



ASSOCIATION OF SCIENTIFIC & TECHNICAL OFFICERS

OIL AND NATURAL GAS CORPORATION LIMITED, NEW DELHI

Registered with the Registrar of Societies U.P., Lucknow, Registration No. 172 (1967-68)



AMIT KUMAR
President - CWC

No.ASTO/CWC/Pres/2008-10/CWC/21

Dated: 20.08.2008

FAX MESSAGE

PRESIDENT AND SECRETARY OF ALL ASTO UNITS

AGARTALA	CHENNAI	JODHPUR	MUMBAI
AHMEDABAD	DEHRADUN	JORHAT	NAZIRA/SIVASAGAR
ANKLESHWAR	DELHI	KOLKATA	RAJAHMUNDRY
BARODA	GOA	KARAIKAL	SILCHAR
CAMBAY	HAZIRA	MEHSANA	URAN

SUBJECT: OPEN HOUSE MEETING WITH BSNL AND MTNL FOR IMPROVEMENT OF TELECOM SERVICES.

As you all are aware that the telecom services being provided by BSNL/MTNL are not at all satisfactory. The issue of improving them has been taken up with concerned authority several times with very little improvement. During the last bilateral meeting with the Management held on 14th & 15th July 2008, it was decided that a notice shall be given to BSNL/MTNL combine to improve the services with in a month's time. In this regard a letter is issued by ED-CIO to INFOCOM heads of all the work centers (copy attached). An open house meeting has been organized by office of CIO – with BSNL/MTNL for the same to know the response from all the employees.

All units are requested to coordinate with respective INFOCOM Heads to organize a meeting by 05.09.2008. Kindly ensure that all the issues of poor connectivity, faulty billing, poor availability of links, call dropping, etc. are brought out in this meeting so that action for finalizing a new service provider are to be taken on priority.

LONG LIVE ASTO UNITY

Encl. as above


(AMIT KUMAR)
PRESIDENT-CWC



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CORPORATE INFOCOM SERVICES
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New Delhi - 110 092
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NO. DLI/CIO/BSNL MTNL MOU/2007

DATED 18.8.2008

FROM : B S MOMI, GGM(E&T) – Head Communications

TO: Infocom Heads/ Incharges as per list attached

Sub: "Open House" Meeting with BSNL and MTNL for improvement of Telecom Services

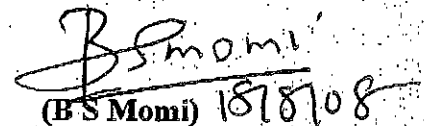
ED-CIO in the Tripartite Meeting held in SCOPE Minar, Delhi on 25.06.2008, took up strongly the current issues of Infocom Services in various work centres, delay in implementation of new Leased Lines and Internet Circuits and implementation of various value added services for ONGC. Please refer Minutes of Tripartite Meeting held on 25.6.2008, copy of which is attached herewith. In the Meeting, CIO requested BSNL and MTNL to depute Team to ONGC Work Centre and take feedback directly from the ONGC Users about the performance of their services in the "OPEN HOUSE" organized by Incharge Infocom at respective locations.

It is also to mention that new ASTO, CWC in their first ever Meeting with our Management on 14-15.07.2008 raised issues of poor services from BSNL and MTNL. They suggested to take up the matter with BSNL and MTNL to improve the services in a time frame manner.

ED-CIO has desired that Infocom Head/ Incharge at each work Centre shall decide date in consultation with local BSNL and MTNL and organize "OPEN HOUSE" at a convenient place at ONGC Premises latest by 5.9.2008. Advance intimation shall be given to all the employees to attend the "OPEN HOUSE" and raise the issues of services including all local issues with BSNL and MTNL. Senior Executives of the Work Centre may also be invited to address and guide the "OPEN HOUSE". BSNL and MTNL may be requested to resolve the issues in a time frame manner.

After organizing the "OPEN HOUSE", Infocom Head/ Incharge shall submit Compliance Report and outcome of the "OPEN HOUSE" to ED-CIO latest by 15.9.2008 so that overall views can be taken and put up to Management.

With Warm Regards,


(B S Momi) 18/8/08

Group General Manager (E&T)

Copy to,

1. ED-CIO, ONGC, Corporate Infocom Services, SCOPE Minar, Delhi
2. CEA to Dir(T&FS), ONGC, JBB, New Delhi

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