

DGM (CFA)
O/oGM (CFA/NWO-BB&IN)
Room No.120, 1st Floor,
BSNL Corporate Office,
Bharat Sanchar Bhawan,
Janpath, New Delhi-110 001.
Tele No. 011-23714242



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

No. BSNLCO-CFAO/11(13)/2/2020-CFA

Dated: 21-06-2021

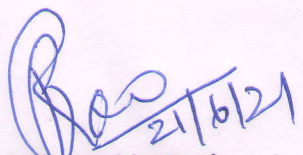
To

- The CGMs,
1. ITPC Pune,
2. BBNW, Bangalore.

Sub: OTT Management Team : Roles and responsibilities –reg

1. As per the directions of Director (CFA), OTT Management team has been constituted at Pune, Hyderabad and Bangalore details of which have been communicated by ITPC vide letter No. ITPC/CDR Project/CDR-II/BSNL CO/2020-21/02 dated 03-06-2021. (Copy Enclosed)
2. It has been decided to have following setup enabled at the three locations for comprehensive understanding of features in OTT services:
 - a. Android/Apple/Amazon/set-top boxes
 - b. Subscription to the OTT services
 - c. FTTH/Airfibre connection to measure latency/buffering.
3. The OTT management team shall have following roles and responsibilities:
 - a) Knowledge Sharing with the OTT service providers (with whom the agreement has been signed) regarding features available in the OTT service.
 - b) Challenges faced by the customers in the OTT services by a regular interaction with BAs/Circles.
 - c) Training the call center executives so that customer queries on OTT services can be responded in a satisfactory manner.
 - d) Regular updation of information available on Cinemaplus portal.
 - e) Market analysis of various offerings from other service providers and giving inputs to corporate office for launch of new products.

Encl: As Above


(P. Padmanabha Rao)
DGM (CFA)

मुख्य म.प्र. का कार्यालय सू.प्रौ.पयोजना
परिमंडल

O/o CHIEF GENERAL MANAGER I.T. PROJECT
CIRCLE

देशीय दूरसंचार प्रशिक्षण केंद्र, जी-121-122, म.जी.पि.म., चिंचवड,
RTTC No. G-121-122, MIDC, Chinchwad,
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BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

ITPC /CDR Project/CDR-II/ BSNL CO/2020-21/02

dtd 03.06.2021

To,

The General Manager CFA,
Bharat Sanchar Nigam Limited,
Janpath, New Delhi - 110001

Subject: Nominations for resolving issues related to OTT services.

In the review meeting held on 28/05/2021, DIR CFA instructed the formation of a group from the data centres that will check the user experience for all the OTT services. The group will analyze by experiencing the product as a user and identify how it can be made more user-friendly. It will also check what more up-gradation is to be done regarding interfacing API or logic to be built in the way BSNL/OTT content providers are providing the service. Further, the group will also assess the BSNL Portal to make it more user-friendly.

In view of the above and as per instructions from Director CFA, the following officers from WDC and SDC have been nominated for coordinating and resolving issues related to OTT services.

Sr No	Zone	Name of the officer/Design	Mobile number	Email id
1	West	Mr Ramesh Prasad -DE	9422087007	nodalwdc@gmail.com
		Mr Niranjan Deshmukh – SDE	9422170004	inscppune1@gmail.com
		Mr Arpit Gupta – JTO	9435598764	arpit.iet@gmail.com
		Mr Mahender –JTO	9423086675	mahender1985@gmail.com
2	South	Mr Krishna Mohan, SDE(Billing)	9440000792	itpcbiling910@gmail.com
		Mr Anil Narayana, JTO(Billing)	9490000426	anilatbsnl@gmail.com
		Mr Giri Babu, SDE(FMS)	9440000300	sdefmsitpcdc@gmail.com
		Mr N. Veera Bhadrudu, JTO(IVRS)	9490000422	badri_422@yahoo.com
3	BBNW	Mr Liju Philip SDE	9449000515	lijuphilipbsnl@gmail.com
		Mr Krishna Kumar SDE	9483536370	rishnakumartb@bsnl.co.in
		Mr Amarnath JTO	9449827561	amarjagadha@bsnl.co.in
		Mr Harish S	9449991230	toharishs@gmail.com

This is for your information and necessary action and is issued with approval of the competent authority.

/ **SUNIL RANE** /

Dy. General Manager (CDR)

IT Project Circle, Pune.