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

Letter No: 27-22/2014/NWO-BBIN/MOU

Dated 18 -06-2015

To

**The Chief General Managers
All Telecom Circles/Districts
BSNL**

Sub: Broadband subscribers' survey for those seeking disconnection or already disconnected as per requirement of MOU 2015-16 in atleast one town in a circle

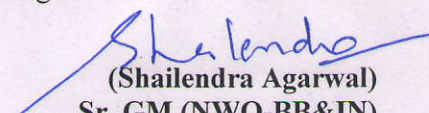
BSNL has signed MOU with DOT for year 2015-16 and circle wise target has already been communicated by CP&M Cell vide CMD D.O. letter CPM-I/1-54/ MoU(2015-16)/2015 dated 17/04/2015 to individual circles (Copy available on intranet) .

In the MOU (2015-16) target has been fixed to conduct survey of Broadband subscribers who have sought disconnection or already disconnected their broadband connection at least in one town of Circle.

Since another target to bring back the 10% disconnected Broadband subscribers has also been set in the MOU along with survey of Broadband subscribers seeking disconnection, hence it has been decided to conduct in house survey through BSNL field officials so that BSNL officials can motivate the customers to revive their broadband connection by addressing their grievances during the survey. The main objective of keeping the above parameter in the MOU is to use it as a tool to ensure that the factors annoying the customers are identified and addressed and even the lost customers are brought onto BSNL network again.

Survey questionnaire for Broadband subscribers seeking disconnection and already disconnected broadband connection subscribers is enclosed herewith in **Annexure A and B**. The survey is proposed to be done by BSNL field staff engaged in Broadband installation and maintenance.

It has been decided that the action be taken by the Circles immediately such that the survey is completed by **31.08.2015**. The action taken in this regard and a fortnightly progress report in the **attached format** may kindly be intimated to this office for kind perusal of Management. The town in which the survey is proposed to be conducted may also be intimated in the first report to be submitted by **5th of July, 2015 on Fax no. 011-23734366 or through e-mail on gmbnbbbo@gmail.com** . Please also refer letter from CGM (NCNGN) No. ND/NCNGN/MOU/CFA dated 28.05.2015 in this regard.


(Shailendra Agarwal)
Sr. GM (NWO-BB&IN)

Enclosure-

- (1) Survey questionnaire-A &B
- (2) Fortnightly report format - C

Copy:

- (1) CGM (NC-NGN) for kind information please.
- (2) PS to Dir(CFA) for kind information please.