

DGM(NWO)CFA
BSNL Corporate Office,
Bharat Sanchar Bhawan,
H.C.M Lane, Janpath, New Delhi-1
Tel No: 011-23714455, Fax No: 23354549
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 16-13/2012 (PHM)

Dated: 23.10.2015

To

The Chief General Manager,
Karnataka Telecom Circle,
Bangalore.

Sub:-Apathy on the part of BSNL employees.

Kindly find enclosed herewith a complaint received from Sh. Manjunath K ,JSYS,No. 42 ,5th Cross,RMV Extension , Bangalore address to CMD BSNL under the subject Apathy on the part of BSNL employees in which subscriber had requested for shifting of his Landline No. 08023396737 on 29/09/2015 from Vijaya Nagar Telephone Exchange to Muneswaranagar Telephone Exchange, Bangalore

It is requested to kindly look into the matter for necessary action for redressal of complainet

Enclosure: As above.

Mukesh Meena
23/10/15
(Mukesh Meena)
DGM(NWO-I CFA)

Copy to:

1. PPS to Dir(HR) ,BSNL,CO for kind information please.
2. All CGM, Telecom Circles/Districts
3. BSNLEU/NFTE , recognised BSNL unions for non-executive unions
4. SNEA/AIBSNLEA/AINSNLOA

REGD POST ACKNOWLEDGE DUE

16th October 2015

Manjunath K
JSYS, No.42, 5th Cross,
RMV Extension
BANGALORE
560080

GM (NWO-CFA)
Dy. No.....
Date.....



Chairman & Managing Director,
Bharat Sanchar Bhavan, — on tour Ma.
Harish Chandra Mathur Lane,
Janpath,
New Delhi
110 001

29/10
Dri(CFA) — on tour
DIRECTOR (CFA)
B.S.N.L. BOARD
DY. NO. 2462-2
DATE 21-10-15
21/10/15
Son(NWO-CFA)

Dear Sir,

Sub: Apathy on the part of BSNL employees.

I have been using Govt. sponsored telephone since 1978 and hence I have brand loyalty to BSNL, which came into existence in 2000,

I had requested for transfer of my personal Land Line No. 08023396737 on 29/09/15 from Vijaya Nagar Telephone Exchange to Muneswaranagar Telephone Exchange, Bangalore, which cater to the 5th Block of Sir M. Vishweswaraiah Layout. The new exchange has also allotted me a new No. 08023241870.

I have been following it up with Muneswaranagar Telephone Exchange. I have personally taken a lineman to show my house. The lineman, after checking a point near my house, said that one line is available in the box, and he will check it and give the connection by 5th October 2015. After repeated calls to customer care and visits to the exchange, the transfer has not been done even after 17 days. I am also waiting for the connection for getting Broad Band Service.

On 15/10/15, I talked to one Mr. Devaraj, who is said to be in charge of cables. He said that he has been provided with only two assistants to dig the earth and he has to see the place. He further stated

**"THAT IF AT ALL HE FINDS TIME ONE OF THESE DAYS, HE
WILL VISIT THE AREA AND CHECK THE POSSIBILITY. "**

My house is around 1.5 KM away from the exchange.

THIS IS THE TYPICAL EXAMPLE OF WORKING BY BSNL WHICH WOULD BE THE CONTRIBUTION TO PM'S DIGITAL INDIA.

You have proudly exhibited the report of The Hindu newspaper dated 8th Sept regarding increase in revenue during 2018-19. Being a loyal customer of BSNL, It is really a pain to see such a misplaced expectation on the part of BSNL because with the present set of employees, BSNL can never thrive. If you conduct a check, you may get around 10% of committed employees in BSNL. The fact that whole bunch of employees in the exchange could not give a connection even after 16 days, speaks volumes about the service.

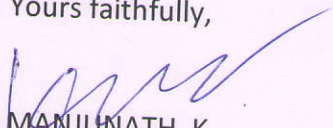
Even if you sell entire asset of BSNL, you cannot feed the employees who thinks that it is their prerogative to get the tax payers money as salary and who think that they are not supposed to earn their salary by working. Please imagine if an employee of private operator delays the customer for 16 days, what would be the fate of the employee. He will be thrown out. One of my friend quoted a lineman who said "" Sir even if you complain, ultimately only I have to come and repair your telephone"" When one of my friend said that he is going to get BSNL Broad band disconnected and going to have private BB, the BSNL employee suggested him particular office to get the BSNL line disconnected early !! Because BSNL does not question its employees as why customer neither discontinued nor has fixed the responsibility, employees are happy if they lose more customers.

See the web of your Bangalore officers. So many do not have phone number, nor email address. It is different matters that even if we send email, nobody is going to open it or reply it. Even if you call the land line numbers nobody is going to pick the phone. If you have any branch please does a check by sending mail or calling the land line number. For your information, I had sent a email to all the addresses shown in the web. Not even a single officer had either replied or called me over my mobile.

Your employees should be shaken from their slumber. They appear to be thinking that they can anyway get their salary whether work or not. Have ever a BSNL employee gone out and requested public for a new connection like the private operators. Even when loyal customers request, employees of BSNL are not bothered to retain the customers. How do you think you can increase your revenue?

Thank you and wish your organisation good luck.

Yours faithfully,


MANJUNATH K
9449871067