



Vandemataram

Mobile No 09415000770

BHARATIYA TELECOM EMPLOYEES UNION (BSNL)

Registered No 5123

(Affiliated to Bharatiya Mazdoor Sangh & ITEF)

CHQ-53-A, Visheshwar Nagar, Alambagh, Lucknow-226 005 (Uttar Pradesh)

Visit us at bteubsnl.in

No: BTEU(BSNL)/ITPC (1) /2018

Dated the 9th May 2018

To

Shri Anupam Shrivatava Ji,
CMD, Bharat Sanchar Nigam Ltd,
Janpath,
New Delhi

Respected Sir,

Sub:-Request for your kind intervention in Intense interference in Franchisee Management System which is developed by ITPC-Dev-Hyderabad - Reg

With regards to the above cited subject, we would like to bring the following issue to your kind notice for kind consideration and may extend kind cooperation to our own ITPC-DEV-UNIT-Hyderabad, BSNL to reduce the expenditure to BSNL.

Franchisee Management Portal (Herein after called FMP) was designed and developed by ITPC Development Centre, Hyderabad. This is an interface between CLARIFY/PORTAL and FRANCHISEE has direct login to these systems is through intranet only.

FMP serves the purpose of sales, provision and maintenance to the franchisee. This sales functionality was developed by ITPC Development Unit in order to facilitate franchisee to enter the CAF details from their place without visiting the CSCs. The same functionality has now been outsourced to M/s Intense Technologies. FMP developed by M/s Intense is having same/similar features which was already developed by ITPC Development Unit, Hyderabad and has been successfully working across all 4 zones for the last 10 months on PAN India basis.

M/s Intense also pushes the CAFs to FMS Database which is connected to all zones CRM/Clarity servers. Therefore, by outsourcing the FMP to M/s Intense neither have any value addition to existing in house developed FMP nor generating any extra revenue to BSNL. Moreover, BSNL is paying commission to M/s Intense on per CAF entry basis. Further to above, in order to work Intense application, BSNL needs to pay IDC charges as FMS is deployed in IDC.

FMS developed by ITPC Development Unit, Hyderabad is a complete package which caters to all the functionalities required for franchisees whereas application developed by M/s Intense does not have the features of provisional maintenance functionality as well as generation of commission report.

Hence, it is requested to continue BSNL FMS instead of M/s Intense package which is not having full fledged features.. BSNL Corporate office should support the in-house talent by scrapping these types of unnecessary tenders which are creating frustration among the Executives who have sacrificed so much time for the development of BSNL Applications. BSNL own applications are saving crores of rupees to BSNL, it's better to encourage those BSNL teams in required manner rather than to through their hard works for the sake of vendors at the cost of BSNL's money.

With profound Regards

Yours faithfully,



(R.C.PANDEY)
General Secretary

Copy to

:

1. DIR (CM), BSNL CO, New Delhi for information and n/a please.
2. DIR (EB & CFA), BSNL CO, New Delhi for information and n/a please.
3. DIR (HR & FIN), BSNL CO, New Delhi for information and n/a please



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CMD, Bharat Sanchar Nigam Ltd,
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Respected Sir,

Sub:- Request for your kind intervention as ITPC (Dev) BSNL, Hyderabad management wantedly not providing SIM Swap module & other features, not hosting on play store and not updating the BSNL SWIFT APP which is developed by ITPC-Hyd- Reg

This has a reference to the subject cited above, we would like to bring the following issue to your kind notice for instructing the concerned management & extend your kind support to our ITPC-DEV-UNIT-Hyderabad, BSNL to arrest the expenditure and enhance the revenue & respect to our beloved company BSNL.

updated version of BSNL SWIFT APP is deliberately not launched by the ITPC (Development) BSNL, Hyderabad Management. As a result of which Swift App is not working on ANDROID 8 (OREO) and above advanced Mobile Operating Systems. ITPC (Dev) BSNL, Hyderabad management intentionally not providing resolution in order to distract users attention from BSNL SWIFT APP to SANCHAR AADHAR APP developed by M/s Intense. And also not allowing the developers to add new features & resolutions of field issues despite receipt of many complaints from BSNL SWIFT APP users.

In spite of several requests from the BSNL SWIFT APP users, BSNL SWIFT APP has not hosted into goggle play store despite having play store account registered for My BSNL APP. which in turn effects the automatic updates of APP are not pushed to APP users.

Back ground Services which are developed for BSNL SWIFT APP by ITPC developers BSNL Hyderabad are handed over to M/s Intense to replicate existing features of BSNL SWIFT APP in M/s Intense "Sanchar Aadhar App".

Data Base of Sanchar Soft maintained by ITPC (Dev) BSNL, Hyderabad is shared to M/s Intense by the Management of ITPC (Dev) BSNL, Hyderabad.

SIM Swap module in BSNL Swift is developed by ITPC(Dev) BSNL, Hyderabad in Feb,2018 with the then PGM instructions, also it has been tested but till date not incorporated this feature in BSNL SWIFT APP by Management of ITPC(Dev), BSNL, Hyderabad in order to penetrate the Sanchar Aadhar App of M/s Intense on PAN India basis..

Hence with the above facts, we understood that the ITPC (Development) BSNL, Hyderabad Management wants natural death of BSNL SWIFT APP by not providing any updates for new features and not providing the new facilities to the field requirements.

Hence it is requested that your kind self to warn the concern management and instruct them to update all the features in BSNL SWIFT APP and also get it hosted into play store. BSNL Corporate office should support the in-house talent as BSNL own applications are saving crores of rupees to BSNL, it's better to encourage those BSNL teams in required manner rather than to through their hard works for the sake of vendors at the cost of BSNL's money and respect.

With profound Warm Regards

Yours faithfully,



(R.C.PANDEY)
General Secretary

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