

No. CGM/MTC/20/SPA/2020

Date : 24<sup>th</sup> March 2020

To  
All BA Heads/SSA Heads  
Maharashtra Circle

Sub : Maintenance of essential services

As you are aware that Telecom services comes under the essential services and during the current crisis it is very much required that Telecom services are maintained properly in view of the lock down in many cities, towns & districts. It is essential that the executives and non-executives who are looking after major Telecom equipments / installations like Main Exchanges, MSCS, BSCs, TAXs, NGN, Nodal, major transmission installations, OTNs/CPANs at prominent locations are to be maintained without any interruption. Therefore, suitable planning is needed to ensure that these officers/officials are available for maintenance of services.

Following few steps are suggested in view of above;

1. Executives/non-executives who are responsible for maintenance of the major telecom equipments, their availability should be planned in such a manner that minimum required staff should be available whenever needed so as to maintain 24X7 services. For this purpose, they may be called in shifts or in staggered manner so that at least 50% availability can be ensured. However, Employees residing in campus/ nearby vicinity of important installations to attend duties regularly.  
If required VPN over BB may be extended to select executive(s) for work from home for a period of one month. All the executives/on-executives who are not able to come on duty should be strictly instructed to available 24 X 7 on Mobile/Mail/Whatsapp for any support in exigency.
2. All BA Heads/SSA Heads or their representatives should co-ordinate with local Administrations closely and services to the essential organizations like Power, District Administration, Banks, Corporations, Hospitals/Madical centers should be maintained in proper manner and if any fault occurs, it may be rectified without any delay.

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3. Manpower should be planned in such a manner that at least one team for rectification of OFC faults; one team for internal faults/OLTs/Backhauls/NIB elements and one team for external plant as per the requirement of the location is always available under the control of their nodal officers to meet any exigency during this period.
4. The subscribers should be encouraged for online payments, online booking of the services, CTOP UP or recharge facilities etc. by sending SMS with the link from where they can avail the these Online facilities.
5. CICs and Leased line/EB customers must be pursued on phone and by visits, if possible to realize maximum revenue before 31<sup>st</sup> March 2020.
6. All BA /SSA Heads should ensure availability of diesel.

(M.K. Mishra)

Chief General Manager