

Joint Action Committee

Tamil Nadu Circle.

To

**The Chief General Manager,
BSNL, Tamil Nadu Circle,
Chennai - 600 002.**

Joint Action Committee/TN/11-12/ dt at Chennai 04. 05 .2011.

Sir,

Sub: Suggestions for Customer Delight month.

The following suggestions are given by Tamil Nadu circle JAC regarding customer delight month.

- 1. Obsolete equipments should not be purchased by the administration. Example. Edwas Corduct WLL.**
- 2. C -Top is failed in Tamil Nadu for the past three days. Immediate actions are requested.**
- 3. CDR problems exist in Games on demand, Hungama music, wrong billing in annual plan conversion etc.**
- 4. All content services must be provided to the subscribers only on confirmation either by SMS or written letter.**
- 5. Cable faults should get rectified immediately. Procurement of cables must be done for providing NPCs.**
- 6. Shortage of equipments for broadband hampers our revenue and there is huge waiting list in many SSAs. For example, in Nagercoil SSA alone, there are 500 waiting list prevails.**
- 7. All plans in mobile in Chennai and in Tamil Nadu must co-exist to avoid MNP.**

8. PCO business must be concentrated to increase revenue.
9. Speed of 3G Data cards is not sufficient.
10. To make customer delight month more effective, coordination meetings can be arranged by the management with JAC at SSA level.
11. CSC/CSR may be opened at Greams Road, Chennai so that Tamil Nadu GSM subscribers can avail BSNL services at Chennai itself.

Yours faithfully


(S.Chellappa)

Convenor, JAC.


R.Asokan


N.Veerapandian


A.Chellapandi


P.N.Perumal

CS. SNEA

CS.AIBSNLEA

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