

JOINT ACTION COMMITTEE OF ASSOCIATIONS / UNIONS OF BSNL EXECUTIVES & NON-EXECUTIVES

D-7, Telegraph Place, Gole Market, New Delhi – 110 001.

JAC / GL

8th April 2011

Observing of Customer Delight Month by JAC

Dear Comrades,

Joint Action Committee of BSNL Associations / Unions is very much concerned about the deteriorating financial condition of BSNL. This is mainly due to the anti-BSNL policies being pursued by the government of India. The JAC has conducted a series of struggles against these wrong policies and to save BSNL. It is needless to say that the future of the families of 3 lakh BSNL employees is intertwined with the future of this company. Hence, it is the duty of the employees to salvage BSNL from the present crises at any cost.

Instead of only relying upon the administrative machinery, for the improvement of the quality of our services, as well as the customer satisfaction, the JAC is of the opinion that the mass of workers should be involved in these tasks. The issue was discussed in the recent meetings of the JAC and the following decisions are taken.

Observing of “Employees Awareness Week”

The JAC has decided that an “Employees Awareness Week” is to be observed from 18th to 24th April, 2011. During this period, combined General Body meetings of all the JAC affiliates are to be conducted at the Branch and SSA levels. In these meetings, the SSA / Branch level issues on which action is to be taken i.e., to increase the quality of services as well as customer satisfaction, will be identified. Together with this, action programmes are also to be formulated to achieve the objectives, i.e., improving the quality of our services and customer satisfaction.

Observing of “Customer Delight Month”

A Customer Delight Month is to be observed by the JAC, from 1st May to 31st May 2011. The following targets are to be achieved during the month.

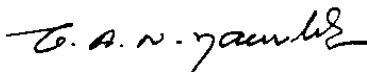
- ◆ Zero land line, OFC faults () All faults to be cleared on the same day.
- ◆ Zero Broad Band faults () Cable faults to be cleared within 48 hours.
- ◆ Zero Leased Line faults ()
- ◆ Zero BTS faults
- ◆ Zero pending work orders of New Connections / Broad Band / Shifting
- ◆ Redressal of customer grievances in respect of quality of service, billing, stopping migration of customers.
- ◆ Visiting subscriber premises. Make the customers to learn using GPRS, through demonstration. This will enable the customers to avail value added services.
- ◆ Proper upkeep of the batteries and power plant.

- ◆ Identifying / disposing of scrap materials.
- ◆ Effective utilisation of the space which had been occupied by scrap materials.
- ◆ Maintaining punctuality – attending office on time.
- ◆ Manning of the Customer Service Centres from 8.00 am to 8.00 pm and on Second Saturdays & Sundays wherever required.
- ◆ Giving proper publicity by issuing pamphlets to the public, displaying posters / flex boards and publicity through media. This is to give a message to the public that BSNL employees care for their customers.
- ◆ Each employee should bring at least 2 new customers (land line, Broad Band / Mobile etc.) during this month.
- ◆ To take all measures to save electricity.
- ◆ Weekly Review of the progress and discussion between management & staff side.

Make the programmes a big success

The programmes planned by the JAC will certainly help to improve the services. For that, all employees should co-operate. JAC had met the CMD and other top officers of the management for full co-operation and they also have agreed. In fact they appreciated our initiative. Now it is our job to implement the decisions effectively and with all enthusiasm. We stand for a better service to the people as also for a strong BSNL which will be in the interest of the workers and the nation itself. We have also to remember that every thing can not be set right within one moth. Sustained efforts are necessary.

With Greetings



V.A.N.Namboodiri
Convener, JAC