


<p><b>NWO-CM- II</b> BSNL Corporate Office Bharat Sanchar Bhawan, H. C. Mathur Lane, Janpath, New Delhi -110001 Phone No : 011-23734305 Fax No : 011-23734304 <a href="mailto:cmtsqos.bsnl@bsnl.co.in">cmtsqos.bsnl@bsnl.co.in</a></p>	 <p><b>भारत संचार निगम लिमिटेड</b> (भारत सरकार का उपक्रम) <b>BHARAT SANCHAR NIGAM LIMITED</b> (A Govt. of India Enterprise)</p>
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No. BSNLCO-CMQS/24(11)/10/2020-NWO-CM-II/27946

Dated: 29.12.2020

To,  
The Chief General Managers,  
All Telecom Circles and Metro Districts.

**Sub: Mandatory utilization of network of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephones 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 Office Memo No. 30-1/2020-PSU Affairs-Pt(3) dated 22.12.2020.**

Kindly refer to the DoT Office Memorandum dated 22.12.2020 (copy enclosed), on above cited subject. In this regard, DoT is in receipt of multiple representations from various Central Government Ministries/ Department/ CPSEs and Autonomous bodies regarding quality of services issues being faced from BSNL/ MTNL.

In order to address these issues and apprehensions, all Circles are requested to ensure for providing quick, effective and quality telecom services to all Government of India Offices/ Department/ CPSEs and Autonomous bodies and to its Officers.

**Hence, all Cellular Mobile (CM) units of each Circle are requested to ensure early escalation of all such issues for providing quality telecom services to all Government of India Offices/ Department/ CPSEs and Autonomous bodies and to its Officers.**

**Encl: As above.**

*Versha*

(Versha Luckwal)  
DGM (NWO-CM-III)  
BSNL Corporate Office

**Copy to:-** 1. PPS to Director (CM) BSNL Board New Delhi- for Kind information please.