Cluster Out-Sourcing Feedback from AIGETOA,KTK

It pertains to 2-parts.   I) Poor Cluster performance in respect of Customer-Service

II) Poor Cluster Vendor Management by BSNL nodal officers

I) **Poor Cluster performance in respect of Customer-Service**:

a) **Partial Execution of the scope-of-work**:- U/G cable faults/breaks are Not getting restored timely with suitable cable denominations. Also, In most of the SSAs, MDF testing & Customer Premises Equipment handling such as ADSL modem configurations are Not being done at all.

b) **Un-warranted delay in provision of New connections**:- The New connections are Not being provided timely due to Non-availability of stores.

c) **Poor Material Management by the vendor**:- Most of the cases, No stores are being utilized for fault restoration, in fact making use of the recovered BSNL stored from the disconnected customers, where it leads to fault repetition and in-ordinate delay in fault restoration. Sub-standard materials are being used for providing NPCs, as there is No Quality check up clause is included in the tender norms.

d) **Damaging BSNL reputation**:- Pushing/cornering the subscribers for acquiring stores like Drop Wire, LJUs, Rojets in most of the cases. Otherwise, Insisting to pay the amount for the same, which leads to the damage of BSNL reputation for their short term monetary benefits.

II) **Poor Vendor Management by nodal officers**:

a) **MTTR should not be the QoS parameter**:- As MTTR is being used as the only QoS parameter, It is being manipulated in most of the times by cluster partners such as Cancelling the Clarity dockets or Premature closing of the dockets. Instead, the other parameters such as Disconnection rate/Fault-Repetition rate/% of docket raising rate also must be included. Also, the feed back from the field must be given top priority in assessing the QoS.

b) **No interaction b/n Cluster vendor & Field Executives**:- In most of the SSAs, No-single interaction is taken place so far for filling the communication gap between the cluster partner & field staff.

c) **Poor Invoice Management**:- Most of the SSAs are Not taking the field inputs while imposing the penalty against the monthly invoices. The worrying factor is, Some SSAs are processing all the bills through a single Non-Field executive, in the name of Franchisee Managers. If the Franchisee Managers are inclined to the vendor, huge manipulations are being taken place. Most of the SSAs are Not taking field approvals for Invoice passing.