



ALL INDIA GRADUATE ENGINEERS & TELECOM OFFICERS  
ASSOCIATION, GUJARAT

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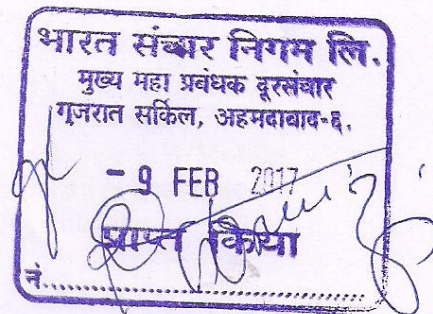
Dated: 9<sup>th</sup> Feb 2017

To:

Dr. Pradeep Kumar Hota  
The Hon' CGMT Gujarat  
Bharat Sanchar Nigam Limited,  
BSNL Gujarat Circle.

Subject: BSNL Development points reg.

Respected Sir,



As an association we are very passionate about BSNL and its growth. We regularly collect feedback from our members working in the field of various SSAs/Units, to improve BSNL services and to increase BSNL revenue. Some of the development points and suggestions are listed below.

**1) More Privileges for BSNL executives working on NGN Switch.**

Sir, it is requested to grant more privileges for the BSNL executives working in RSU Exchanges. At least view level authorization should be provided at LMG level, so that monitoring, Call Processing, CCR, ASR, Call failure/ fault diagnosis, Signaling traces, hardware status will be readily made available to the BSNL executives working in Indoor.

It is very crucial for timely fault rectification and to maintain good service standards. Our executives are well qualified, capable and experienced. Granting our executives extra privileges will keep them updated and gain expertise on NGN switch.

**2) Vendor Training program at local level for BSNL Executives working on NGN Switch**

Regular Vendor Training program at local level for BSNL Executives working on NGN Switch is required, to keep our executives well trained on NGN.

**3) Blanket approval for all other EB Customers asking for RNSBL CUG Plan on same conditions.**

Sir, RNSBL CUG is biggest CUG with about 70,000 working connections and revenue of more than 25 Lakhs per month. Various Banks, Milk dairies and other EB customers have approached BSNL for CUG on similar conditions.

The corporate office approval for each case takes months. The mobile market is highly volatile and competitive. So the business has to be immediately grabbed and implemented. Any delay, means losing the business and revenue. So a standing approval may be granted for all bulk CUG for its immediate implementation.





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**4) Problems faced in E-KYC**

E-KYC is launched in Gujarat since more than 6 months. While it is a very good initiative to fasten the application procedure, But field staff is facing lot of problems

- a. Frequent connectivity failure with Adhaar and CYMN server.
- b. Non-Compatibility of biometric devises (like Secugen) with desktop E-KYC application.
- c. As per TRAI Guidelines a single customer cannot be given more than 9 SIM/Mobile connections, but there is no check for this in E-KYC, which may invite probable term penalty on BSNL if any of our field unit defaults this guidelines by-mistake.

It is requested to consider above suggestions for its early implementation. Sir, your enthusiastic approach towards BSNL growth and profitability has inspired all of us to work very hard, and we are sure that we can together make BSNL profitable in near future.

Thanking you.

Sincerely

P. Mathew Kochuvarkey  
Circle Secretary  
AIGETOA Gujarat