

महाराष्ट्र दूरसंचार परिमंडल,
छठवीं मंजिल ए विंग, प्रशासनिक भवन,
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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No. : CGM/MTC/20/SPA/2021

Date : 13.05.2021

To
All BA Heads /PGM (CFA)
MH Circle

Kindly find enclosed a letter no. 27-114/NWO-BB&IN/2018-19/CFA review dated 12.05.2021 from Director (CFA). Already it has been conveyed in the recently held Management meeting to ensure manning is done in the right earnest so that faults are made over on the same day and MTTR is minimized accordingly. As the no. of staff to be posted is already conveyed, the compliance may be given within a week. If any BA Head considers less no. of staff is justified for manning, the same may be given with justification. However it must be ensured that proper manning is done with proper monitoring of the network.

PGM (CFA) may please pursue and ensure compliance immediately.

(Ramakant Sharma) •
Chief General Manager

Encl : As above

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भारत संचार निगम लिमिटेड
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BHARAT SANCHAR NIGAM LIMITED
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विवेक बाँझल

निदेशक (सी.एफ.ए.)

बी.एस.एन.एल. बोर्ड

VIVEK BANZAL

Director (C.F.A.)

B.S.N.L. Board

D.O. No. 27-114/NWO-BB&IN/2018-19/CFA Review

Dated: 12.05.2021

Dear Shri *Sharma*

Subject : Restructuring of CFA Network, Customer and Partner Management activities – reg.

1. Instructions have been issued regarding Restructuring of CFA Network, Customer, and Partner Management activities vide letter even no. dated 16.12.2020 with BA wise team size for both centralized NoC for 24x7 monitoring of network management and Partner Support Group teams.
2. Common toll-free number (1800-599-1001) has already been opened by ITPC, Pune which is mapped with the telephone numbers at respective BA level PSG (Partner Support Group) Teams, subsequently all the BAs has configured Telephonic PIN (T-PIN) with the telephone numbers at respective BA level PSG Teams.
3. In Circle Review meetings held in the months of Jan-2021, Feb-2021 and April-2021, it was instructed to post staff in both the teams (i.e. Centralized NoC Team and PSG Team) as per the instructions issued by BSNL CO vide above mentioned letter for their smooth functioning but your circle figures still indicate a **shortage of 36 no of staff to be posted for Centralized NoC and 13 no of staff to be posted for partner support group.**
4. Immediate necessary action be taken to ensure the same so that the objective of one network implementation and partner support group is totally achieved.

With best wishes,

Vivek Banzal
(Vivek Banzal)

To:

Shri Ramakant Sharma
Chief General Manager
Bharat Sanchar Nigam Limited,
Maharashtra Telecom Circle,
Mumbai.

12/5/21

For CFA
12/5/21