



Sanchar Nigam Executives' Association (India)
U.P. (East) Telecom Circle

All Communications addressed to
the Circle Secretary

Pallab Bose
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Ref. No.: SNEA (I) /UPE/PHQ/CGMT/ CAF

Dated at Lw the 23.09.2009

To

Hon'ble Sh ri Om Vir Singh
CGMT, UP(East) Circle,
Lucknow

**Subject: Penalty on BSNL UP(East) Circle on account of non-compliant
Customer Application forms (CAFs) of Mobile Customers.**

Reference: DOT letter No. No.2-2/86-PHA , Dated: 8.09.2009

Respected Sir,

With reference to DOT letter cited above, we are shocked to know that DOT had levied penalty of Rs. 5,02,41,000/- on BSNL on account of non-compliant Customer Application forms (CAFs) for Mobile customers for the period April-2007 to September-2008. A provisional amount of Rs. 1,58,87,000/- was paid by BSNL in the month of May, 2009 in view of large number of cases disputed by the Circles. Meanwhile the Circles were also asked to submit individual case-by-case details of the disputed cases so that the matter may be taken up with DOT for reconciliation of the disputed case with respective TERM Cells.

Based on the detailed review of the disputed cases for UP (East), the disputed cases actually found to be wrongly penalized were less than 5% while in more than 95% of the cases, where penalty was levied in accordance with the instructions and guidelines on the subject.

Circle-wise details of penalty levied provisionally paid, to be kept pending for disputed cases & balance to be paid to DOT, are enclosed here with.

Sir, we have gathered the information that DOT had levied **penalty on BSNL UP(East) Circle Rs.1,30,50,000 and additional Amount to be paid to DOT Rs.1,01,33,000 (highest among all circles)** on account of non-compliant Customer Application forms (CAFs) for Mobile customers for the period April-2007 to September-2008. We further have gathered the information that up to July-2009, penalty on BSNL UP (East) Circle on account of non-compliant Customer Application forms (CAFs) for Mobile customers would not be less than approximately 40 Crs.

Sir, as per our information, penalty on UP (East) Circle is only due to negligence of UP (East) SSA heads/franchises/DSAs and Mobile Marketing



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wing that could not provide Customer Application forms (CAFs) for Mobile customers duly filled correctly with relevant documents.

Without submitting CAFs for Mobile customers duly filled correctly with relevant documents by SSA heads/franchises/DSAs, their huge amount in Crores as a commission have been released by Finance wing of our UP(East) Circle well in advance.

Sir, in last financial year **BSNL has earned (profit) only Rs. 575 Crs** out of which **UP(East) Circle earned (profit) Rs. 70 Lacs** only. If we will pay Crores & Crores money as penalty on account of non-compliant Customer Application forms (CAFs) for Mobile customers from one Circle, then how 3.15 lacks of BSNL employee can expect their survival in future while there is no fault on their part.

We thus request your kind personal intervention in this matter to get the entire thing thoroughly investigated as quickly as possible in the interest of BSNL. No one should be spared regardless of the position he holds and tough action must be taken against the culprits. **This is possible only by an independent high level investigation.** The GM (Finance), UP (East) Circle should also remain extremely vigilant and not merely be a silent spectator.

With kind regards,

Yours Sincerely,

SD/-
(Pallab Bose)

Copy to:

1. **Com. G.L.Jogi, General Secretary, SNEA (India) New Delhi, for kind information & immediate n/a**
2. **Shri Vinai Sahi, GM (Finance) % the CGMT UP (East) Circle, for kind information & immediate n/a.**
3. **All Circle office bearers /DSs of SNEA (India) UP (East) Circle to make a wareness among the members.**