

NWO- CFA Cell, 8th Floor, Corporate Office,
Bharat Sanchar Bhawan, H.C. Mathur Lane
Janpath, New Delhi-110001
Phone No:- 23714148
Email: nwocfa@gmail.com



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

No. 8-24/2020-21/PHM

Dated: 09.02.2021

To,

All Chief General Managers,
BSNL Telecom Circles/ Telephone Districts.


Sub: Improvements needed in the quality of services – regarding.

Ref:- (1) DOT letter No. 30-1/2020-PSU Affairs – Pt (3) dated 22.12.2020.
(2) This office letter of even no dated 24.12.2020.
(3) DOT letter No. 30-1/2020-PSU Affairs – Pt (3) dated 04.02.2021.
(4) CMD Secretariat letter no CMD/Sectt./C&M/Corr./CGMs/2020-21 dated 09.02.2021.

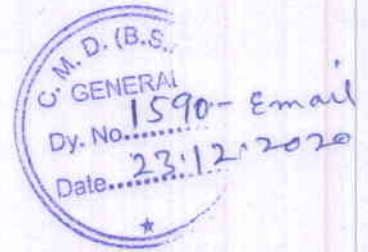
Kindly refer to DOT letters under reference 1 & 3. In this regard, DOT has been receiving multiple representations from Central Government Ministries / Departments / CPSEs etc regarding poor quality of services offered by BSNL/MTNL.

2. A letter under reference 4 has already been issued by CMD secretariat.

3. Therefore, it is requested that, steps taken in this regard may kindly be informed for improving BSNL services by ensuring the provision of quick, effective and quality telecom services, and put in place a responsive grievance handling system. Inputs in this regard may kindly be sent on email ID nwocfa@gmail.com and dmphbsnl@gmail.com by 12.02.21.


09/02/2021
(Alok Kumar)
DGM (NWO-I) CFA

Government of India
No. 30-1/2020-PSU Affairs-Pt(3)
Ministry of Communications
Department of Telecommunications



Sanchar Bhawan, New Delhi,
The, 22nd December, 2020

OFFICE MEMORANDUM

Subject: Mandatory utilization of network of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for internet/broadband, landline/leased line by all Ministries/Departments of Government of India/Central Public Sector Undertakings (CPSEs)/Autonomous Bodies etc. under Central Government— regarding.

Kind reference is invited to DOT OM no. 19-1/2019-SU-I dated 12.10.2020 on the above captioned subject, as per the approval of the Union Cabinet.

2. In this regard, DOT is in receipt of multiple representations from various Central Government Ministries/Department/ CPSEs and Autonomous bodies regarding quality of service issues being faced from BSNL/MTNL.

3. In order to address these issues and apprehensions, you are requested to ensure providing quick, effective and quality telecom services to all Govt offices and officers.

✓
DIR (CFA), (cm), E/B
her we are
two QoS issues
Jitin Bansal
(Jitin Bansal)
Director (PSU Affairs)
Ph: 011-23096142

To,

CMD, BSNL & CMD, MTNL.

Copy to:

1. PPS to Secretary (Telecom)
2. PPS to Member(F)/Member (T)/Member(S)

Copy to:-
DIR (T) mcm
for M/A

Gm (mcm-CFA)
Gm (CFA)
&
2 m/a.

NWO- CFA Cell, 8th Floor, Corporate Office,
Bharat Sanchar Bhawan, H.C. Mathur Lane
Janpath, New Delhi-110001.
Ph No 011-23714148
Email: nwocfa@gmail.com



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

No. 8-24/2020-21/PHM

Dated: 23.12.2020
24

To,

All Chief General Managers,
BSNL Telecom Circles/ Telephone Districts.

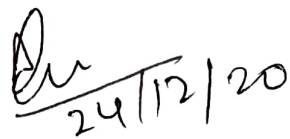
Sub: Mandatory utilization of network of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for internet / broadband, landline/ leased line by all Ministries / Departments of Government of India / Central Public Sector Undertakings (CPSEs/ Autonomous Bodies etc. under Central Government-regarding.

Ref:- DOT letter No. 30-1/2020-PSU Affairs – Pt (3) dated 22.12.2020.

Kindly find enclosed herewith the letter from DOT intimating that DOT is in receipt of multiple representations from various Central Government Ministries / Departments / CPSEs and Autonomous bodies regarding quality of service issues being faced from BSNL / MTNL.

In order to address these issues and apprehensions, it is hereby requested to ensure to provide quick, effective and quality telecom services to all GoI offices and officers.

Encl: As above.


24/12/20
(Alok Kumar)
DGM (NWO-I) CFA

Government of India
No. 30-1/2020-PSU Affairs-Pt(3)
Ministry of Communications
Department of Telecommunications



Sanchar Bhawan, New Delhi,
The, 4th February, 2021

OFFICE MEMORANDUM

Sub: Improvements needed in the quality of services – regarding.

Kind reference is invited to DOT OM no. 30-1/2020-PSU Affairs-Pt(3) dated 22.12.2020, vide which it was highlighted that DOT has been receiving multiple representations from Central Government Ministries/Departments/CPSEs etc. regarding poor quality of services offered by BSNL/MTNL. Consequently, BSNL/MTNL was requested to ensure the provision of quick, effective and quality telecom services to all Govt offices and officers.

2. DOT had issued an OM dated 12.10.2020 mandating the utilization of BSNL/MTNL network by all Ministries/Departments of Government of India/CPSEs/Central Autonomous Bodies for internet/broadband, landline and leased line requirements. Further, BSNL/MTNL had assured DOT that it has the expertise and the resources to provide internet connectivity for secondary/standby/redundant internet lines through the use of diversity path, while fulfilling the requirements for higher reliability and uptime.

3. However, in the absence of any visible improvements in the quality of services of BSNL/MTNL, and in light of the continuous representations received in DOT, BSNL/MTNL is once again requested to accord top priority to improving its quality of services by ensuring the provision of quick, effective and quality telecom services, and put in place a responsive grievance handling system. Steps taken in this regard may be intimated to DOT immediately.

4. This issues with the approval of the competent authority.

DIR(CFA) / (CM) (IB), BSNL
Jitin Bansal

DIR(HR), MTNL, ED DECH, (Jitin Bansal)
Director (PSU Affairs)
Ph: 011-23096142

To,

CMD, BSNL & CMD, MTNL.

Copys to:-

GM (Tech) / PGM (CRM)

for issue of formal note to
all concerned

All pgms/ams &
CFA verified.
8/2/21

CMD Secretariat,
Room No.304, Bharat Sanchar Bhavan,
Harish Chander Mathur Lane, Janpath,
New Delhi-110001.
Tele. 011-23317861, FAX 011-23317862



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

No.: CMD/Sectt./C&M/Corr./CGMs/2020-21/

Dated 09.02.2021

To,

All CGMs BSNL

Sub: Improvements needed in the quality of services-reg

Ref: DoT No.30-1/2020-PSU Affairs-Pt (3) dated 04.02.2021

Dot has issued an OM dated 12.10.2020 mandating the utilization of BSNL/MTNL network by all Ministries /Departments of Government of India/CPSEs/Central Autonomous Bodies for Internet /Broadband, Landline and Leased Line requirements.

2. Vide letter under reference, and letter of even no. dated 22.12.2020 , it was highlighted that DoT is receiving multiple representation from Central Government Ministries /Departments /CPSEs etc regarding poor quality of services offered by BSNL.

3. Therefore, it is requested that, steps taken in this regard may kindly be informed for improving BSNL services by ensuring the provision of quick, effective and quality Telecom Services, and to put in place a responsive grievance handling system. Inputs in this regard may kindly be sent to respective Zonal Directors at the earliest please.


(Adhir Singhal)
PGM(C&M)

Copy to:

- 1)-The CMD, BSNL for kind information please.
- 2)- The Director, East Zone / West Zone / North Zone / South Zone, BSNL Corporate Office, New Delhi-110001 for kind information & sending the complied report of the circles to this office please.