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

No: 27-114/NWO-BB&IN/2018-19/CFA Review

Dated 02.03.2021

To

1. The Chief General Manager,
All Territorial Telecom Circles, BSNL
2. The PGM/GM,
All Business Areas, BSNL

Sub: Restructuring of CFA Network: Toll Free Number for Partner Support Group

1. Kindly refer this office letter no. 27-114/NWO-BB&IN/2018-19/CFA Review Dated 16.12.2020 vide which instructions were issued for implementation of Centralized Network/Partner Management at BA level in all Telecom Circles/Districts.
2. It was also mentioned in this letter that *"Common Toll-Free number shall be opened by ITPC, which shall be mapped with the telephone numbers at respective BA level CGPS. A telephonic PIN (T-Pin) shall be issued to all the partners so that the call from the partners can be routed to the respective BA PCSG."*
3. In this regard, it is mentioned that a common Toll-Free Number is created by Bangalore Telecom District for partner management activities as **18005991001**. For this Every BA will have its own 3-digit PIN and its corresponding destination number/ Line hunting Group. (PPT for call flow for Hyderabad BA is attached herewith for reference please)
4. It is requested to share the details of Destination numbers of respective Partner Support Group of BA for creation of Line Hunting Group and also for creation of T-PIN to Bangalore IN ROI. The contact person at Bangalore IN ROI are as under:-
 - a. Rajeshwari DE ROI, Bangalore, 09449855120, agmftthbg@gmail.com
 - b. Anjana K SDE IN, Bangalore, 09448167160, inscpblr1@gmail.com

This is issued with the approval of Director (CFA), BSNL Board.

Encl: As above

(Bhagwan Singh)
DGM (NWO-BBIN)

Copy to:

1. Dir (CFA), BSNL Board- for kind information please.
2. CGM ITPC/BBNW for kind information and n/a please.



Restructuring of CFA network - Partner Management activities

A common Toll Free Number is created by Bangalore Telecom District for partner management activities as **18005991001**



Call flow for Hyderabad BA



The numbers 040-23354141 and 040-23266064 are clubbed in a **Line Hunting Group**.

Similarly Every BA can have it's own 3-digit PIN and it's corresponding destination number/ Line hunting Group