

Sanchar Nigam Executives' Association

(Only Recognised Executives' Association in BSNL)

E-mail:sneachq@yahoo.com, ksebastin@gmail.com

All Communications to
the General Secretary



Sebastin. K, General Secretary
"SNEA Bhavan", B 11/1&2,
Ramesh Nagar, New-Delhi-15
Ph: 011-25934899 (HQ), 25191276(R)

No: SNEA/CHQ/DIR(EB)/2018-21/02
To

Dated 22nd May, 2020.

Shri. Arvind Vadnerkar,
Director(EB), BSNL Board,
Janpath, New Delhi-110001.

Sub: 1. It is absolutely necessary to introduce a foolproof digital platform for provisioning, monitoring, maintenance and billing of Leased Circuits to ensure best Quality of Service (QoS) complying with the SLAs to our esteemed high value EB customers. Improvement in the billing system with e-stapled billing is absolutely required for the high end bulk customers like Banks etc demanding consolidated bill, state wise, for their convenience of making payments on time:

2. More closure of Leased Circuits reporting from Circles:

3. Covid situation and lock down --- Rebate may be given to the customers:

Respected Sir,

Leased Circuits are one of the important sources of revenue generation for BSNL through which superior quality bandwidth on demand is being offered to premium customers including Banks, Financial institutions, Central/State Govt. departments, Educational institutions, Press, Media and other business organizations in the Country. Enterprise Business wings at Circle and SSA level have been trying to ensure QoS of highest possible standards to those high end customers through the field transmission and CFA units in the SSAs. The demand for Leased Circuits and the huge revenue being earned from those Circuits with positive growth shows the huge market potential still available for Leased Circuits.

In the post VRS scenario, it is learnt that provisioning and maintenance of these high earning and most sensitive segment of Leased Circuits which are to be provisioned with utmost care and maintained with zero tolerance with respect to faults are being entrusted with external agencies through the outsourcing model of external plant maintenance.

In this regard, we would like to suggest the following:

I. Provisioning and fault clearance of Leased Circuits:

- Provisioning of Leased Circuits may be entrusted to the in-house teams itself to the possible extend, expenses may be met through utilizing estimates for the EB projects.
- Even though provisioning of Leased Circuits are made through CLARITY, it is observed that in almost all cases, most essential circuit details like MDF, Pillar, DP etc. for a particular circuit are not properly updated in the CLARITY. In the event of faults, this makes it difficult for the maintenance teams to isolate the faults and rectify it on time, well within the time limits as per the SLAs signed with the EB customers. The success of the fault management system would depend upon the accuracy of the database updated in CLARITY regarding each and every network elements involved in the Leased Circuit provision. Similarly customer details like email id (main and alternative), contact number

tec. Also should be updated. Data updating and purification can be done with the help of field units prior to handing over such circuits to external agencies for maintenance as per outsourcing policy.

- c). Proper Leased Circuits maintenance is a critical activity for ensuring customer satisfaction and long term business with EB customers which are mostly SLA based. To achieve that a more professional and streamlined fault management system that too in an appropriate digital platform is highly essential to be deployed in the Circle instead of existing manual fault booking, mainly for point to point MLLN circuits and follow-up over phone calls or messages in Whats App groups.
- d). The unique circuit ID allotted to each Leased Circuits customer need to be popularized among them and properly utilized for tracking and resolving EB customer complaints including tracing of the circuit right from the customer end up to the point of termination.
- e). At present, the **faults booked on Leased Circuits are not transferred to FMS** though the number of Leased Circuits in each cluster is populated and the bill for outsourcing charges will be paid to the contractors.
- f). Large number of Leased Circuits are provided through Optical Fibre for which no system is in place for provisioning as well as for maintenance in the post VRS scenario which is to be addressed on priority.
- g). The BSNL website should have more information about Enterprise Business initiatives.

II. Consolidated bill for bulk customers like Banks, State wise:

High end customers like Banks and other Financial institutions have approached BAs for State wise (due to GST) consolidated bill for the Leased Circuits provided to them for their convenience of making payments on time. At present, each and every circuit is being billed separately, sometimes numbering even more than 1000 in one State, making it difficult for the high end customers who have global presence to process these GST bills by reconciling with GST portal for payments on time. Hence, e-stapled billing is very much required to take care of such customers and to retain them in our fold for long term, in future as well.

Thus it is absolutely necessary to introduce a foolproof digital platform for provisioning, monitoring, maintenance and billing of Leased Circuits in the field to ensure best service quality complying with the SLAs to our much esteemed, high end EB customers.

III. More number of closure of Leased Circuits are reporting from Circles:

- 1) The Leased Circuit faults are monitored and attended earlier by designated Officers. After the VRS, such key account Managers left BSNL in many places and new Executives are not posted in their place through redeployment. In many Exchanges having Leased Circuits, no employee is posted. MPLS and ILL complaints booking goes directly to NOC and then to NIB. But MLLN Circuits complaint booking not centrally monitored.
- 2) **The abnormal delay in labour payment is another issue. Labours as not turning up as and when required to attend the faults as done earlier. All these results in customer dissatisfaction and disconnection. The outstanding labour payment will definitely improve the fault clearance and strengthen the hands of the Executives.**
- 3) In some cases, when upgradation of ccts happens, it will be shown as a new connection (for achieving the target) and the old one will be automatically a closure. There is no cross checking of such activities in the system.
- 4) Circles are signing SLAs with different customers with long term service assurance, say 3 years or 5 years or 10 years. On that bulk and assured business, BSNL is giving huge

rebate also. Initial expense for BSNL is also very high. After availing huge rebate for 3/5/10 years of business, it is observed that BSNL is allowing closure after 6 months, 1 year or 2 years. This practice is making huge revenue loss to BSNL.

IV. Covid situation and lock down --- Rebate may be given to the customers:

Large number of customers having Leased Circuits is not able to utilise the Circuits and do any business during the lock down period. Such customers would have already made quarterly or half yearly or yearly bill payment. Banks, some Financial institutions, Central/State Govt. departments, Press, Media etc worked during lockdown. At the same time customers like Air/ Train travel booking agencies, other booking agencies, majority of Educational institutions, some Financial institutions and other business organizations, shops etc are shut during the lock down.

The Covid 19 effect may continue for few more months. If we are insisting for bill payment, we afraid that good number of our customers may opt for non payment and closure. It is very important for us to retain all the Leased Circuit customers with us.

To that respect, the following suggestions are made:

- i) Concession or rebate may be given for the customers who did not used the Circuits due to lock down. CGMs may be empowered to take decisions for waiver of amount during un-utilised period, case by case. It may dent our revenue temporarily, but in long term, the customer will remain with BSNL. Necessary corrections in the CDR billing also may be done to avoid future confusion. BSNL can save the GST and licence fee applicable.
- ii) In some cases, the service period can be extended for equivalent period without further billing or extra charges if the customer is willing.
- iii) The concession given as i) or ii) above may be extended to the quarterly or half yearly or yearly billing customers also.

With kind regards,

(Sebastin. K)

Copy to:

- 1). Shri. P K Purwar, CMD, BSNL for information and n/a please.
- 2). Shri. Vivek Banzal, DIR(CFA), BSNL Board for information n/a please. The Leased Circuits complaints also should be transferred to FMS so that vendor can clear the fault on priority.
- 3) & 4). DIR(Fin)/DIR(CM), BSNL Board for information n/a please.
- 5). PGM(CNO), BSNL CO for information and n/a please.