

No. : CGMT/MH/OP/Genl. Corr/ 2019-20

Date : 31st March 2020

To,
All BA Heads & SSA Heads
Maharashtra Circle

Sub : Maintenance of Telecom services

As you are aware that at present in the difficult situation due to COVID-19, in Maharashtra particularly due to lock down and enactment of Disaster Management Act , Telecom services become very essential.

Our Hon'ble Minister of State for Communications Shri Ravi Shankar Prasad Ji has conducted a video conference with all the Chief General Managers of BSNL, Chief Post Master General and DoT officers yesterday (30th March 2020) and emphasized again that BSNL is a strategic organization of the country and in the past BSNL has always shown its competence and has provided telecom services in the time of natural calamities and similar situations , which is recognized by the whole country. Therefore, it becomes our utmost duty that in present crisis once again we have to prove our capability as a strategic organization. Although it is appreciated that BSNL is facing financial crunch, and further due to VRS drive, there is sudden shortage of staff, but still in the month of February 2020, we have provided uninterrupted telecom service to our subscribers. I once again request you to keep your morale high and as a team leader in your jurisdiction it becomes your moral duty to keep the morale high of team members also. In the tough times some actions which are important are as follows:

1. All BA /SSA Heads to keep close co-ordination with the local district administration to help them as far as Telecom network is concerned and take their help if required for maintaining our services.
2. Special attention should be given to Telecom facilities provided to various district authorities which are involved in essential services like District Administration, Police authorities, Helpline numbers, telecom services provided to Hospitals and other organizations which are engaged in providing essential services during this period.
3. Special attention should also be given to the connectivity of all Post Offices which are engaged in important work of distribution of money orders and other payments under various Government schemes.
4. The help of Postal authorities may also be taken for delivery of essential items like Mobile cards etc. if required.
5. Banks are our valuable customers and therefore their connectivity along with ATMs is very important during this period. Thus, special attention should also be given to maintenance of these services.



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6. While maintaining services, it is also essential to ensure protection of our field staff, labour engaged for digging etc. and other works. Therefore, SSA Heads/BA Heads must ensure availability of sanitizers, masks, gloves etc. for them. This will also boost their morale for doing the work comfortably. If required, sanitization of departmental vehicles should also be done.
7. The officers/officials who are working from home must understand that their duties are also very important and whenever required, they can be called on telephone.
8. If necessary, our retired employees who are willing, wherever they are located, if there is a need, can also be called upon.
9. Efforts are being made for making available some products such as Recharge vouchers, CTOP UP facility, through Post Offices & soon detailed instructions will follow in this regard.
10. Staff and officers are permitted to use personal vehicle and will be entitled for reimbursement as per Corp. Officer letter no. 1-02/2020-PAT (BSNL) dtd 23/03/2020.

I am sure that all BA/SSA Heads are having dedicated teams for OFC fault rectification and cable fault rectification in case any emergency arises. All interruptions of the services are being monitored at Circle level however, if any major interruption of service occurs, it should be immediately brought to the notice of concerned Vertical Head and to me also.

Last but not least it is very essential that grievances of the customers and their redressal is given due attention during this period and the complaints / grievances received through Email/ Twitter or by any other Social Media, electronic media must be attended on priority.

I am confident that as in the past we will prove our capability for best maintenance of our network and maintain our motto "**CONNECTING INDIA FASTER**".

With best wishes,

Yours sincerely,

(M.K. Mishra)
Chief General Manager