General Manager (S & M - CM)

Sales & Marketing - Consumer Mobility

3rd Floor, New CTS Building

16, Greams Road, Chennai – 600 006

Phone: 044-28297878 Fax: 044-28297979

No.CSC/Dev. Activities/T130/2011-12/ Dated @ Che -6 the 12-07-2012.

To

The Heads of all SSAs,

BSNL,

Tamilnadu Circle.

Sub: Implementation of Project Smile initiatives –reg.

In order to study the performance and the implementation of “Project Smile” in all the CSCs, visits to all SSAs were carried out by Circle CSC team. During the visits, emphasis has been made on adherence to payment counter timings, usage of Kenan FX for Postpaid related activities, usage of Pay one FX for mobile bill collection, usage of Sanchar soft for sale and stock maintenance of CM & CFA products and ensuring of adequate staff strength in CSCs. Staff and in-charges in the CSCs visited were educated / trained on all operational requirements.

BSNL Hqrs., Inspection team has recently inspected a Type –I CSC in TN Circle and conveyed that the Project Smile has not been implemented in true spirit fully. The findings of the team during the inspection are furnished below:

1. Payment counters closed by 16.30 hrs. whereas all services are to be provided from 8:00 am to 8:00 pm for a Type-I CSC .
2. Accounting, maintenance of stock of instruments, cards, vouchers are not properly done.
3. Sanchar soft is not used for sale of BSNL Products.
4. Proper staffing norms is not followed.

It is requested to kindly take immediate necessary action to strictly adhere to the norms specified for “Project Smile” implementation.

 Sd.xxx

**G.SWAMINATHAN**

**ASSISTANT GENERAL MANAGER [CSC]**