



BHARAT SANCHAR NIGAM LTD

ELECTRICAL WING, TAMILNADU

Vision: The Tamilnadu Electrical Wing is committed to provide world class Electro Mechanical Services to its Customers with devotion and dedication to ensure exceptional degree of dependability in the services rendered.

Mission: Customer Delight, Quality of Service, Cost Consciousness and Conservation of Energy.

QUALITY POLICY

Original Works :

BSNL, Electrical Wing, Tamilnadu avows to provide World class Electrical and Electromechanical services to our customers by effectively deploying the infrastructure.

Maintenance Works :

By way of Quality Maintenance, BSNL, Electrical Wing, Tamilnadu is committed to provide uninterrupted power supply and Air Conditioning Services to Telecom Exchanges.

Energy Conservation :

BSNL, Electrical Wing, Tamilnadu is committed to conserve energy in all its operations. We shall transform energy conservation into a strategic business goal and make it as a way of life.

QUALITY OBJECTIVES

Original Works :

- ❖ To complete minimum 80% of the projects before the target date of completion of work as per the contract Agreement.
- ❖ To clear 85% of projects by Acceptance testing in their first test itself.
- ❖ To achieve overall rating of minimum 8 in 10 point scale.

Maintenance Works:

- ❖ To attend at least 80% of faults within 24 hours for minor faults and within 7 days for major faults.
- ❖ To achieve overall rating of minimum 8 in 10 point scale.

Energy Conservation:

- ❖ Energy auditing once in 3 years for buildings having connected load of 500 KW or more.
- ❖ Energy Auditing of all Buildings having substation or AC plant once in 3 years.
- ❖ Energy auditing all other buildings not covered in the above category once in 3years.
- ❖ Conducting three Energy Core Group meetings / Programmes in each SSA in a year.
- ❖ Maintain the Power Factor above 0.95.

Date : 10.06.2010

Chief Engineer (E)
TN Electrical Zone