



मोहम्मद अशरफ खान आई.टी.एस.

(मुख्य महाप्रबंधक)

MOHAMMED ASHRAF KHAN ITS
Chief General Manager

No.CGM/TNC/OF/2013

September 27, 2013

Dear Shri

BSNL has borrowed Rs.400 crores from Bank. For further borrowing we may get sovereign guarantee from Government.

In a class in the US, a teacher asked, "who is the most important man in the world and give reason why? Those who reply correctly will get a prize of \$10". A Jewish boy replied, 'Jesus Christ'. The teacher was a Christian, so she immediately gave \$10 and then asked him the reason. The boy said, 'Actually, the most important man is Moses. But, what to do, business is business'.

GoM agreed for "money-back" to BSNL for Spectrum surrender. 'Badh Gayee hai barf phighalni chahiye, Is Himalaya se ganga nikalni chahiye'.

The important points and action plans discussed in HoCC are listed below for compliance please:

"Together we achieve"

1. Please categorize customers as per ARPU and form Class A, B, C, D. Ensure 'no-break' in service to Class 'A' customers.
2. Identify faulty pillars and rehabilitate them.
3. Employ practice of 'Best Employee of the month' in TM, TTA, JTO, etc., categories and put it on Notice Board.
4. BSNL HQ has ordered that Retailers may be given space in BSNL buildings. Please implement it.
5. Monthly Press release by all SSA Heads.
6. Inform 'we are present' in all Forums like 'Facebook' and 'Twitters'.
7. MNP commission of Rs.100/- may be given to Franchisees. MNP commission is 'offline'. So, if not already paid, please pay immediately.
8. Remember, better maintenance means better QoS, no TRAI penalty, increased revenue and customer satisfaction.
9. No air-conditioner is required in Rural BTS, as done by Airtel.
10. Please note that new batteries are coming with 3 hours charging, as told by CGM Q/A.
11. Fault repair time has to be extended up to 8 P.M.
12. Provide SIM to meter procuring TNEB etc., and grab business.
13. Start VAS retailing through Franchisee. It has been started in AP Circle.
14. Focus on local language VAS.
15. Automatic extension of tariff plan validity is started.

16. Direct interaction with Retailers must be encouraged (Best Retailer Award?)
17. FTTH 10% discount in tariff for Government and PSU connections.
18. 'Only Voice' tariff is approved for Rs.180/- in FTTH.
19. Civil Wing has to get external work.
20. Check electricity bill and see whether urban tariff is applied to rural areas.
21. Audit HT power connections.
22. For repeat faults, have full Master Health checkup.
23. For technical survey in NOFN projects, SSAs should give sanction for survey. Block-wise estimate preparation and sanction by SSA.
24. Some gift may be given to customers who opt to receive bill through E-mail for one year. Maybe, FWP instrument, etc.
25. Rural exchanges which are not remunerative and with less than 100 connections may be closed.
26. Where demand exists, small capacity DSLAMs may be installed in pillars / cabinets with 12 V to 48 V DC convertor which can work with 12 V battery.
27. Extension of earlier existing 'Samadhan Scheme' may be taken up immediately with Corporate Office by GM concerned of Circle Office. D.O letter may be put up to me.
28. Revenue recovery with staff incentive scheme as per BSNL Corporate Office letter No.2-1/2008/BSNL/TR dated 26.4.13 may be implemented immediately.
29. In Tamilnadu, AMC for NT switches not renewed. GM concerned of Circle Office may take necessary action.

With best wishes,

Yours sincerely,

Encl: as above.


[Mohammed Ashraf Khan]

To

All Heads of SSAs, Tamilnadu Telecom Circle.

PGM (F) / GMs of Circle office.

PCEs Civil / Electrical / Chief Architect.