भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

To,

The PGM (BW)/ PGM (EW)/ PGM (Arch)/
Sr. GM (Pers) / Sr.GM(Estt.)/ GM (FP)/
GM (CA) / GM (Admn.)
BSNL CO

No. CIT/8-2/2013/ERP/BSNLCO/124   Dated: 10.10.2013

Subject: ERP Complaints resolving procedure for BSNL CO.

ERP has been implemented in BSNL CO and all the ESS functions are working fine since 10.09.2013.

Although care has been taken to port the data from HRMS to ERP, but still some of the data that was missing in HRMS has to be fed in the ERP system. Without proper data the processes like leave module, medical reimbursement etc will not work properly for the end user whose data is missing.

In case data correction is required by the end user, the following procedure has been adopted:

a) The end user can log all types of complaint on www.corp.bsnl.in/cit. This software is being used in BSNL CO since last two years and almost all users are aware of this tool. In case some user is not able to log complaint, he can approach the liaison officer of his unit.

b) This complaint will be first attended by L2 level user (CIT cell) and then based on the nature of complained, L2 will forward the complaint to L1 level user (Service book custodian unit, L&A unit, Pay bill unit etc)

c) L2 will forward these complaints to the concerned L1 user. For example, to correct the family details, the L2 will forward the complaint to the custodian of the service book of the user who has lodged the complaint.

d) The L2 will forward the complaint to L1 using the same software in the form of workflow. No mail or print is required to be sent to L1 user.

e) L1 will log in the URL www.corp.bsnl.in/cit/ess can see all the pending complaints under his jurisdiction.

    i. L1 will update ERP and will also update in the software so that the end user can also see that his complaint has been attended.

f) The list of the L1 users and the complaints pending with them as on date are indicated as under:

Sr	Group	Section Administrators (L1 user)	Unit Head	Pending Complaints
1	JTO (T)	AGM Pers - IV	GM (Estt)	7
2	SDE (T)	AGM Pers - II	Sr GM (Pers)	19
3	AGM (T) & above (Joining , relieving & supervisor mapping only)	AGM Pers - I	Sr GM (Pers)	6
10	AGM (T) & above (Service book related matters only)	AGM (Pension)	GM (Estt)	8
4	CSS	AGM CSS	Sr GM (Pers)	12
5	JAO (F) & AO (F)	DM (SEA)	GM (FP)	
6	AGM (F) & above	DM (SEA)	GM (FP)	
7	Civil	DM	PGM (BW)	
8	Electrical	DM	PGM (EW)	
9	Architecture	DM	PGM (Arch)	
11	All employees	AGM (L&A)		1
12	All employees	AO (Cash)		
	Total			53

g) L1 users have been trained on:
  i.   Logging in the software to see the complaints in their jurisdiction
 ii. To update the data in ERP.
h) In case the L1 level user feels to be trained again, he may send a request mail to agmciterp@bsnl.co.in
i) Training has also been provided to end users to log their complaints.

In case any previous leave record (EL / CL/ HPL/ Child care leave / paternity leave etc) of any employee of your section is pending for updating in ERP, the leave details can be send to service book custodian of the employee through letter.

The L1 service book custodian will also update the data of any new employee joining BSNL CO from ERP / non ERP location.

You are kindly requested to monitor pending complaints for early resolution.
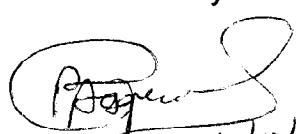
Raman Aggarwal
Addl. GM (CIT)

Copy to
  9. Office Copy
  10. All PGMs / Sr GMs / GMs BSNL CO for favor of kind information please.
  11. All ERP liaison officers BSNL CO.
  12. Intranet Portal