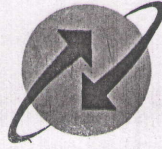


कमरा नं. 308, भारत संचार भवन, हरीश चन्द्र माथुर लेन,
जनपथ, नई दिल्ली-110001
दूरभाष कार्यालय : 91-11-23738999 फैक्स : 91-11-23734242
ई-मेल : diro@bsnl.co.in



भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

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Tel:91-11-23738999
Fax :91-11-23734242
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D.O. No. 7-3/2015-PHM
Dated the 2nd June, 2015

नरेश कुमार गुप्ता
निदेशक (सी.एफ.ए.)

N.K. Gupta
Director (C.F.A.)

Dear Shri.....,

Due to recently launched scheme for landline customers for free calling on any network in night hours from 9.00 PM to 7.00 A.M w.e.f 1st May 2015, it has been observed that in some Circles the number of new phone connections has increased and the disconnection case has also reduced to some extent with more numbers of reconnections compared to previous period.

The telephone connections under permanent disclosure may also be analyzed and put in all out efforts to contact the customers and convince them to come back explaining the benefits of the new scheme.

In this regard, any shortage of materials like drop wire, jumper wire and Telephone instruments for providing NTC and reconnection, the same may be informed to Sr.GM NOW-CFA and for broadband modem and 5 pair cable to Sr. GM (NWO-BB) ,BSNL Corporate Office.

Also care needs to be taken in maintaining the fault free network. If it is not ensured, then the above launched scheme may not get success in full. Hence all the network including the interconnection of the Telephone Exchanges are to be made fault free in order to give uninterrupted service to the customers.

The above measures have the potential to increase our customer base in landline connection and in turn it will increase the image of BSNL when we ensure uninterrupted and reliable services to our beloved customers.

I may request you to send the achievement of Gross DELs, Net DELs, D.P. rehabilitation carried and the compliance of the above measures to Sr. GM (NWO-CFA) by every Friday A/N on fax No. 011-23354549 or on e-mail id nwocfa@gmail.com.

With best wishes,

Yours sincerely,

N.K. Gupta
[N.K. Gupta]

Shri
Chief General Manager,
..... Telecom Circle,
.....

To,
Chief General Managers
All Telecom Circles/Districts