**SANCHAR NIGAM EXECUTIVES’ ASSOCIATION**

### MAHARASHTRA CIRCLE

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### M. S. Adasul,

####  Circle Secretary

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**To,**

 Shri. Ashutosh Sharma,

Chief General Manager,

IT Project Circle, Chinchwad,

 Pune-411019.

**No. SNEA/MH/Cir Corr/2017-2019/69 Dated 25th February 2019.**

**Sub: Request for kind intervention into urgent issues created due to changed procedure of D-KYC and poor performance by vendor M/S Intense.**

**Respected Sir,**

With reference to above subject, we will like to draw your kind attention towards the different issues being faced by field units due to shifting of e-KYC to Digital KYC and serious lapses on part of the vendor M/S INTENSE Technologies and totally negligent approach of the staff of the company to deal with SIM activation issues.

Sir, since implementation of D-KYC i.e. 21/11/2018, BSNL West Zone in particular and BSNL all over India in general are facing a lot of problems and over all activation of new SIM have been badly affected. As on today there is much incoming customers through port in and there is need of prompt response for activation of SIM by BSNL. Unfortunately when many customers are willingly joining BSNL through port in, the delayed activities in SIM activation has badly affected the overall process.

BSNL Retailers, Franchisees, Retailer Managers, FMs and RMCs are facing various problems while doing activation's through newly launched Digital KYC from the first day of its starting and till today the difficulties are continued as vendor is not responding the issues properly. The issues have been raised by field officers, different CSC in charges, franchises, customers etc. Though there is some response by vendor to such issues but many of the issues are unresolved and if resolved it takes time in days, weeks and very purpose of outsourcing works is defeated.

The field officers are communicating these errors to M/S INTENSE team, on Patanjali What’s App group, the What’s App mobile No. 9569703704 (help Desk for Sanchar Adhar) as well directly telephonic with Mr. Panindra on daily basis, but no one is providing solutions in time for such pending issues and reported problems creating much unrest among customers and franchisees. BSNL officers are able to cope up with issues to certain extent but the customers and Retailers are not able to digest this delay and are directly neglecting BSNL cases of SIM sale as well as MNP. The details of common errors reported in each stage of activation is attached as Annexure –A. It shows that at each stage difficulties are being faced and how entire process is delayed. We are also attaching the sample screen shots of such errors and such issues are reported frequently.

It is not that system is down for long time, but it is seen that the system goes down abruptly and frequently and such destabilized time differs from half an hour to two hours. There is need of stabilization of the Sanchar Adhar system and App so that the faith of retailers and customers in built up and activation is done within no time.

As on today also many such cases are pending and same can be seen on “Patanjali What’s app group” and in pending complaints with Sanchar Adhar System. It can be seen that on 25/02/2019, about 11 complaints are reported by different stakeholders and this routine process. There are many other complaints, which are not reported on what’s app group.

There is need of 24X 7 services for SIM activation, but here BSNL is not getting proper services even during working hours and hence needs immediate action to speed up the overall process of SIM activation and related processes so that SIM sale of BSNL will increase.

On 24/02/2019, even though it was Sunday, as Sanchar System was stable on this day, 536 SIM have been booked and activated through Melas. But if Adhar Soft is not stable then SIM sale and activation goes down and customers also get annoyed and overall booking reduces to 50 % of normal or expected activation.

Due to poor response from M/S INTENSE and its staff, many of the field officers have stopped organizing Melas and this is not good for BSNL which is already facing cash issues. The most serious and frequent problems along with the screen shots, attached here with for your reference. BSNL is in deep trouble because not a single retailer is in a position to active BSNL SIMs with such frequent and daily new issues. These details can be analysis of daily activation of SIMs and pendency thereof since 21/11/2018 i.e. since introduction of M/S INTENSE.

It is seen that the activation of SIM by M/S INTENSE takes approximately time of two to three days wherein expectation of customers is of activation within two to three hours. The private operators are activating their SIMs within hour and BSNL is taking time of 2-3 days is annoying the customers. Moreover due to good return/earning on MNP to BSNL and due to good response from the customers, many of the franchises are taking interest in MNP for BSNL, but they are annoyed at the initial stage of the activation itself.

BSNL franchisees are complaining that they are doing SIM activation for BSNL as well as to other operators and they found lot of difference in overall process and total time taken for activation of SIM in BSNL through Sanchar Adhar App.

The very purpose of the giving activities to vendor is need of speed, quality, easily understandable steps in overall process, receipt of the sms code for activation etc, but there is total failure on part of vendor M/S INTENSE. The response from vendor is so poor that average time taken for activation of any BSNL SIM is 3-4 days and this has badly affected the addition of new customers in BSNL. It is also seen that the system of vendor is not stable and it is not available for many times and if available it is uncertain till what time it will be active.

In field units different SSAs are organizing Melas for SIM Sale and with sincere efforts they are adding new customers, but when the SIM activation is delayed the customer gets annoyed and abuses concerned BSNL staff and officer and some have openly told if you are not able to activate SIM how will you give services in future and why you are organizing such Melas. As such for making organization of Melas effective the process of SIM activation needs to made faster and maximum time taken for activation of SIM should not be more than hour or maximum two hours.

Actually before the work of SIM activation has been made over to M/S INTENSE, BSNL was having very good, customer and franchisee friendly in-house software developed by ITPC itself **i.e. BSNL SWIFT**. As it was in-house software there was no expenditure on part of BSNL and BSNL SWIFT was appreciated by customers and BSNL workforce also due to its speed and less complexity in using it. Till today many of the BSNL officers, Franchisees, retailers are fond of SWIFT software and have repeatedly demanded for reopening of BSNL SWIFT at par with D-KYC software by M/S INTENSE. Many are hopeful that SWIFT will be again started by BSNL and they can activate SIM in faster speed as happened earlier.

DKYC update is very frequent without knowledge or any information to concerned parties viz. retailers due to which retailers are annoyed and not doing BSNL DKYC activations. There is no advance intimation about up gradation of Sanchar Adhar software and date of such up gradation is not fixed and it is being done frequently causing hardship to retailers. Such frequent up gradations is also causing shortage of free space in mobile handsets and due to lack of knowledge of up gradation due to which RC/FRC retailers are decreasing day by day.

Further M/S INTENSE is charging Rs Ten per activation to BSNL and thus good amount of BSNL is being paid to vendor for which he is not able to provide the services. On an average about 1.5 lakhs SIM activation is being done in BSNL every month that means BSNL is paying about Rs. 15 lakhs per month to vendor M/S Intense and we are not getting services to the tune of cost being paid by BSNL. All of sudden without any reason and notification BSNL has stopped using BSNL SWIFT on opening of Patanjali plan, and same has been made compulsory for all for activation through Sanchar Adhar.

No doubt there may be certain issues on part of Vendor which is natural, but it needs to be resolved without delay, but same is not being responded by the vendor and every officer in BSNL seems to be helpless.

Also when vendor is paid Rs. 10 per SIM activation then there is need to fix time period for activation of SIM and if vendor fails to activate SIM in this time, suitable penalty needs to be imposed on vendor. There may be clause of penalty, but same seems to be not applied with vendor and hence the vendor and its staff continue to be with total casual and careless approach in activation of SIM.

 In short as per feedback from field units, there are many issues with Sanchar Adhar due to poor actions on part of vendor M/S Intense and there is much unrest about poor services of BSNL in minds of customers which is affecting SIM sale of BSNL. **It will not be exaggeration if we say that if SIM activation of issues are resolved and SIM activation is completed within period of one or two hours then SIM sale of BSNL will be doubled.**

Apart from this there are following issues with Sanchar Call Centre of vendor and it is also badly affecting overall process.

1. Most of the time help desk calls are disconnected; repeated calling is required for simple queries.
2. Options are not available on IVRS system at each stage of dialing confusing the customer what should be his action as next step. IVRS should supported options to be chosen by customers for better use of Sanchar Adhar.
3. If answered, call will be hold for service support officer and call gets disconnected with announcement “All our service support officers are busy now” and immediately call gets disconnected. Under such circumstances zero business retailers increasing as well as business gets affected day by day.

With BSNL SWIFT nothing was to be paid and system was working very smoothly, but due to all of sudden change over to new system, entire process is badly affected and everybody is blaming vendor. It was quiet possible for BSNL that SWIFT should have been upgraded and would have been run parallel with Sanchar Adhar provided by M/S INTENSE Technologies. The software and hardware used for BSNL SWIFT is idle as it is not used from last three months. BSNL SWIFT was nicely used on PAN India basis and it is best alternative for Sanchar Adhar in routine course as well as in cases of failure of Sanchar Adhar. As such it is need of time the BSNL SWIFT needs to be brought into service at parallel with Sanchar Adhar and users needs to be given freedom to use either Sanchar Adhar or BSNL SWIFT as per its availability and convenience of user.

Sir, overcome present difficulties faced by BSNL in SIM activation we will request your good self to:

1. Please look into pending issues with Sanchar Adhar/D-KYC issues due to lethargy on part of vendor M/S INTENSE.
2. Suitable instructions may be issued to M/S INTENSE to resolve the pending issues in time Bound manner and make suitable arrangement to resolve all such issues on day to day basis.
3. The speed of overall activation process needs to be increased and vendor may be directed for suitable action to increase speed in time bound manner and SIM activation process is completed within period of one hour.
4. The SMS response for SIM activation by franchises, field officer’s needs to faster rather sms needs to be received within no time and M/S Intense may be directed to take immediate steps for it in time bound manner.
5. System of Sanchar Adhar needs stabilization and hence vendor may be directed to maintain Sanchar Adhar system stable for 24 X 7 basis.
6. In case of any maintenance/ Upgradation works in Sanchar Adhar, same needs to be intimated to field units well in advance so that same can be intimated to retailers and franchisees. Also frequent Upgradation needs to be avoided.
7. Also suitable penalty may be imposed on vendor M/S INTENSE for delay on SIM activation beyond period of three hours apart from stopping payment of Rs Ten being paid for activation.
8. To have stability and standby arrangements for SIM activation the BSNL in-house software SWIFT should be immediately activated in parallel to Sanchar Adhar to have smooth activation of SIM.
9. Reason for rejection of CAF must be sent via message to the contact number.
10. Initial Tele Verification of MNP numbers must be done automatically through Sanchar Adhar system.
11. Error reporting details i.e. name, contact number concerned authority from Sanchar Adhar needs to be added in the APP when error occurs or reported at each stage.
12. It is required that reasons for rejection of CAF to the customers is intimated to customer on his contact number and it must be reflected in D KYC App.
13. It is also requested to direct vendor to have separate person for handling day to day cases of each zone.
14. There should be arrangement for settling all pending cases on daily basis.

Sir, we have tried to consolidate the issues as per information available with us and we feel that if these issues are resolved then there will be much improvement in SIM Sale of BSNL and faith of retailers and customers on BSNL will be multiplied with is badly required in these days of competition in telecom Market.

In short, we hereby request your good self to issue directions to vendor for stable and smooth functioning of Sanchar Adhar App, activation of SIM within one hour and standby arrangement with restoration BSNL SWIFT on PAN India basis.

We are confident that your good self will look into these urgent and top most priority matter and give relief to the thousands of the retailers and franchisees of BSNL and in turn relief to all the staff and officers of BSNL working in Marketing section and CSCs.

With warm Regards,

Encl: AA M. S. Adasul

 Circle Secretary,

 SNEA Maharashtra

**Copy to:**

1. Director CM BSNL Board, New Delhi for kind information please.
2. CGMT MH Circle for kind information please.
3. GM S&M Mumbai for kind information and with request to look into pending issues in SIM activation throughout Maharashtra Circle.
4. GS SNEA CHQ for kind information please.