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772 Feb 24/09  
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Date: Wednesday, March 11, 2009 1:55 PM

From: THARIAN B <hip\_tharian@yahoo.com>

To: cmdbsnl@bsnl.co.in <cmdbsnl@bsnl.co.in>, dirhrd@bsnl.co.in, diro@bsnl.co.in, pgcell@chennai.bsnl.co.in <pgcell@chennai.bsnl.co.in>

Cc: bibytharian@rediffmail.com

Subject: My experience In getting a Broad band connection from BSNL and some suggestions to improve the performance.

Size: 46 KB

From:

Biby Tharian

H/1, Sapphire block,

Bashyam Navaratna apartments,

Thiruneer malai road, Chrompet,

Chennai - 600044

Ph: 09884288463.

Land line: still waiting.....

Email : hip\_tharian@yahoo.com

To:

Chairman, BSNL.

Copy to: CGM, BSNL Chennai Division.

Dear Sir,

My name is Biby Tharian. I wanted to share my Bitter experience in applying for an internet connection form BSNL Chennai. Today is 17<sup>th</sup> Day from submitting the application, but still nothing much happened....kindly don't thing it is not that much time because If I would apply from any private company, I would get it in 48hrs time, guaranteed. Pls start comparing your giant company with those

# for exhaustive feedback & valuable suggestions. Asking only

B  
1. Dir. Logout  
2. Reply mail - Thank #  
3. Also Endorse this eye - check E-mail to all CGMs, Staff unions / Associates  
- Examined & implement the suggestions  
Dir (CGM)  
M. take note & discuss  
- Examine & implement the suggestions  
h  
12/3

small companies...

**Day 1** -On 23/02/09 I applied for a BSNL broadband connection through BSNL Shoppe Franchisee : Raja's marketing co, opp.MEPZ, Sanatorium.( contact person Mr.Arulraj – mobile 9445123459). I applied for Plan 500C and paid Rs.1000.00 to them. Also I told them to call me before coming to home in the number mention in the application form, as I was working and no body will be available at home in day time other than Saturday and Sundays

**Day 4**- On 26/02/09, Friday, somebody from BSNL comes to my home without any call and I was not available, so they told my neighbor that he will be coming to give connection on 28 /02/09 by 12.00pm.

**Day 6** -On 28/02/09, whole day I waited for them, but nobody turned up. Then again on Monday I waited for them and nobody turned up.

**Day 9** -On 03/03/09, Tuesday morning I called up Mr. Selvaraj for a contact no. he gave me the no 04422412255, in which I keep on tried but only ring was going no body attending the phone. Finally on 5<sup>th</sup> trial somebody picked the phone and I told them I am waiting for the connection. Then the person who attended the phone told my connection is not under him and he gave me another no. 04422412772. The experience was the same, and after so many trials, somebody picked and I repeated the thing to him. Then by holding the phone he talked to somebody and told he will be sending somebody by that day itself. Then I waited till 4'oclock then I went the local customer care office, the security person told me it will close by 4'oclock and to come next day.

**Day 10** -Next day, 04/03/09 morning, I again went to Customer care office and they told my connection has to come from another office and directed me there. I reached that office and met the officer and he told he will send the person that day and introduced me to Mr. Kumaraselvam. That day also I waited till 2.00pm at home and then again went to BSNL office and found that nobody available over there. After waiting about 1hr somebody comes and give me a no to contact Mr. Kumaraselvam (04429008343). Then made a call to that no and he told he is on the way will reach there in 10mins.

In another ½ an hour Mr. Kumaraselvam and another person reached home and installed a land line phone and he told the phone will start working from next day and net will be connected in another week's time, as some approval has to come from Bangalore.

I requested them to give me a call before they come, so that I can be available at come next time. But they assured that the further steps does not required my presence at home. Then they asked me to give "something" . I refused to give them any money and remind them they made me sit at home for 4 valuable days in the name of phone connection.

**Day 13** -Then again I waited till Saturday and but my phone was remained dead. Then again on 07/03/09 I again went to BSNL office and there somebody give me a phone no of JTO-9445003455. I tried to contact that no and he told he is outside and will see my case in another one hour. But nothing happened that day also.

**Day 15**- 09/03/09 Monday morning I again went to BSNL office and that day I could meet the

person designated as AE. I orally complained about the delay in connection. Then he made a phone call in front of me and asked the concern person about the delay. That person gave him some reason, but AE instructed him to complete the formalities by the same day itself. (But my phone is still pending.)

From there, while reaching the house, I found 2 miss calls from Mr.kumaraselvams no. in my new land line and I called him back from a PCO. He again told he couldn't complete the procedure as I was not available at home and told that he will be coming to my home. Then after sometime I got another call from exchange and asked my address.

But that day also my phone remained dead. By the end of the day I called JTO in 9445003455 again. He told he is on leave.

Day 17- Today is 11/03/09; after 17days from my application, after about 9 times I had been to various BSNL offices, after 23 phone calls to various people in BSNL, my phone is still remaining dead, and even a number is not issued to me.

As there is no confirmation from BSNL in how many days it will be completed, and how many days I have to Wait further, and I already wasted more than enough time for this connection, I decided to get back to work and I may be traveling next week, wont be available at Chennai.

For me the whole experience was very bad till now and more over sorrowful that our state owned telephone is working in such an irresponsible manner, after having the biggest infrastructure and manpower among the service providers. Hope this 17days, you will not consider as a small delay, as now time is the most precious thing in the world. Hope being in the higher posts you may understand it better, and you convey your view to the lower level. This kind of delay is wasting the time of everybody, which should be considered as a national waste.

These entire tragedies make me think about some solutions and I got the following suggestions to improve the performances. I really don't know any of this is already in practice, but one thing is sure that it is not accessible to common man like me.

I hope you people will study my suggestions and will try to implement. After all none of these can directly hurt the feelings of the BSNL Employee unions. Only just make the employees more accountable for the tax payers and customer's money.

My suggestions are:

1. Pls provide and ID card/ name plate with designation to every employee and make it mandatory to wear it in work. If it could be done, I could avoid using the word somebody in the above letter, and could be name the person I contact.

2. Even while attending the phone, pls make it mandatory to tell the name of the person attending the phone call. Also pls make it mandatory to attend the calls. Or Pls see suggestion no 5.
3. Pls make available of the complaint form/ book easily available to the customer. I even checked in the BSNL Website. But there was no proper provision to submit the complaints other than a feed back form.
4. Also the phone number given in the website are in a vague manner, customer has to go for a hit and trial manner to reach the concern office/person. You should provide the details in a more useful method.
5. There is another easy solution for all the above 2-4 points. Pls create a call centre to attend the customer complaints so that customer need not deal with 110nos mentioned in the website.
6. There is no other ref / receipt I could give you about my application other than copy of booking acknowledgement receipt, which is attached with this letter. Being a telecom company, BSNL can easily provide SMS service to the customers for the confirmation of receipt of the application, and provide the no to contact for assistance.
7. Pls fix a deadline for giving the connections and solving the complaints. If the time limit exceeds, the concern officer should be answering for the delay. 24hrs is my suggestion for that as other service providers are taking only less than that.
8. Pls ask your employees to respect the time limits of others. And make it mandatory to call the person before they come for instillation of the phone and attending other complaints, if a mobile no is provided by the customer.
9. Pls get back to the customer for the feed backs after they applied for a connection / logged a complaint. And keep it recorded. You can even plan for an employee performance / promotions / increments on this basis of these.

*After comparing  
to other tel. com  
when there of persons  
would be coming  
Call centre should  
mandatory take feed back  
which should be analyzed  
for immediate action*

None of this practices are new, all are existing in other companies and believe me if you do all this things it can make some serious difference in BSNL's Performance, may be it can be another Indian Railway .

I would be grateful if you could acknowledge the receipt of this letter by SMS, Email or

post.

Yours faithfully,

*AS  
Pratik  
Defy Email*

Chrompet, Chennai,

11/03/09

Biby Tharian.

|                        |                                |                         |                        |                      |                            |
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