

NWO- CFA Cell, 8<sup>th</sup> Floor, Corporate Office,  
Bharat Sanchar Bhawan, H.C. Mathur Lane  
Janpath, New Delhi-110001  
Tel No 011-23716688, Fax No 23766033  
Email: nwocfa@bsnl.co.in



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

No. 8-23/2012-PHM

Dated: 26.12.2012

To,

All CGMs  
All Telecom Circles/Telephone Districts.

Sub: Rectification of Faults on Sundays & Holidays.

It has been observed that faults occurring on Sundays/holidays or on previous evening thereto, are not being attended on such closed holidays. This causes lot of inconvenience and irritates customers specially internet users of BSNL.

CMD has directed to have a mechanism in place so that faults are also attended on Sundays and holidays. Broadband being a premium segment of CFA, the above mechanism must immediately be used on this service initially to rectify faults and it must not be kept pending on account of holidays.

A report on action taken on above may be sent to this office for the appraisal of CMD.

(Rajesh Kumar)  
Addl. GM (NWO-I) CFA

- Copy to: 1. Dir (CFA), BSNL CO. New Delhi: - w.r.t. instructions contained in No. 51-Cordn-I/2012 dated 18.12.2012.  
2. CGM (ITPC), Pune- For information and necessary action please.