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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LTD.
(A Government of India Enterprises)

संजय कुमार सिन्हा
महाप्रबन्धक (प्रशा. एवं पी.आर.)
SANJAY KUMAR SINHA
General Manager (Admn. & PR)

F No. BSNL/Admin/23-10/2015
Dated: 18th April 2016

Sub: Steady decline in maintenance of BSNL IQs.

I am writing this to invite your attention towards steady decline in the standards of maintenance of BSNL IQs. Many higher officers from BSNL and other organizations such as DOT etc. have reported that at some places even minimum standards of maintenance are not observed. Our rooms are generally spacious with many amenities but these are badly managed. Rooms are generally not clean and tidy and bathrooms are mostly miserable. It has also come to notice that at most of the places one or two rooms are exceptionally well managed and rest of the rooms are simply not taken care of. It has also observed that our IQ condition are very pathetic.

Officers of BSNL, DOT, MTNL, TRAI and other related organizations move across the country and stay in BSNL IQs. The tariffs of these IQs have also been revised suitably from time to time. Hence it is imperative to maintain minimum basic standards in the maintenance of rooms/suits in our IQs.

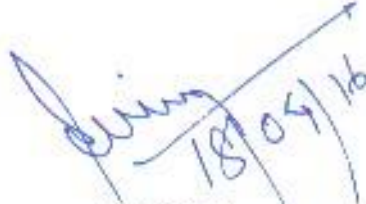
I would like to emphasize that cleanliness and tidiness are basic necessities. These are basic minimums that are required wherever we stay. Luxury comes next and is not a necessity as such. People complain only when they feel that rooms are not even clean and tidy.

In view of above I would like to stress following points regarding maintenance of our IQs:

1. All rooms should remain clean and tidy.
2. The walls should be properly painted and floors should not have any cracks.
3. Doors and windows should operate smoothly and should shut tightly.
4. The bed should be proper with clean mattress and bed sheet and pillow.
5. There should be a basic table and chair with a lamp in the room.

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6. The room should be properly lit and all electricity points should be safe and properly installed.
7. The AC should be in working condition with acceptable noise levels.
8. During winters a basic heating device and clean blankets should be provided.
9. TV with cable / satellite connection should be available.
10. Bathrooms should be clean and tidy. Buckets and mugs should be clean and there should not be any leakage from the taps.
11. GM(Admin) in the circle and DGM (Admin) in the SSAs shall be the in charge of IQs and they will be responsible for effective implementation of all above points. They would also ensure a weekly visit in the IQs and submit a visit note to respective heads.


18/05/16

(S.K. Sinha)
G.M. (Admn&PR)

To,
All CGM's / Circle head / SSA
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