

SANCHAR NIGAM EXECUTIVES' ASSOCIATION
KARNATAKA CIRCLE BANGALORE

(Recognized Majority Representative Executives' Association)



S B Nagavi

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No. SNEA/S&M/Mobile_Revenue/17-18 Dated @ BG

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To,

Shri R Mani,

Chief General Manager Telecommunications,
BSNL, Karnataka Circle, Bangalore-560008.

Respected Sir,

Sub: Fall in the revenue of Mobile Revenue and adding administrative process for the growth of fall in revenue.

This is to bring to your kind notice that in the last couple of months the **mobile revenue in Karnataka Circle has drastically gone down** which can summarily be attributable to unhealthy competition, GST changeover etc.,

What was very much expected under these circumstances is to find out ways and means to counter the challenges and move forward with aggressive and timely plans; supply of the products demanded by the field units.

What is our great asset is the very strong and dedicated marketing wing of the circle office which has several times come out with highly innovative plans and solutions and all such plans of team work; immediate file disposal and approvals by the officers at the helm of affairs in synergy have resulted in our better performance in preceding years.

Unfortunately during last couple of months, we have seen abnormal delay and denial in the fulfillment of the customer satisfaction in giving them the required products, top up vouchers. In SSAs like Chikmagalur, Madikeri, Mangalore, Karwar etc., the labour class depending on these small denominations may once for all migrate from us.

Our officers working in the concerned wing with huge experience, in the past worked with huge motivation by the support their then PGM have now all of sudden forced to a state of de-motivation and their speed of remedial actions to

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counter the competitive market is being retarded. Probably this sort of delay approach; presently being adopted will further deteriorate the revenue aspect of the segment in addition to de-motivating the marketing team.

We therefore request your personal intervention, where in we know that once full attention is focused on this stalemate; the fair decision in the matter will restore back the rail on the track one again.

Thanking you,

Yours faithfully,

S B Nagavi
(Circle Secretary)

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