

ALL INDIA GRADUATE ENGINEER TELECOM OFFICERS ASSOCIATION

Assam Circle Branch- Assam

(An Association of Gr. Er. Telecom Officers of B.S.N.L./M.T.N.L.)

Regd. Office: Office No. 4 & 5, Near Sethi Hospital, Bawal Chowk, Rewari-123401 (Haryana)

Website: www.aigetoaassam.weebly.com/ E-mail: prabhatksahu@yahoo.com

Circle President:

Binod Das

Circle Secretary:

Prabhat Kr. Sahu

Mobile: +91-9435598446

Mobile: +91-9435598758

Ref No: ASM/AIGETOA/ 7.0

Dated. 13-05-09

To,

**The Chief General Manager,
Assam Telecom Circle.**

Subject: Various issues related to DR executives of Assam Telecom Circle that need urgent attention & agenda for upcoming meeting for 20th May 2009- reg

Respected Sir,

We are very thankful to you for your kind co-operation and sparing of your valuable time by giving us the opportunity to discuss our genuine issues, as listed below.

- 1. Implementation of fully functional and updated HR package through out the circle with complete uniformity regarding the matter concerned, to wipe out the SSA wise discrepancies among the same year recruited batches of DR JTOs / SDEs.**
- 2. Providing justified guidelines to DDO concerned for resolving the matter corresponding to anomalies in stipend during field training and basic pay after pay revision, refund of security money & payment of unpaid stipend arrears.**
- 3. Unjustified delay in issuing the order for the 1st time-bound promotion for GEs who have already completed 6 years in the year 2008 itself.**
- 4. Regarding inter circle/ intra circle & mutual transfer cases. No double standard policies should be adopted for finalizing the inter circle transfer cases.**
- 5. Quick action towards settlement of EPF issue, by providing monthly statement & balance sheet to all DR executives in mandatory format as per BSNL CO guidelines.**

6. Issue of permanency orders to 2005 batch GE-JTOs those who have completed 2 years of service from their date of joining.
 7. Proper HR policy should be adopted for assigning justified work and seeing to career satisfaction of all DR recruited executives.
Posting of GEs in new technologies viz, GSM, Broad Band services, MSC based WLL technologies, central exchanges etc where they can explore their self fully to optimize the fault scenario and minimize public complaints. This will lead to customer satisfaction and in turn to greater demand and more revenue.
 8. Up gradation of knowledge for DR JTOs / SDEs by providing adequate and mandatory training about the upcoming technologies. If possible, vendor training must be arranged in timely manner.
 9. Need of amendment in BSNL MRS for all executives and non-executives to get the actual and justified benefit regarding their health concerned.
 10. AIGETOA is fully devoted to project SHIKHAR and all the DR executives are doing their best to utilize their skill and efficiency cumulatively to earn high profit for BSNL.
- I. Optimization of RF Cellular Network through BSNL RF Team.
 - II. Planning, implementation and regular monitoring of marketing and sales strategy. Dedicated sales and technical support teams especially for new services like 3G, Data Card, etc.
 - III. Need of centralized customer care for internal support to all the field units of Assam Telecom Circle.
 - IV. Ways and means to improve the Customer Interface.
 - V. Monitoring all complaints that come through 1500 Toll-free Number.
 - VI. Controlling unwanted expenditure. AIGETOA will fully support any cost reduction activity by BSNL and come out with some proposals regarding these matters in the near future.

Thanking You.

Sincerely yours



(PRABHAT KUMAR SAHU)
CS- AIGETOA, ASSAM

Copy to:

1. DGM, (Admin) for kind information and allotment of proper timeslot on 20th May 2009, please.
2. Shri R P Shahu, GS-AIGETOA.