

No. BSNLCO-COMN/12(11)/1/2020-RSTG-Part(1)

Dated:- 14, August, 2025

OFFICE MEMORANDUM

Subject: Constitution of CMD Grievance Monitoring Cell for Customer Complaints.

Customer Centricity is the foundation of BSNL revival. It is observed that the complaints of customers are not being resolved in timely manner and to the satisfaction of the customers.

2. Accordingly, in order to introduce oversight at the highest level, a converged **CMD Grievance Monitoring Cell (GMC)** is being set up, with immediate effect, to serve as a focal point for monitoring the effective and timely resolution of customer grievances received via digital channels and Call Centres from both BSNL and MTNL customers.

3. The GMC will operate as a separate section under the **Coordination & Monitoring Office** in CMD Secretariat and in addition to following up complaints directly received in CMD office, shall carry out the following functions:

- i) Oversee the effectiveness of the complaints resolved by circles/field units.
- ii) Sample scanning of closed dockets in CRM and calling the customers to ascertain their satisfaction.
- iii) Record the positive/negative feedback of the customer. In case of negative feedback, re-open the docket and send it back to circle with comments.
- iv) Periodically take a dump of all customer feedback and submit an analytical report to Circle heads.


4. Composition of the cell shall be as below. Personnel / Establishment Wings of BSNL Corporate Office and HR Wing of MTNL Corporate Office may ensure the immediate posting of officials as below:-

Sl. No.	Designation	Responsibility
1.	Assistant General Manager (Grievance Monitoring) - 1	Officer In-Charge
2.	Deputy Managers (Grievance Monitoring) - 2	Section Supervisors
3.	JEs / Clerks - 15 numbers to begin with and progressively to be increased to at least 30 numbers	Grievance Monitoring / Coordination with Circles/Call Centre for 'bonafide' resolution/closure of grievances

5. Admin cell may allocate office space measuring approximately 30ft X 50ft in BSNL Corporate Office, along with furniture for the above stated officials

6. Corporate IT Wing of BSNL CO IT cell may allocate 20 computer terminals to start with (Phase 1) along with connectivity.

This issues with the approval of the competent authority.


 Santosh Dahiya
 DGM (Restructuring)

To:

1. PPS to CMD, BSNL
2. PS to Functional Directors, BSNL Board
3. All CGMs, Territorial and non-territorial circles.
4. CGMs MTNL Delhi and Mumbai
5. All Unit Heads, BSNL Corporate Office.