

Sales & Marketing-CM
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भारत संचार निगम लिमिटेड
(भारत सरकार की उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 27-22/2011-S&M-CM/6

Dated: 28.09.2011

To

The Chief General Manager
All Telecom Circles/Districts
BSNL.

Sub: Periodic meeting with Franchisees.

Kindly find enclosed herewith this office letter U.O No. 106A-Coord-II/2011 dated 23.09.2011 regarding above mentioned subject. CMD desires that CGMs of all telecom circles should conduct bi-monthly meeting with franchisees.

It is also emphasized that SSA head should regularly hold at least one meeting on monthly basis, in the first week of the month with all the franchisees.

Kindly send the consolidated SSA-wise report of the monthly meeting held with franchisees, consisting of grievances/issues raised and resolved during month, to this office on regular basis on email ID salescmhq@gmail.com or ddg_sales@bsnl.co.in before 15th of every month. However alternate month report should also contain the brief of the meeting held with CGM of circle.

(Upendra Bakolia)
Addl. GM (S&M)-CM

Copy to: Sh S.L. Varhat DM (Coord-II) for kind appraisal of CMD.



(A Government of India Enterprise)

CMD SECRETARIAT

Subject: Periodic meeting with Franchisees.

The undersigned is directed to say that CMD BSNL has made following remarks in file No.106A-Coord-II/2011:-

" एसएसए हेडस लगातार franchisees के संपर्क में रहे व कम से कम माह में एक सभी franchisees की बैठक कर कार्यवृत्त सीजीएम व Corporate office, S&M Cell को भेजें, सीजीएम कम से कम दो माह में एक बार franchisees के साथ बैठक करें।"

Copy of the note portion is attached.

GM(S&M-CM) is requested to issue necessary instructions to all the Circles under intimation to this office.

(S.L. Varhat)
DM(Coord-II)

O/o GM (S&M)
डा.सं./Dir. NO...
दिनांक/Date 23/9/11

Sr. GM(S&M),C.O.New Delhi

U.O. No.106A-Coord-II/2011 dated 23.09.2011

Adli Gpt (S&M-I)
AS M(S&M) 27/9
DM I
27/9

Now we have received a report from Rajasthan Telecom Circle, which has been approved by the competent authority available at page 4-5/c. The case has been examined by the Circle office and reply is given below:

539
24/06/11
20/07/11

(c) Marketing & Sales activities in all SSAs are done as per guideline mentioned in S&D policy 2009. The staffs deputed for "Project Vijay" is exclusively looking after the work of "Project Vijay" only. The Franchisee manager is in touch with franchisees on daily basis.

In addition to above it is also mentioned that the franchisee who has complained was appointed on 29.09.2010. His past performance in respect of SIMs RC+C-Topup, Retailers billed & FOS etc. has been 12%, 28%, 34% & 80% respectively which is not satisfactory. He has been warned for the poor performance in the franchisee's meetings.

Dy Manager (Cord-II)

~~AGM~~ (Cord-I)

GM (C & M)

~~CMD~~

The report has been sent with the approval of competent authority. The complaint is general in nature. We may ask the complainant to provide any specific complaint which could be looked into.

Am 18/7/2011

(क) बीकनूर, 19/7/2019

19/7/2011
पूरा पूरा एड्स का शोषण Franchisees को
सिखाते हैं व कम से कम माह में एक
Franchisees की बैठक को करवाते हैं।
साथ ही Corporate Office SMT Cell को भी
अपनी ओर खींचने के काम में पारंगत
हैं Franchisees को भी ठगते हैं।