

Gist of brainstorming session held on BSNL Day 2021

On BSNL day, 01/10/2021, a brainstorming session was held at 2nd Floor C wing conference Hall Mumbai 54. Brainstorming session attended by Ramakant Sharma CGM MH Circle, all vertical heads and Executives of circle office Mumbai.

Following are the important inputs/ suggestions discussed;

- **ISPs per MB tariff** : ISPs tariff is per MB and now other telecom operators also following same. On this line, proposal from MH circle already sent to HQ. It is discussed that EB Gold team once again send the proposal to HQ to review BSNL tariff accordingly.

Action by : GM EB Gold

- **Internet using satellites**: As per media news, affordable internet services using satellite are to start soon in India. Consultants of this operator already in discussion with Indian government for necessary approvals. BSNL to revise tariff/ explore affordable satellite phone services at the earliest. EB Gold team to send proposal to HQ accordingly.

Action by : GM EB Gold

- **New Initiatives**: It is discussed that HQ is launching new services and SOP/ implementation Steps are being issued (for ex. OBD Services). For most of the services, 2 or more verticals needs to co-ordinate. It is decided to have regular meetings of vertical heads for smooth implementation of such services. EB Gold team to propose committee.

- **Action by : GM EB Gold**

- **GUI based web-portal for EB customers**: Presently there is self-care webportal for Landline/ Broadband/ FTTH customers for plan changes/bill / payment details. Such user friendly webportal must for EB Customers. It is further discussed that CDR-3/ Whalecloud project may cover this. As MH Circle is major contributor, MH Circle to develop GUI based webportal. GM(HR) to post suitable executives with coding expertise to IT cell. This will also be helpful for early completion of dashboards.

- **Action by : GM IT/GM HR**



- **Industrial Tariff for Exchanges:** Presently Electricity bill tariff for BTS towers revised from commercial to Industrial. As most of the services from BSNL Exchanges are in loss and are being provided as service obligations, matter to be taken by Electrical wing to consider Industrial Tariff for Exchanges instead of commercial tariff.

Action by : CE(Elect)

- **QR Based payments at CSCs:** We have tied up Payment Gateway partners like Paytm and in present days, most of the customers are making payments through such PG partners. Few customers are paying at in house/outsourced CSCs in cash and there are issues in exchange of cash. If QR codes are displayed on prominent locations in CSCs, it will be easy for customers/ CSC Staff for payments. S&M- CFA team to explore for QR codes at CSCs.

Action by : GM S&M

- **E-SIMs :** Few popular high end mobile phones are with single SIM only and dual SIM Facilities are not available in such smart phones. Most of the operators have now started to issue e-SIMs, wherein no physical SIM is required. In present competitive market scenario, BSNL needs to start e-SIM facility at the earliest. S&M CM to take up proposal on this with HQ. Also in case of physical damage/non-functioning of SIM, SIM to be replaced by duplicate SIM with proper KYC verification and presently being done at home circle (Circle from where SIM is issued). There are cases where SIM issues are with roaming customers and issuing duplicate SIM in our circle is not possible. With e-SIM Facility, such issues will not come. Matter to be taken HQ by allowing duplicate SIM at least in Zone.

- **Action by : GM S&M**

- **SAP payment rejected Cases:** Technical reasons for SAP payment rejected Cases to be intimated and co-ordinated by finance cell for rectification of issues and timely repayment for such cases.

- **Action by : GM Fin**

- **Exchanges outsourcing:** MH circle had devised BEOP Model – BSNL Exchange Operating Partners wherein loss exchange premise can be outsourced for operations on revenue share



basis. It is discussed that, in post VRS scenario, BEOP policy needs to REVISED. CFA Cell to take inputs from SSAs and to work out revised BEOP Policy at the earliest.

- **Action by : GM CFA**

- **E-office/ ERP/SAP task delay:** It was discussed that there is so much delay in tasks assigned in E-office/ERP/SAP. Such delays are not acceptable. It was discussed to extract executive wise report for pending tasks and separate report for time taken to complete task taken. Frequent reports to be posted on MH intranet. It was also discussed that few vey old tasks showing pending in inbox for which action can be taken now. It is decided to go for one time exercise to delete such tasks.

- **Action by : IT**

Status on action taken will be reviewed with vertical heads meeting after 30 days from the date of issue.

CGM MH circle complimented on very good suggestions and instructed Admin team to hold such sessions frequently.

Session competed with vote of thanks.

(M S Hanchate)
OSD (Tech) to CGMT

Copy for information & necessary action to:

PS to CGMT MH Circle

All BA/SSA Heads – To arrange similar brainstorming sessions at BA/SSA.

All Vertical Heads, MH Circle

All Employees of MH circle