

A meeting was held between CGMT, Kerala and AIGETOA on 27th April 2011 at CGMT office, Trivandrum. On BSNL side CGM, GM (Admn) and DGM (Admn) was present and AIGETOA was represented by its Circle secretary, Circle President and others.

The meeting was held to appraise the CGM of HR, Operational and Marketing related issues prevalent in BSNL, Kerala.

Among various HR related issues discussed the main ones were:

The transfer and posting orders to and from Malappuram SSA. CGM and GM (Admn) had assured that all the transfer orders from Malappuram will be implemented with out fail.

Unequal deployment of staff in certain SSA's. CGM acknowledged the fact that and stated that in SSA's to the south of Kerala the number of staff is high and might be one of the reason why SSA's are lagging behind the Kannur SSA in performance. He further stated that the transfer policy that is being implemented now will address the issue of unequal distribution of staff.

He has asked the association to point out in detail if there are specific cases of unequal distribution of staff for which he will take necessary action based on the situation.

The association had requested the CGM to issue SDE (Officiating) Orders. The CGM has told that it is not possible to issue new orders for SDE (officiating) because of the prevailing court cases.

Among operational issues, AIGETOA had highlighted the need for taking steps to bring more customers via the MNP route. For which CGM has asked AIGETOA to give detailed suggestions in mobile services and its improvement. AIGETOA has also asked about the status of CDR implementation in Kerala for which CGM has said that CDR will be completed by 2011 year end.

AIGETOA has requested for revamping the Wi-max & WLL services currently provided by BSNL. We have brought to the notice of the CGM about the hardships caused to the customer and the employees because of the WLL SMPS. CGM has taken a positive note of it. AIGETOA will be coming out soon with detailed plan to be presented to CGM as per his request.

Expenditure reduction in telephone exchanges and proper utilization of departmental vehicles were also discussed. AIGETOA pointed out that for JTO's working in rural areas it should be ensured that they are getting to use the departmental vehicles for official purpose. CGM has said that necessary field instructions in this regard will be provided.

The case of supply of sufficient EPBT's to field units for the provisioning of Land Line service was taken up with CGM. We have brought to his notice that most of the new EPBT's are faulty. CGM has said that this matter is not being reported by the field units. CGM has requested all officers to lodge complaints with the Material Management incharge in all SSA's/ Mobile wing/ Other Unit's whenever they come across any faulty material received by them and also to register complaint in QA Circle BSNL website (www.qa.bsnl.co.in). CGM has said that all complaints will be dealt with.

Various marketing related issues were brought to the notice of CGM. CGM has acknowledged the fact that there are certain deficiencies in the marketing approach of BSNL and BSNL is currently having its Market research team. To augment it, he has requested AIGETOA to form Marketing Research teams in SSA's and to send feedback directly to him, which he has said that it will be personally reviewed by him.

AIGETOA has requested CGM to convert all BSNL telephone exchanges into PoS (Point of Sale) for selling BSNL products since this will help customers to easily access our products and also to avoid situations like the recent incident where franchisee's stopped distribution of BSNL products demanding that tax may not be collected from them.

CGM has acknowledged the fact that and has mentioned that as a first step in 1000 telephone exchanges, Customer service centers are going to be opened. Regarding the case of franchisee's not distributing BSNL products, the issue has been solved for now but BSNL has specific plans to face such situations in the future.