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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

Dated: 11.06.2021

To

**The Chief General Manager,
All Telecom Circles/Districts,
BSNL**

Subject: Regarding meeting with franchisees at Circle level.

Feedback is received in this office from many Franchisees that there has been negligible communication and support from the Circles / BAs. It has been noticed that most of the circles are not organizing franchisee meetings regularly, which results in delay in resolution of various issues raised by franchisees. The same in turn affects the sim sales and revenue.

It has been observed that post VRS, channel management teams in Circles/BAs have weakened, which has adversely affected communication with channel partners and recent lock-downs due to COVID-19 has further aggravated the situation. Franchisees are our business partners and timely resolution of their issues is very important for motivating them to increase business. This is possible only when there is a regular interaction with the Franchisees.

Therefore, all Circles are requested to organize Franchisee meeting at least once in every quarter. A meeting with the Franchisees of the Circle may kindly be organized (through VC) at the earliest and the minutes of meeting may be forwarded to this office at **salescmhq@gmail.com** by **30.06.2021**.

V.K. Sharma

**(VIJAY KANT SHARMA)
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