



No: WBTC/CMTS/Union

Dated in Kolkata the 02-Mar-2011

**Subject: Minutes of Meeting held with BSNLEU**

A meeting was held on 2<sup>nd</sup> Mar, 2011 in the Conference room of GM (CMTS) Nodal to discuss the problems of GSM/CDMA services in WB Circle. The meeting is chaired by GM CMTS Nodal East WBTC and union representatives of BSNLEU. The following were present in the meeting.

Sl No	Name of Officer(Shri)	Sl. No.	Name of Union Representative(Shri)
1	Dr. Biswajit Paul, General Manager CMTS Nodal	1	Animesh Mintra, Circle Secretary BSNL EU
2	B.N. Dhar, DGM (Admin) CMTS	2	Subrata Mishra Representative BSNL EU ASL SSA
3	C.R. Bhowmick ,DE(Admin), CMTS	3	Kalyan Raha, Representative BSNL EU KOL SSA
		4	Madan Ghosh Representative BSNL EU Suri SSA
		5	T.P. Pradhan Representative BSNL EU GTK SSA
		6	Prabir Kr. Ghosh Representative BSNL EU JPG SSA
		7	Swapan Chanda Representative BSNL EU KOL SSA
		8	Madhusudhan Saha Representative BSNL EU Project

The following issues were discussed in the meeting and decisions taken thereof.

Sl. No.	Discussion points	Decision in the Meeting	Responsibility
1.	Escalation of unresolved complaints of Call Centre by the CSR officials from the SSAs	DE(Admin) informed that complaints are to be escalated to the following numbers. IN/VAS services : 23357195/23357197/ 9434000521 GSM & CDMA Billing: 23357381/23357205/ 9434000522. The complete escalation Matrix for Nodal officers are available at <a href="http://www.vas.bsnl.co.in">www.vas.bsnl.co.in</a>	
2	Communication with the SSAs	It is decided that a section is to be opened in the <a href="http://www.sancharika.com">www.sancharika.com</a> for Nodal centre. The important circulars and related information will be displayed there.	DGM Admn/Nodal
3.	Resolution of VAS Related Complaints	All the procedures are available in the VAS portal at <a href="http://www.vas.bsnl.co.in">www.vas.bsnl.co.in</a> . In case something is missing in the portal or Auto Renewal message does not contain the mandatory unsubscribing procedure, the matter is to be brought to the notice of DE VAS Mobile No. 9434900449 and mail id: <a href="mailto:sisirmondalde@gmail.com">sisirmondalde@gmail.com</a>	DE/VAS
4	Complaints of PRBT services	Subscriber should make the complaint to the call centre at 1503. However, if the issue is not addressed, the CSR official should directly call the On Mobile representatives at the number 23358103	
5	Complaints of the wrong subscription over OBD by the	Special Care has been taken to avoid wrong subscription of VAS services offered by OBD by getting double digit confirmation by the subscriber. It is a declining trend.	

	VAS Service Providers		
6.	Unsubscribing VAS services	Customer has to dial 155223 to unsubscribe. In case of non removal of subscription, the matter is to be sent to IN VAS at the following number 23357195/23357197/ 9434000521. If it is not resolved within 3 days then the matter is to be escalated by the BSNL CSR official to DE VAS: Mobile No. 9434900449 and mail id: <a href="mailto:sisirmondalde@gmail.com">sisirmondalde@gmail.com</a>	
7.	Multiple Credit	There was a complaint of getting multiple Credits. It was confirmed that the issue has been resolved.	
8	Massive Call drops and silence	Union vociferously complained about the massive call drops and silence while call in progress. It is suggested that the matter may be taken up with the DGM NOW WBTC with the specific complaints with details of time, date, location, From and to numbers.	DGM NWO / BSNL EU
9	3G Data Card	There is a complaint of 3G data card for USIMs. These are not working with Terracom /Micromax data card. The case is to be forwarded to DGM VAS and DGN NWO for detailed analysis.	DGM VAS/ BSNL EU
10	Outstanding shown in the next Bill even after payment for CDMA	The case to be forwarded to DGM Rev in detail for analysis. This is perhaps due to delayed payment updation viz., Post-office payments.	DGM Rev/ BSNL EU
11	Recharge Problem	There is a complaint that the recharges not possible for Paper voucher 10/20/50. The details of the complaints are to be given to DGM IN	DGM IN/ BSNL EU
12	Churning of BSNL Customer on MNP	It is reported that no action is being taken by the Call centre to retain the customers who has requested for Porting out. A report in this regard is to be taken from Call centre and shared.	DGM IR
13	Retention by other Service Provider	It is observed that the Other service providers are desperately attempting to retain their customers by strong persuasion. It is also observed that some operators are rejecting the Port out request by mentioning Contractual obligation. It was proposed that BSNL should also the similar process in this competitive market. It was proposed by the Circle Secretary BSNL EU that a field officer should approach the High Value customer who has sent a request for Port out. This is to be taken up with concerned SSA head and DGM S&M	SSA Head/DGM S&M / BSNL EU
14	Withdrawal of Special facilities to Port in customers	It was pointed out that Rs 100 and 5GB data freebees have been withdrawn for Port in customers. It was clarified that BSNL CO decided to withdraw it and allowed 200 MB data and 2000 SMS Free to Ported In customers.	

Copy for kind information to:

1. Chief General Manager Telecom, WBTC
2. DGM S&M, WBTC
3. DGM NWO, WBTC
4. DGM/Billing/IR/Finance.
5. DE/VAS/IN

**DE(Admn.)**  
**O/o GM (CMTS Nodal) East Zone**  
**West Bengal Telecom Circle**  
**Salt Lake Kolkata.**

