

BSNL CORPORATE OFFICE
Broadband-operation Cell,
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 12-4/2008-BBO (Pt) 4

Dated: 25 -03-2009
URGENT

To,

The CGM, (All Territorial Circles & Metro Districts),

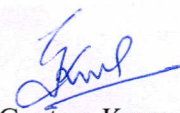
Subject: Outsourcing of the Maintenance of Broadband Services— Review

Ref:- No. 64-31/04-Broadband Dated 31/05/2007.

This office has received certain suggestions regarding the maintenance of Broadband Services on outsource basis. The suggestions broadly include points as under:

1. Broadband maintenance to be given to out sourced agencies and not restricted to DSA only who are installing the Broadband connections.
2. Payment of commission in stages starting with initial payment on installation of connection.
3. The TTA's & JTOs are to develop comprehensive skills to supervise the whole process of maintenance activities of outsourced agencies and DSAs and help them to provide good services.
4. Proper software automation of the processes like order managements, inventory management, handling new bookings, commission calculation/ payment in stages & generation of performance ratings of outsourced agencies/DSAs etc.

You are requested to examine the status of maintenance of Broadband services on outsource basis under your control in reference to above & provide the rates of outsourcing agencies and send us the status along with your feedback by 2nd April.2009 positively on fax 011-23766995 or email at gautamkumar40@gmail.com or yogesh95@bsnl.co.in.


(Gautam Kumar)
DGM (BBO-I)

Copt to : For kind information pl.

1. The PPS to the DIR (O).
2. The CGM(DNW), New Delhi.
3. GM(BB) , Corporate office, BSNL/GM(Sales), Corporate office, BSNL

QC
For AM & Cash
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