



ALL INDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION
CALCUTTA TELEPHONES DISTRICT CIRCLE BRANCH
3A, CHOWRINGHEE PLACE, ROOM NO. 74 (2ND FLOOR)
KOLKATA - 700 013
PHONE : 2228 1188

Ref No.:AIBSNLEA/CTD/CGM/17-18/03

Date: 5th January 2018

To
The Chief General Manager,
Calcutta Telephones

Subject: Suggestion regarding leaning market share of BSNL in CTD

Respected Sir,

We would like to draw your attention to some facts which may affect the growth of BSNL.

1.Recent revision in night calling time:

There is an avoidable haste in implementation of this decision. Customers may be given at a fortnight to know about this. Wide publicity might be given through SMS in registered mobile or recorded announcement through the LL. This may lead to many overbilling complaints during mid-February.

2.Reduction in Validity of FRC 429 and 485:

Recently the validity period of these FRCs reduced from 90 days to 84 days and finally 71 days which is not at all competitive in the present scenario.

This decision may be reviewed.

3.Activation of PRBT in postpaid mobile from 1st January 2018:

From 1st January 18 a BSNL tune was activated in post paid mobile without knowledge and permission of the customers. This led to a churning amongst many customers. They came to ask whether it will be chargeable? Many of them simply objected to the tune in their number. Before doing this we could ask for their permission in the form of SMS to avoid this unnecessary harassment.


4.Engagement of executives of CM, TX and other verticals in S & M activities:

Manpower of these verticals also may be utilised for extensive S & M activities like CFA and CSC people. This may add more strength to our marketing potential.

5.Sir, lastly we would like to remind you to consider our proposal of not abolishing the post of SDE/BB from CTD. Instead of that we could entrust the responsibility of maintenance of GPON.

Thus, the Area GPON team may be utilised exhaustively for FTTH installation and marketing.

Yours sincerely,


(SUBHASIS MITRA)
Circle Secretary
AIBSNLEA/CTD