

## GENERAL DUTIES & RESPONSIBILITIES OF OFFICERS AND STAFF OF DKTD

### GM DKTD

Achieving profitable and sustainable growth of revenues in the SSA across businesses (CFA, CM, EB) through excellence in sales, marketing and customer service, superior network operations backed by efficient IT-enabled processes. Creating a work environment that encourages commitment and performance by ensuring employee growth and development. Overall responsible and Authority for entire operations of DKTD, BSNL, MANGALURU

### DGM (Finance)

Overall in charge of Financial activities & advisor to GMT. Authorised to advise GM for issue of sanction of works and purchase, according to the delegated financial powers by BSNL HQ/CGMT/GMT orders from time to time.

### DGMs

DGM is overall responsible for all activities related to provision of all telecom services, technical operations and maintenance of Indoor plant and outdoor network under their jurisdiction. Monitoring the Telecom revenue of his area. Has got the control over the administrative activities of the staff under his area jurisdiction. Any other works assigned by superiors.

### AGMs/DEs

- Is responsible for the efficient administration of his division.
- Directs all executive operations within his division.
- To ensure that all orders originated by himself or by his superiors are carried out efficiently and promptly.
- To ensure no unsanctioned outlay is incurred and economy in expenditure is effected.
- Keep personal watch on all letters received in his office.
- To prepare, scrutiny and check all estimates and execution of works and maintenance

- To carryout regular inspection of all his attached offices
- To satisfy himself of good working condition of all the apparatus and plants in the site of inspection
- Report to head of circle of any accident involving injury to person as a result of the activities to the Department and submit a full report
- To personally present when cables are laid and to keep close touch with all other important cable laying activities
- Is responsible for seeing that Technical Instructions are followed while laying cables and all aerial and underground cables which are showing signs of developing faults are repaired before rains set in
- Is responsible for efficiency of all Telecom systems within his division and to ensure periodical tests are carried out and action taken to rectify the faults discovered
- To ensure that all instruments and circuits of all offices are fitted up and all tests are taken in accordance with the Technical instructions
- Is responsible to ensure that staff allotted to him are not employed on duties other than those for which they are sanctioned and also are competent to carry out the duties allotted to them and possess all the scientific and
- technical knowledge required to perform their duties
- To pay personal attention to the preparation and maintenance of records of lines, wires, apparatus and plants and electrical equipments and history sheets of assets and stocks of imprest stores held by each subordinate units
- To advice in the performance of the duties of his subordinate officers and ensure that they are thoroughly conversant with out door/ indoor engineering work
- To ensure that rules and orders laid down are followed in regard to the control of establishment, the sanctioning and allocation of expenditure and general procedure
- To correspond with the local authorities like civil, defence within his division through the channel of communications such as secretaries or staff officers

- Tactful in dealing with the public so that they may not be afforded an opportunity for agitate against the administration of the department
- To forward the complaints to such authority for necessary orders if not possible to dispose off owing to the absence of orders from higher authorities

#### CAOs

- Overall supervision of TR accounts of the area
- Manual bills in case of Bill amendments and for intermediate bills
- LPC & HPC conduction
- 2<sup>nd</sup> Signatory for issuing cheques
- Attending complaints related to bills
- Submission of reports & returns
- Persuasion of outstanding dues

#### AOs

- Collections of CSCs and amount remittance to Bank in time
- Handling of dishonored cheques
- Sending Statement of collection made to respective units
- Remittance of Cash/cheques/DD to Bank.
- Preparation of Cash Book/Bank Book and Trail Balance
- Co-ordination with CSCs and Co-ordination with Sub-Ledger
- Clearance of Statutory/Internal Audit Reports
- Cash Collection/Cheques/DD from all CSCs.
- Any Other work entrusted by the CAO
- Preparation Bank reconciliation & correspondence with Banks
- Watching of ECS cases with bank and Watching the Statements
- Watching the ITC /Sanchar-net/Web Statements to circle office
- Management of office/vehicle management.

## SDEs

- Directly subordinate to AGMs
- Is responsible for the proper maintenance of lines and wires and the execution of works in their sub division and for expenditure thereon
- Keep personal watch on all letters received in his office
- Is responsible for the technical arrangements in the telegraph offices in his Sub division
- Is responsible for the installation and maintenance of electrical installations in his division
- Is having charge of large telephone system which may or may not contain repeater, carrier apparatus etc
- He is responsible in all respects for the maintenance and upkeep of such systems and control of staff employed there in
- Is responsible for first fitting, shifting or refitting of all offices, apparatus and exchanges in his charge and for the preparation of estimates, completion report, indents etc connected with such works
- To conduct regular inspection of all exchanges in his charge and of subordinate offices and particularly the prompt rectifications of interruptions both in offices and lines and cables
- To carry out all installation works that are to be carried out by SDEs
- To have administration, technical and disciplinary control over the staff working under him
- To rectify faults in the station and ensuring that the equipment is available for traffic with the minimum of circuit time loss
- Ensure that daily, weekly and other tests are performed regularly and properly by the maintenance staff attached to the station
- Proper maintenance of battery and power plants
- Submitting timely indents and obtaining requisite amount of spare parts for the maintenance of the equipment under his charge
- check and scrutiny the tests, localisations carried out by the staff

## PRO

- Customer redressed complainants with regard to excess billing, detailed MR anomalies, billing queries
- Rebate in respect of delay in shifts, sub owned instruments and internal
- Attending adalat & legal consumer forum for legal cases
- Attending to arbitrations
- Attending to MOC, PG cell / CGM cases
- In charge of Building/ vehicle / lift
- Attending to customer interviews
- Any other works assigned by superiors

## PAs

- Taking dictations / transcriptions and doing other works assigned by DGMS
- Assisting in day to day works for MIS statements
- CR works
- Collecting & putting up the reports from CAOs/AGMs
- Any other works assigned by superiors

## JTOs

- Works under DEs/SDEs and work in definite area called sections
- Is responsible for efficient working of all lines and offices in their sections
- Is responsible for efficient supervision and control of staff placed under his charge
- Is responsible for maintenance of batteries and power plants in good condition in his section and to maintain battery register showing date of installation and other information
- Is responsible for care and custody of and for the maintenance of apparatus and plants, stores for office and lines under his charge

- Is responsible for first fitting and refitting of telephone lines under his charge
- Is responsible for inspecting combined offices under his charge
- Should carryout inspections and submit the report in the prescribed proforma.
- Is responsible for supervision and control of line staff in his section and to ensure that lines are properly patrolled and kept in efficient condition
- Prompt removal of interruption and restoration of lines
- To ensure regular patrols are carried out and deal all cases of neglect of duty or disobedience suitably
- Is responsible for ensuring the quality of work done by the line staff
- Is responsible for taking prompt check and disposal of bills and correspondence received from line staff, imprest bills of line staff, and regular preparation of his own imprest bills
- Is responsible for preparation of estimates and RCRs works within his powers and supervision of, efficient workmanship on such works
- To report to SDEs along with causes of interruptions of over 24 Hrs without any delay
- Is responsible for the efficient working of all telephone apparatus in their charge
- Is responsible for seeing that prompt and adequate action is taken to rectify any interruption
- Is required to be thoroughly familiar with the technical details of apparatus and plants under his charge and to keep them in good working condition
- To take prompt action in connection with demands for new telephone and shifting telephone and for dealing courteously with customers

## JAO

- Consolidation
- Trial Balance
- CBC/CSC/AOTR enquiries
- General Administration
- Counter Management
- ABB-Statement and Vehicle Statement
- Remittance
- Kiosk
- Bank Reconciliation and Checking of Bank/Cash Books
- Watching Bank Transactions and Clarifications
- Dishonor Cases and ECS Checking
- Bills
- Fund Flow Statement
- Any other work entrusted by AOs
- Senior Telephone Supervisors
- Scrutiny of Attendance Registers
- Preparation of Duty chart of operative staff
- Investigation of subscriber's complaints
- Arranging overtime staff as required
- Supervise the work of TOAs
- Ensuring of manning of positions and assigning sections
- Ensuring efficient service on the special service

## Telecom Office Assistants

- Handle all computerized jobs in the office including word processing, sending and receiving electronic mail, preparation of report and statements, pay roll and TRA work
- Receive dock, register incoming and outgoing letters and papers, distribute and dispatch Dak to various sections/assistants/offices
- File incoming letters and papers, disposal including preparation of drafts, statements, reports
- Process cases pertaining to new telephone connections, shifting, disconnections, leased circuits etc
- Typing of letters, correspondence, estimates, returns and statements etc
- Process cases in establishment, staff, works, accounts, budget and administration and prepare returns and statements etc
- Attend to complaints and keep watch on / guide group'D' staff in his work
- Assist Telecom assistant/JTO/ SDE in preparation of detailed /Project estimates
- Carryout any other duties assigned by superiors

## T.T.A. Internal

- Carrying out routine maintenance as per schedule
- Attending subscriber complaints
- Testing and replacing faulty cards
- Maintenance of indoor stores
- Testing of ISDN lines / leased/ data circuits/ Broadband
- Attending TD board faults
- Operation & maintenance of battery & Power plants /AC units
- Checking of earth resistance
- Any other works assigned by superiors



### TTA External

- Allotting work to section line staff like day to day line faults/assigning work of new connections/shift work/dias connections/Broadband/ISDN connections /DATA circuits etc to section line staff and extract work
- Monitoring dockets /OBs etc to maintain time limits. Helping /guiding any kind of work in case of line staff found difficulty in carry out the work.
- Maintenance of DLC equipments / providing New connection and data ccts /ISDN through DLC.
- Provision of FWT instruments in Non-feasible areas.
- DPCO Maintenance and cash collection, remitting to the Cashier and replacing the new coin box.

### T.O. Internal

- Answering T.D. Boards
- Testing daily VIP numbers
- Clearance of dockets
- Answering phone calls in switch room
- Change over work, number allotment
- Any other work allotted by higher ups
- Any other works assigned by superiors

### Phone Mechanic (Internal)

- Repair faulty Cards, keys, jacks, lamps and lamp strips, fitting and replacing protective devices including GD tubes, installation and maintenance of primary and secondary batteries and power plants, testing instruments, fire fighting equipment, cleaning of equipment.
- Wiring: Fitting and wiring in subscriber offices, paying fanning, lacing, tagging, termination and soldiering/wrapping/IDC termination of

switch board cables and jumpering at MDF, IDF, TDR and cabinets, pillars and DPs, wiring and testing of trunk and local boards, PBX, PABX boards all auto and electronic exchanges, carrier and VFT interstice coaxial, microwave stations, telegraph offices and all electrical installations.

- Fault rectification: Fault in manual switch boards, rural exchanges including Electronic exchanges, faults in telephone instruments including plan instruments and associated equipment in telegraph offices.
- Assisting TTA, JTO and other superiors in maintenance, construction and installation of switching / transmission equipments

#### Phone Mechanic ( External)

- Attending external faults
- Localization of faults by cable fault locator
- Patrolling line, giving tests for localization of faults, rectification of faults, attending to subscribers loops
- Termination of cable pairs
- Fixing of CT boxes, erecting DPs
- Retrieval of cables
- Assisting TTA, JTO and other superiors in maintenance, construction and installation of switching/transmission equipments
- Any other works assigned by superiors