



No.EBC/TN/ E-Tracking/IMP/2011-12/Part II/ dated at Chennai 600 008, the 20.1.2012.

To
The Head of all SSAs – TN Circle
The GM (TR), Chennai.

Sub:Re-launching of RTMS / E-tracking services to PDS Department, Govt. of TN-reg.

It is to inform that, after a long consistent persuasion with the Registrar of Co-op Societies (RCS), Chennai and rectifying the defects mentioned vide letter (copy enclosed) and fulfilling other requirements, the above business has comeback into BSNL fold viz. TN Circle / Chennai Telephone Dist.

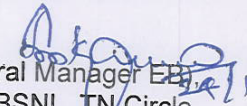
The enclosed flow charts depicts the details pertaining to complaint redressal mechanism and refund redressal mechanism.

Hence all the Nodal officers In-charge of the district are requested to ensure strict adherence of the above decisions and other related activities (vide Extract of the minutes enclosed) like complaint redressal / refund redressal mechanism without fail to improve this service successfully so that BSNL retains its image of this prestigious service.

All the Nodal officers are requested to send the details to this office regarding the

1. No. of connections given - (a) voice only (b)Voice + RTMS.
2. Voice account No. / LBA id/CUG Id.
3. Date of activation of Voice / RTMS etc... and the revenue earned details may also be included in the Business Proposal Tracking System.

Also, it is requested that all SSA / District Nodal officers have to sign SLA with the Jt. Registrar /Dy.Registrar of the District,once the final SLA document is sent from this office.(will be uploaded in the intranet soon)

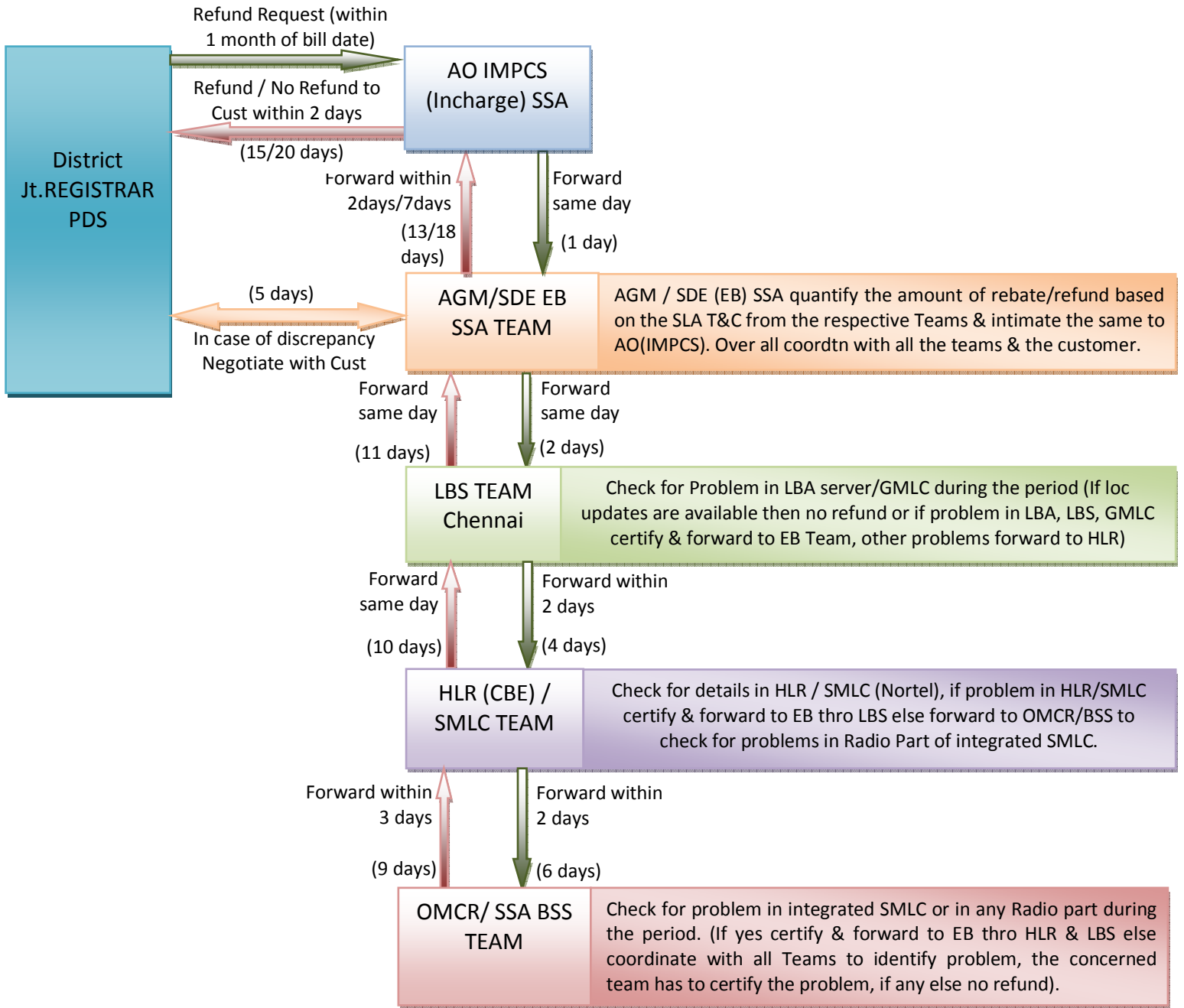

General Manager EB,
BSNL, TN Circle,
Chennai 600 008.

Encl:Extracts of Minutes of meeting
Copy to

1. GM(EB),Chennai Telephones –With a request to instruct the field units in the jurisdiction of CHTD as above.
2. GM (NWO-CM), Coimbatore } for kind information and necessary action pertains to the
3. GM (NWP-CM), Greams Road, Chennai } Extract of minutes of the meeting.
4. DGM (Billing & IT), Trichy, }
5. CAO (IMPCS), Trichy }
6. DGM VAS) Chennai Telephones }
7. AGM VAS / LBA Chennai Telephones }
8. DGM CS-CM,TN circle }
9. Addl.GM,BCCS,Chennai Telephones }
10. CAO EB ,TN Circle,Chennai-8 }

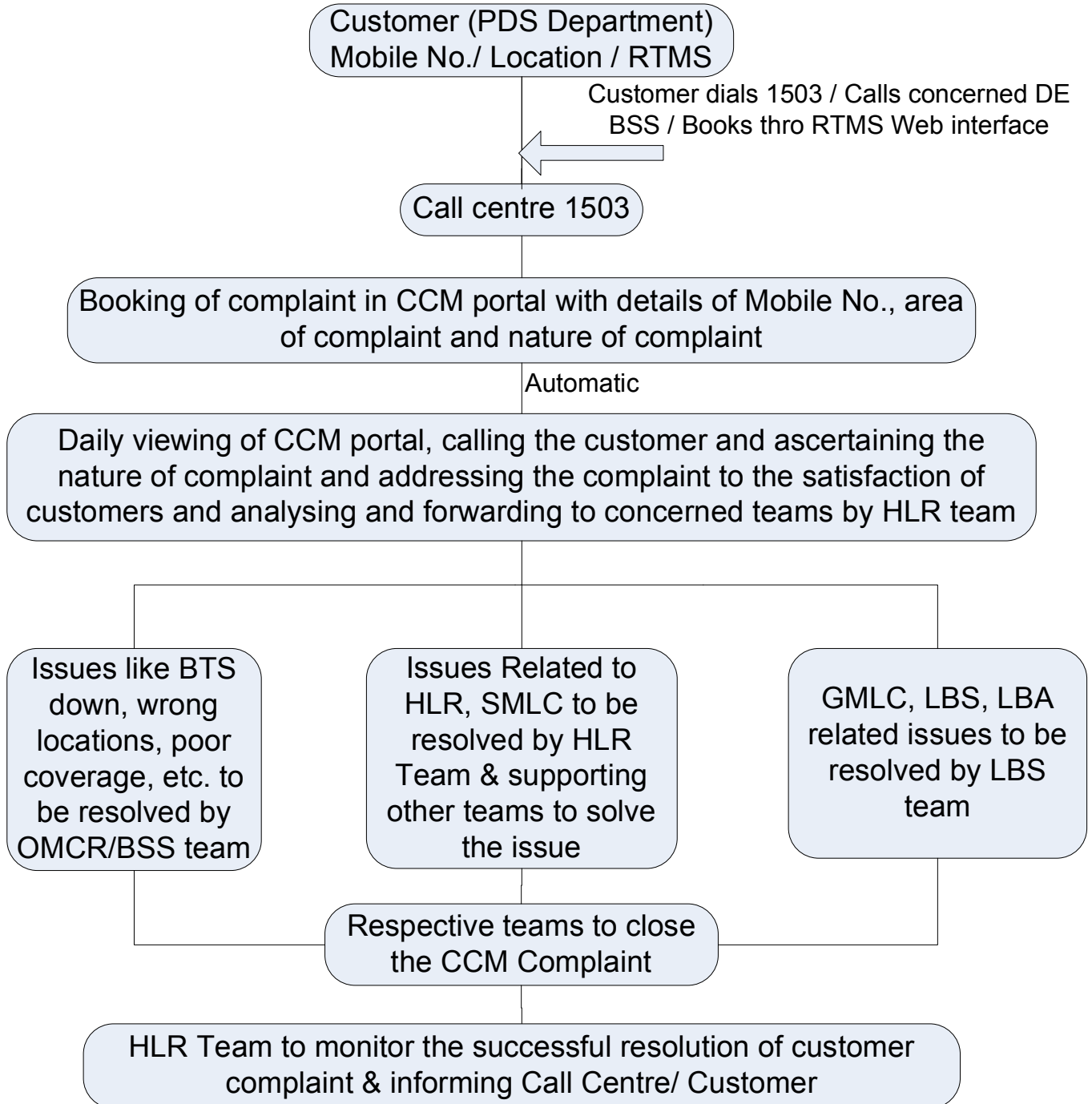


Proposed Refund Redressal System for SLA to PDS Department





Complaint Redressal Flow for RTMS



Activities to be carried out by various Teams –

Roles & Responsibilities

SSA EB UNIT

All Customer Interactions:

1. Customer co-ordination for creation, to be done at CSRs.
2. Signing of SLA, the SLA will be uploaded after finalizing with the customer.
3. Negotiation with customer in case of differences in refund claims.
4. Second level of Escalation by customer after lodging complaint.
5. Quantifying the amount of refund from the certificates about the fault duration given by respective teams.

List as per below format to be sent to the email within 3 days, for giving nodal officers details to RCS,Chennai as requested vide copy of the letter enclosed.

(email id agmebtn@gmail.com;sdeebmobile@gmail.com)

Name of the SSA	Name of the Districts included in the SSA	Name of the EB Nodal officer	HRMS No.	MobileNo /Landline Number	e-mail id	Fax
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AO IMPCS

Monitoring the all payments of customer

1. Disconnection on Non-payment at a schedule date through Tracksoft .
2. Reconnection on payment of pending bill through Tracksoft.
3. For disconnection and reconnection username/password given for accessing tracksoft package.
4. Refund request from customer & reply back to customer.
5. Customer interface for all billing related queries.
6. 3rd level escalation for the customer for billing related queries.
7. For RTMS Account closure activity request from CSR after verifying the outstanding dues.

BSS TEAM

1. Regular complaint monitoring in the CCM portal & closing the complaints pertaining to them.
2. Certify the duration of fault in case of BSS related problems, with respect to the customer claim for refund.
3. Land marking support to be provided to the customer.
4. Regular updation /checking of correct Lat-Long of BTS in OMCR/SMLC for all new/relocated BTS.
5. Coverage monitoring in all ration shops, godowns & lorry routes.

CALL-CENTRE

1. Opening 1503 and dial 0 Exclusively for RTMS complaints.
2. Separate bench with well-trained operators for handling RTMS complaints.
3. Maintaining good availability of service of 15030 for PDS department.

CCM PORTAL

1. Inclusion of RTMS based complaints in the CCM portal.
2. Software updation for implementation of the complaint redressal flow as per the annexure.
3. Username/password to the concerned teams as per flow chart if not available already.
4. SMS based alert for escalation of fault to the concerned team hierarchy.
5. Viewing of details about **LCS provisioning status** for all the mobile numbers in CCM.

HLR TEAM

1. Customer Interface for all technical complaints.
2. 3rd level Escalation for the customer for all technical issues related to location updation.
3. Daily monitoring of CCM complaints & co-ordination with all teams until closure of the complaint.
4. Certify the duration of faults in case of HLR/SMLC related problems, with respect to the customer claim for refund.

CSR TEAM

1. Creation/Deletion of customer voice /RTMS account.
2. Account closure request from the Customer and automatically forwarded to AO
3. After step-1, details to be given to EBTeam/AccountsTeam

LBS TEAM

1. Regular complaint monitoring in the CCM portal & closing the complaints retaining to them.
2. Certify the duration of fault in case of GMLC /LBS /LBA related problems, with respect to the customer claim for refund.
3. Application level support to customer/EB team at Chennai.
4. Creation/Integration **RTMS complaint webpage** to the CCM portal.

RF PLANNING Team

1. AT for installation of new/related BTS with respect to LBS points to be covered.
2. Any coverage issues reported from Call centre/EB team/customer may be improved immediately and the same may please brought notice to EB unit, circle office.

CHENNAI IT TEAM

1. Inclusion of RTMS based software feature request in the Track-soft portal coming from EB.CSR and AO Team
2. Software up dation for implementation of the full fledged final product.
3. Username/password to the concerned teams for CSR/AO and CAO/DFA.
4. Development Activities incorporating in track soft package like Reports and Query based on LBA account, Mobile Number for Viewing of details of Company and No of mobile numbers and Status of the company etc.
5. Overall Software maintenance.
6. Future Activities like automatic disconnection and reconnection of RTMS service

Finally for the faithfull implementation of the project

It is to be ensured that any incumbent transfer/deputation,an alternative arrangement may please done immediately without affecting this process and please note that any instructions/guidelines issued from time-to-time from this office may be followed

