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No. AIBSNLEA/CHQ/CMD/2020

Dated: 02.06.2020

To

**Shri P. K. Purwar,
CMD, BSNL
New Delhi -110001.**

Subject: Centralization of TR activities in Post-VRS Scenario-Views and Suggestions of AIBSNLEA- Reg.

Ref: CO BSNL Lr. No. 4-31/2019-20/BSNL-TR/Post VRS arrangement Dated: 23-04-2020

Respected Sir,

We would like to draw your kind attention on the above cited reference and subject matter, wherein BSNL CO, New Delhi has issued instructions to Centralize/Reorganize the TR activities of all Verticals for optimum utilization of available Manpower after VRS.

We, on behalf of AIBSNLEA wish to submit the following suggestions/ views for your kind consideration and requested to review the Policy.

Sl.No.4: Billing complaints redressal: Practically, Customers are accustomed to approach TR Accounting unit of SSA only which is geographically located/situated near to the Customer ambit. If the above system shifts to Circle Level, there is a possibility of losing the Customers since it is clearly based on accessibility to TR Accounting unit of SSA only. Even, if it is managed from Circle level, the level of acceptance and convenience is limited in respect of Customers who might be prompted to go for alternate Private Telecom Service Providers. Hence, it is very essential to have redressal of billing complaints mechanism at SSA level only with a view to arrest the tendency of fast closures of Landlines.

No.7. Recovery/Pursuit: In house Mechanism or Agency hiring basis recovery mechanism is required to be monitored by SSA/BAs only. In BSNL, a standard procedure/mechanism is in practice for a pretty long time in recovery of outstanding dues from the Ex.-Customers. Close Co-ordination activities have been carried out by the field units Engineering officials/Officers and Finance Personals. Tracking the defaulters for realization of outstanding dues has already been carried out successfully right from the Telecom Mechanic to the DE level. Regarding regular persuasion of outstanding dues from the Ex. Customers, the Exchange wise monitoring is continuously being done and results of such activities are being reviewed in LBM/HPCs conducted at regular intervals with on-hand conclusive evidence obtained in deciding to liquidate the revenue by a designated person from Accounts & Finance Wing as well as from Field Units at the level of SSA/BAs. If this activity is shifted centrally at Circle level, this might lead to lack of proper communication, mis-tracking of persuasion and ineffective monitoring since these activities are clearly and personally tracked by Finance & Accounts wing with the help of Field Units from time to time. Moreover, designated Lok Adalats are also being held on specified dates fixed by District Legal Authorities in which an authorized Accounts Personnel from the concerned SSA is nominated as Nodal Officer for realization of dues. The above said activity is giving excellent results in recovery of outstanding dues to a maximum extent since the local SSA Accounts Personnel is having full idea and understanding of what is exactly expected from that mechanism. There is a possibility of ill-directed coordination, if the activity is shifted centrally and ultimately we are compelled to lose revenue in the present scenario.

S. Sivakumar

Recovery through factoring is not that much popular in Nationwide and this exercise undertaken earlier through EOI failed miserably and no EOI was materialized. However, if anybody comes forward the same also to be monitored by SSAs only instead at Circle level to have better results. Hence, we strongly feel that Activities of Recovery/ Pursuit of dues should be at SSA Level to derive better results as it will be very difficult to monitor these activities at Circle level.

No.8. LBM/HPC: Field reports are required to be given by SSAs only. Practically it is very difficult to monitor at Circle level and will not get the fruitful results. Personal coordination by Finance & Accounts Executives with field units as well as with Ex-Customers at SSA/BA level is very much essential in getting the dues realized. This activity should be continued at SSAs/BAs level to have better results.

No.19: ES Billing and handling EB Customers: Activity of handling EB/ES billing Customers is required to be at SSA especially in respect of Leased Circuits billed at SSA level so that proper monitoring can be exercised by SSA instead of at Circle level to have better coordination thereby we can realize the dues at the earliest possible. Moreover, there is a systematic practice of delivering Circuit Bills by-hand to all the LC customers for a long time to have personal interaction with the Customers which results in quick disposal of Customer grievances on spot thereby paving way in quick realization of revenue also.

No.20. Giving credit for Rent rebate, wrong billing etc., to Customers: It is very difficult for Circle level team to monitor these activities as it is linked purely with field units. This activity should be at SSA level only to have better co-ordination in getting reports from field units and to have Customer Delight.

General issues: At present TR units at SSA/BAs are issuing Demand Notes to pay the Telephone bills in advance to enable the Govt. Departments i.e., Judicial, Police, Revenue etc., to utilize the funds available particularly at the end of the financial year.

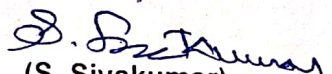
When other Organizations are going for decentralization to have Customer satisfaction by utilizing the existing man power and to derive the better results, our BSNL Management is going for centralization and definitely, it is feared that they are going to incur huge expenditure in the name of centralization by keeping the available Accounts & Finance personnel as idle/prone to transfer.

With the introduction of TR activities Centrally at Circle level etc., in toto as mentioned in CO, BSNL, ND letter cited under reference, Administration may go for transfer of the surplus Accounts personal of SSAs to Circles etc., which results panic among Accounts Personnel in the shape of premature/mass transfers and further will lead to unrest and staff problems.

In view of the foregoing facts, it is requested to kindly intervene in the matter and review the Policy issued vide above referred letter and cause to issue necessary orders to drop the idea of Centralization or restrict up to some extent of TR activities so as to have better results, Customer's satisfaction and early realization of revenue in the interest of BSNL.

With kind regards.

Yours Sincerely,


(S. Sivakumar)
General Secretary

Copy for kind information and necessary action to:

1. Shri. S.K. Gupta, Director (Fin), BSNL Board New Delhi- 110001
2. Shri. Vivek Banzal, Director (CFA), BSNL Board New Delhi- 110001.
3. Shri. S.K. Mishra, Director (CM), BSNL Board New Delhi- 110001.
4. Shri. P.D. Chirania, Sr.GM (Finance) CFA, BSNL CO, New Delhi- 110001.