

Bangalore sales company limited

Bangalore sales company limited (BSCL) is a distributor of pumps and compressors for Karnataka state. In order to increase the sales in northern Karnataka region, they hired a senior sales manager Mr. Kamalesh and asked him to operate from Hubballi, however, very soon there are complaints from sales manager in nearby Belagavi area and even from Kalaburgi area that Mr. Kamalesh and his team are trying to meet customer in their regions and do business.

Mr. Kamalesh however confirms that he is only meeting the regional offices of the Belagavi and Kalaburgi areas and there is nothing wrong in it. Soon this dispute reaches the Regional Manager Mr. Gupta in Bangalore

Questions

1. What are the problems with the territory design in this case?
2. As a Regional manager, what will you do to control the situation?