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BGTD Issue

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Sat, May 26, 2012 at 4:43 PM

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Dear comrade,

First of all my apologies for not being aware of the happenings of BGTD.

Lets not look at this issue in isolation; this is a general issue existing in all the SSAs. In Belgaum we could able to resolve this issue in two days and unfortunately in BGTD it is taking more than 10 days. When I was there in Trichy (For CEC of TN circle) in the presentation by PGM Trichy, this issue was highlighted [reduction of revenue in GSM segment, when he stopped accepting Cheques of Franchisees]. Why these kinds of issues are coming up? One reason is which I come across was AUDIT (As BSNL being a CPSU). Audit people treat accepting a Cheque as giving credit, and we are not entitled to do so. This is because sometimes we (account section of BSNL) send these Cheques for encashment after lot of time gap (in some cases upto 20 days). [There is scope for understanding between officers and franchisee]. All things said and done, BSNL is loosing revenue, because of procedural short comings, and this is exactly where we should be focusing, how to fix it?

Few points to make a complete solution.

1. Better utilization of Sanchar Soft and having a nodal officer for dealing Franchisees / DSAs. As far as making provisions in Sanchar Soft for incorporate Franchisee / DSA stock movements linking payments received by *even them through online*, it is under progress [as always it is taking unreasonably long time].
2. Treating Franchisees as partners, single window provision for Franchisees and DSA. Every day we see our franchisees moving from table to table for getting stocks with Cheque/DD in their hand. This is creating a situation that we are unable to press these franchisees for their shortcomings (like non submission of CAF) as we are having more short comings.
3. Project Vijay, a good concept if implemented in true spirit. In spite of regular reminders there are no exclusive staffs as RM / FM to monitor the franchisees activities.
4. If Cheque bounces due to any other reason other than due to unavailability of fund in the account, then it should be sorted out with banks and not with Franchisees. Increase the Provisional Bank Guarantee (PBG) to at least twice for the franchisees whose cheque bounces.

This issue will be coming again and again at different places if we are unable to solve this issue once for all.

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After failing twice, Edmund Hillary challenged Mt. Everest

"I Will come again & conquer you Because as a mountain you cant grow but as a human, I can"

Thanks & Regards

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