

GM (CFA/NWO-BB&IN)
Room No.120, 1st Floor,
BSNL Corporate Office,
Bharat Sanchar Bhawan,
Janpath, New Delhi-110 001.
Tele No. 011-3714242



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 27-114/NWO-BB&IN/2018-19/Town Hall Meeting

Dated: 03-03-2021

To

The Chief General Manager,
All Territorial Telecom Circles, BSNL

Sub: Online Town Hall Meeting for Cluster Partners of BA/SSAs of Circles-Reg.

Dir (CFA), BSNL Board shall be holding Town Hall Meeting (through Video Conferencing) with Cluster Partners of BA/SSAs of all the Telecom Circles along with BA/SSA/Circle Heads as per **Annexure- 'A'**. The agenda will be as under: -


1. Customer Satisfaction – Quality of Service {Reports on Repeat Fault, MTTR, NIL IPDR, better Usage of FMS and Mobile App (Teevra etc)}
2. New Customer/Sales Incentive and Process in FMS/CRM
3. Cluster Partner as FTTH Partner – Policy and facilitation
4. Outstanding Bill Collection - Incentives and Procedure
5. E-Marketplace

A presentation on above agenda points shall be prepared by circle heads (copy of KTK circle is attached for reference) and same shall be shared with this **office two days** before scheduled review date (As per **Annexure-'A'**) on bhagwansrawat@gmail.com & dmbbin.co@gmail.com.

Concerned CGMs/PGMs/GMs are requested to attend the meeting.

All the Circle heads are requested to bring this to the kind notice of the Cluster Partners and ensure their presence. The online meeting details (WebEx login) should be shared in advance by circle and meeting moderator should ensure noise-free meeting.

Encl: As above


(Bhagwan Singh)
DGM (NWO-BBIN) 3/3/2021

Copy to:

- 1) CGM (ITPC)/ CGM (BBNW)/ for information please.
- 2) PGM (CSC)/GM (NWO-CFA)/GM (NWP-BB)/ GM (NB)/GM (CIT)/GM (NWP-CFA), **Circle Coordinator from BSNL CO** for kind information and attending the meeting please.

Annexure-'A'

Schedule for Dir (CFA) Review Online Town Hall Meeting with Cluster Partners of BA/SSAs Circles (through Video Conferencing)

Program
Introduction by GM CFA Circle Office
Message by CGM (Concerned Circle)
Message by Dir CFA, BSNL Board
PPT by Circle as per Agenda
Q & A Session

Schedule					
SI No	Zone	Circle	Town Hall Meeting date with Circles	Time	Circle Coordinator from BSNL CO
1	NZ	RJ	10.03.2021	15:00 Hrs	GM (CFA)
2	NZ	PB	11.03.2021	15:00 Hrs	GM (CFA)
3	NZ	HA	15.03.2021	11:00 Hrs	GM (NWO-CFA)
4	NZ	UE	15.03.2021	15:00 Hrs	GM (NWP-BB)
5	NZ	UW	17.03.2021	11:00 Hrs	GM (NB)
6	NZ	JK	18.03.2021	15:00 Hrs	GM (CIT)
7	NZ	UT	19.03.2021	11:00 Hrs	GM (CIT)
8	NZ	HP	20.03.2021	11:00 Hrs	GM (CIT)
9	EZ	OR	12.03.2021	11:00 Hrs	GM (NB)
10	EZ	KO	16.03.2021	15:00 Hrs	GM (NB)
11	EZ	BR	17.03.2021	15:00 Hrs	GM (NWP-BB)
12	EZ	AS	19.03.2021	15:00 Hrs	GM (NWP-CFA)
13	EZ	JH	20.03.2021	15:00 Hrs	GM (NWP-CFA)
14	WZ	MH	10.03.2021	11:00 Hrs	PGM (CSC)
15	WZ	GJ	08.03.2021	15:00 Hrs	GM (NWP-CFA)
16	WZ	MP	09.03.2021	15:00 Hrs	GM (NWO-CFA)
17	WZ	CH	18.03.2021	11:00 Hrs	PGM (CSC)
18	SZ	KL	08.03.2021	11:00 Hrs	GM (CFA)
19	SZ	TN	09.03.2021	11:00 Hrs	PGM (CSC)
20	SZ	KT	Already Held on 02.03.2021		GM (CFA)
21	SZ	AP	11.03.2021	11:00 Hrs	GM (NWO-CFA)
22	SZ	CN	12.03.2021	15:00 Hrs	GM (NWP-CFA)
23	SZ	TS	16.03.2021	11:00 Hrs	GM (NWP-BB)