definitely not meant to de-motivate any Circle / SSA.

As a result of our monitoring of Quality of Service parameters and workload/supervisory aspects, it is seen that there is an improvement in quality of service parameters as well as the delay in provisioning of Landline, Broadband and FTTH. This has been possible because of performance measurement and classification, which is an established method to bring out the competitive spirit among staff and officers. It is to be noted, as a result of this, the performance measurement and the increased efforts and officers the position of BGTD and DKTD has improved by miles amongst the monitored 46 SSAs. It is possible because Officers and Staff have shown tremendous character, even within so many constraints.

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It is true that there are many financial constraints at present, which is due to fall in revenue and low customer confidence. These constraints are same for all SSAs across India. Inspite of these constraints, the individual productivity has improved in Karnataka over the last two months. SNEA is a responsible Executive Association, and I strongly believe that SNEA wants a financially strong BSNL. Putting extra efforts within the present constraints will highlight the quality of the executives. It is said that 'when the going gets tough, the tough get going'.

In case you have better workable proposal for improving the QoS, demand generation, provisioning and customer confidence within these constraints, kindly bring it forward - so that without any performance measurement, better results can be achieved. Let us all join together for a brighter future of BSNL.


(SUSHIL KUMAR MISHRA) 08/03/19

Copy to:-

1. Director (CFA), BSNL Board, New Delhi
2. The General Secretary, SNEA CHQ, New Delhi