

Office of the Sr. General Manager (EB-I)
106, Enterprise Unit
BSNL Corporate Office
Bharat Sanchar Bhawan
Janpath, New Delhi – 110 001
Tel: 011-23708027
Fax: 011-23708028



भारत संचार निगम लिमिटेड
(भारत सरकार का उपकरण)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

F. No. 5-149/2011-EB-I

Date: 16.04.2012

To

Chief General Manager,
All Telecom Circles/Metro Districts/Mtce. Regions.

Sub: **Maintenance of NKN links.**

Ref: **No. 5-149/2011-EB-I dated 23.03.2012.**

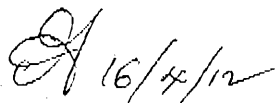
Further to the instructions referred above, the following action plan has been decided.

1. Sr. GM (MPLS), Bangalore will be implementing the fault booking and compliance for NKN circuits in the Call Centre. At present, the booking will be manual (using MS Excel; Sheet)
2. One Call Centre position will be dedicated for this purpose which will be manned round the clock.
3. The customers will book the complaints on the Call Centre **1800 425 1957.**
4. The Call Centre agent will note down the details of circuits along with the name and contact number of complainant (for compliance feedback purpose).
5. Sr. GM (STP), Hyderabad will prepare the data base of the core links and user links and also the officers responsible for maintenance of the same in various Regions/Territorial Circles/SSAs. Details of the officers responsible including the contact numbers will be prepared in Excel file and forwarded to Sr. GM (MPLS), Bangalore.
6. **Fault Clearance and Escalation Methodology for Core Links**
 - i) In case of core links, the Call Centre agent will book the faults telephonically with the fault control of the DGM (Mtce) of the concerned Region.
 - ii) Within 2 hours of the receipt of the complaint the fault control of the Region will report the status of the complaint and the likely time of rectification to the Enterprise Call Centre.

- iii) If the fault persists even after 6 hours, an SMS will be sent to concerned DGM (Mtce) of the Region by the Call Centre.
- iv) If the fault persists for 12 hours, as SMS will be sent to the concerned GM (Mtce) of the Region.
- v) Finally if the fault persists for 24 hours, an SMS will be sent to the concerned CGM (Mtce).

7. Methodology for user links

- i) The Call Centre will book the complaint to the transmission maintenance In-charge of the SSA concerned.
 - ii) Within two hours of receipt of the complaint, the SSAs shall report the status of the complaint and likely time of rectification of the Enterprise Call Centre.
 - iii) In case the fault persists for more than 6 hours, the concerned DGM (Mtce) of the SSA will be informed through SMS.
 - iv) If it is more than 12 hours, it will be informed to the SSA Head.
 - v) If it is more than 72 hours, it will be informed to the Circle Head.
8. One mobile service connection along with the instrument will be provided to the Call Centre agent for sending the SMSs. This instrument will be made over from one agent to the other during change of shift.
9. This Call Centre will become fully operational w.e.f. 01.05.2012.


M. S. S. Rao
Sr. GM (EB-I)

Copy to:

- 1. Director (Enterprise), BSNL Board, New Delhi.
- 2. Executive Director (CN), BSNL C.O., New Delhi.
- 3. CGM (STR)/CGM (STP), BSNL, Chennai.
- 4. Sr. GM (CNO), BSNL C.O., New Delhi.
- 5. Sr. GM (MPLS), Bangalore.
- 6. Sr. GM (STP), Hyderabad.