

ENTERPRISE BUSINESS
TAMILNADU TELECOM CIRCLE
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

To

All Heads of SSAs /Units,
GM (NWP/SM-CFA), GM (NWO-CM)
DGM (RGM TTC)

No: EBC/TN/Tele-conns/2013-14/15

dated 25/04/2013

Sub:- ONLINE SERVICE DIRECTORY – reg

This year also EB Cell has attained the distinction of achieving the target continuously for the 3rd year. Without the cooperation from SSAs this could not have been achieved. For completing the projects and business activities in time, contacting the officers upto JTO level is very much needed. After grabbing the business deals, the customers expect quick and prompt service assurance without which retaining the customer base is very difficult. Satisfying the Bank customers like KVB, LVB and TMB, the restoration of faulty circuits to the Branches and ATMs within 2 to 3 hours is very much essential. Sometimes, finding the contact information of concerned field JTO/SDEs itself takes more time since the contact information is nowhere available either in Circle Intranet or in the respective SSAs.

Hence EB Cell has developed a SERVICE DIRECTORY package which is a purely **ONLINE Service** for the entire Tamilnadu Circle. The Package is available in the Intranet portal under EB menu as ONLINE SERVICE DIRECTORY. With the help of the package, information can be not only retrieved instantly but also can be updated online easily at the SSA end as well as Circle end. Initially, the data available is copied from circle Senior Officers' database and it may not be an updated one. Hence it is requested to kindly arrange to update the data as well as input the data upto JTO level with post held, Mobile no, Email-id etc.

The additional and salient features of this ONLINE SERVICE PACKAGE is furnished herewith separately. Nodal officer of SSA and his contact information may be sent to this office for the effective updation of this package.

For all help in data entry and updation, HELP button may be selected (ADMIN->HELP). To know further information about the package Shri. T. Valayapathy AGM EB Cell (9486100461) may please be contacted.


(J.MAHENDRAKUMAR)
General Manager, Enterprise Business, Tamilnadu Circle.

Encl: as above

Copy to:

GM (HR & Admin) O/o CGMT, BSNL, Ch-2./ PCE Civil / PCE Elec / STR / STP
/ Term Cell

SALIENT FEATRES OF ONLINE SERVICE DIRECTORY

- 1) List containing Senior Officers, SDEs, JTOs ,AOs ,JAOs and others can be viewed.
- 2) List of GMs and above can be viewed separately.
- 3) Exchange list having STD code, Maintenance and complaint number can be viewed for SSAs
- 4) Post detail with full particulars is given in tooltip
- 5) For office and Residence nos, STD codes are also given in tooltip which will be very helpful in emergency.
- 6) Search facility for Names in individual SSA/Unit is given.
- 7) Search facility for Designation in SSA/Unit also given.
- 8) Similarly search facility for Category wise i.e. Technical, Accounts and others is also given
- 9) Search facility for names in the Entire Tamilnadu Circle is also given separately.
- 10) Senior Officers list can be viewed separately with their photos.
- 11) List of Controlling officer and their subordinates can be viewed.
- 12) ONLINE updation is allowed for the respective SSA/Units without user name and password initially and will be restricted after one or two months once data updation is over.
- 13) Creation of New Entry:
 - a. New post , office number, fax no will be inputted (Admin -> Post)
 - b. New Officer name , Mobile no, Residence no and email information will be fed (Admin -> Officer)
 - c. Link the Officer with Post (Admin -> Officer)
- 14) Updation of Post and Staff Name is made simple by selecting and clicking method.
- 15) For Changing the Post , Post can be delinked from the officer and new post can be linked instantly. Office , Residence and Mobile numbers will remain same for the Officer and for the post.
- 16) Similarly swapping of Posts is made simple for the two officers
- 17) More than one post can be attached to one officer.
- 18) Staff can be deleted but not permanently . Hence before deleting permanently, same staff can be added to other SSA/Unit instantly without typing residence and Mobile numbers. The respective SSA/Unit can only delete the staff permanently.
- 19) Photos can be uploaded for the Officers.
- 20) Updation is made ONLINE from SSA/Unit and irrespective of data entry ,the order of display with designation hierarchy is maintained automatically.
- 21) If the data is updated properly maintained ONLINE, the same data may be utilized for sending to the Corporate Office and printing Directory purpose.
- 22) In future the data may be utilized for sending SMS and Email with additional programs.
- 23) If the package is **SUCCESSFUL**, the same architecture of the program is used for EB Officers of all the circles of our BSNL and can be shared.
- 24) For all HELP , select the HELP button available in the package.<ADMIN>-><HELP>