



No.EBC/TN/ E-Tracking/IMP/2011-12/Part II/31 dated at Chennai 600 008, the 21.2.2012.

To
All Heads of SSA – TN Circle

Sub:Re-launching of RTMS / E-tracking services to PDS Department, Govt. of TN-reg.
Ref: No EBC/TN/ E-Tracking/IMP/2011-12/Part II/ dated at Chennai 600 008, the 24.1.2012.

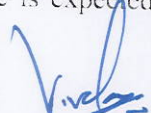
Kindly refer to the letter cited above wherein, the flow chart and roles & responsibilities of various Teams of BSNL, for implementing and monitoring the RTMS service were detailed.

Details of No. of Connections provided, voice account No. / LBA ID / CUG ID, date of activation of voice/RTMS and the revenue earned details were requested by this office.

Even after lapse of one month, no productive action has been taken to implement the service by the SSAs except Coimbatore and Trichy (PDK, PAU).

It is also informed that Complaints Redressal Mechanism has been launched through Call Center (1503). The details of Nodal officers has to be updated in the call center-CCM Module. The details of the nodal officers are not received by this office from the SSAs (except ERD and TNJ). Due to the Non-availability of the same effective implementation of the Call Center concept is badly delayed.

SSA Heads are hereby requested to bestow kind attention to this and give suitable instructions to the concerned team to implement the service to the PDS department as huge revenue is expected in the project.


Dy. General Manager (EB),
BSNL, TN Circle,
Chennai 600 008

Copy to

1. GM (NWO-CM), Coimbatore
 2. GM (NWP-CM), Greams Road, Chennai
 3. DGM (Billing & IT), Trichy,
 4. CAO (IMPCS), Trichy
 5. AGM (VAS) TN Circle
 6. DGM CS-CM, TN circle
 7. CAO EB, TN Circle, Chennai-8
- } for kind information and necessary action.