



Bharat Sanchar Nigam Ltd.

CORPORATE OFFICE

Public Grievances Branch

Room No-27, I.R. Hall, Eastern Court, Janpath, N. Delhi-110001

Letter No.BSNL/1-1/2015-PG

Dated: February 18, 2015

To

1. All the Chief General Managers ,
Territorial Circles/Maintenance Regions/Projects/
Telecom Districts/Other Administrative Units
2. PGMs/Sr.GMs/GMs.BSNL Corporate Office.


Subject: Analysis of high booking of complaints in BSNL Corporate office.

Complaints are being received directly in BSNL corporate office through various channels which are being booked and forwarded to the concerned Telecom Circles/ BSNL Corporate units through PGRMS portals for their timely disposal. Similarly, complaints are also being received from DoT and forwarded to the concerned Telecom Circle / BSNL Corporate units through CPGRAMS portal for their timely disposal. The numbers of such complaints booked have been increased and are at present at alarming figures. The complaints are also being received from the office of Hon'ble Minister. A micro analysis is needed on such booking at corporate office/ received from DoT.

On the basis of the complaints received in this office it is inferred that the telephones of the nodal officers in the circle, SSA and CSC levels whose numbers are published for resolving public complaints are not being attended or complainants are not being answered properly by them. Further, they informed that some of the telephones at Circle/SSA levels either are not being attended or satisfactory reply is not being given by them. The CSCs /portals for registering complaints are either not functioning properly or complaints are not being addressed efficiently. Any poor response results in loss of the faith in the system & also affects the image of organization in Public domain. The stressed subscriber then registers their grievance at the CPGRAMS portal [Portal of Cabinet Secretariat] or registered their grievance in writing / by email received at BSNL corporate office. Some of them criticize that their grievances are not being addressed suitably. When their grievances get resolved by BSNL corporate then they directly approaches higher offices for resolution of their subsequent grievances without approaching the concerned field unit to whom the work is entrusted.

It is also observed that much time is being involved for redressal of their grievances. This results in utilization of more manpower and time at all offices including BSNL Corporate office. Complaints are not redressed to the satisfaction of the complainant, which also results in rise of repeated complaints.

A methodology needs to be developed and vigorous monitoring of the issues raised above, is required at Circle and SSA level so that the system works automatically. Your co-operation is solicited in the matter for smooth and efficient working of the system which will surely improve the image of BSNL.


18.02.2015

(LALIT KUMAR GOVIL)
Sr. General Manager (CDN)

1. ED (CA) BSNL Corporate office for information.
2. Office copy.