



No.3-32/2009/EB-I

Dated 02.11.2012

To

CGMs
All Telecom Circles and Districts.
BSNL.

Sub: Service Delivery/Service assurance -Implementation of Project Tarang for M/S ITD-Reg.

This has reference to DO Letter from CMD to all CGMs in connection with servicing of M/S ITD (Copy placed in BSNL INTRANET). A meeting was held with All India Nodal officer from M/S ITD on 31-08-2012. The minutes of meeting is enclosed.

The following actions are to be taken on top priority to redress each of the issues raised in the meeting.

1. All circle nodal officers are requested to get the complete list of landline/Mobile connections/3G Data card/ Balckberry service list from the concerned CDR Centres/CMTS billing centres and share the details with M/S ITD. Any addition/deletion has to be carried out and ensure that only ITD numbers are migrated to Tarang plan. A detailed report has to be sent to this office with copy to GM (EB-NCR II) nominated as the All India nodal officer of the project.
2. The detailed action is to be taken by GM(EB-NCR II) in co ordination with GM(F) NTR
3. All the nodal officers are to ensure that complaints regarding poor connectivity are taken care by respective Circles to avoid complaints of call dropping etc.
4. The Enterprise Call Centre is requested to ensure that proper training is given to staff working to attend the complaints in proper way. The detailed procedure had already been given. It may be ensured that proper attention is taken care of.
5. All circle nodal officers are to ensure that Customer application form and dispatch of bills are properly made in case of ITD connections for landline as well as mobile connections.
6. At present no connection is pending for provisioning. It is to inform that additional 100 connections allotted for CCIT Kanpur may not be sufficient. NCR-II wing shall study the allocation for UP(W) Circle and take up the case with Sh Govind Singhal for additional allocation. There is frequent request for landline connections for officers working in Delhi and residing in NCR regions mainly Ghaziabad, Noida, Gurgaon, Sonapat. Hence it is requested that one nodal officer may be nominated so that M/S ITD can interact with them directly to avoid delay. CGM/UP(W) & Haryana Circle is requested to nominate nodal officer on urgent basis.
7. 3G Data Card: All the excess billing cases, if any, are to be settled through the special tariff circular as indicated in the letter.
8. All the nodal officers are to ensure that bills received are as per Tarang plan only. In case of any billing complaint, the officers need to be informed of the details and ensure that payment is made for calls made beyond prescribed free limit. All the officers need to be informed of transparency in billing. All the Tariff circulars are already made available in BSNL INTRANET.



9. M/S ITD is to be informed that STD facility is provided on all phones by default and needs to be activated. If required, procedure is to be informed to Circle nodal officer for circulation among staff.
10. This is not technically possible. However, we will take up the issue with concerned unit at BSNLCO.
11. Blackberry ISSUES: The extended warranty has already been provided and BSNL C.O will examine the issues related to maintenance of Blackberry sets and 3G Data Cards.
12. Other issues
 - A) MTNL Issue
 - B) MTNL Issue
 - C) All requests are to be through nodal officer only. No facility other than those in MOU is to be entertained.
 - D) Action by GM (EB-NCRII) in consultation with GM(F) NTR & field units.
 - E) All nodal officers should ensure that once they request for WI-FI Modems, it has to be supplied to them.
 - F) The bills are to be corrected (Kolkatta)
 - G) BSNL will provide WLL connections and the facilities to be provided on WLL is being processed at BSNL Corporate office.
 - H) GM (EB) Guwahati to take care of billing issues and rectify the same.


R. C. Sharma
DGM (EB-I)
BSNLCO

Enclosures :-

1. Copy of the minutes of the meeting.
2. Satisfactory performance received from U.P(East) & Haryana Telecom Circle.

Copy to :

1. Director(Enterprise), BSNL CO, New Delhi
2. Sh. Govind Singhal Addl.Director of Income-Tax, New Delhi

MINUTES OF MEETING ON PROJECT TARANG

Dated 31.08.2012

A meeting was held on 31.08.2012 in the conference room of Directorate of Infrastructure, CBDT, New Delhi. The following officers from Income Tax Department and BSNL/MTNL were present in the meeting:

- i) Sh. V.K. Bakshi, DIT (Infra)-I.
- ii) Sh. Govind Singhal, Addl. DIT (Infra), Unit-II.
- iii) Sh. Satish Kumar Varandani, ITO (Infra), Unit-II.
- iv) Sh. G.S. Bhadauria, ITI (Infra), Unit-II.
- v) Sh. Deepak Chanduka, GM (B1), MTNL.
- vi) Sh. K.L. Chhabra, GM, MTNL.
- vii) Sh. S.K.Arora, GM Sales &Mktg, MTNL
- viii) Sh. R.C. Sharma, DGM (EB-1), BSNL.
- ix) Sh. Rupendra Kumar, DGM, MTNL.
- x) Sh. Mukul Kamble, DGM, MTNL.
- xi) Sh. R.K. Malpani, Addl. GM, BSNL.
- xii) Sh. S. Sundaresan, AGM, BSNL.
- xiii) Sh. Rajveer Singh, DE (EB), BSNL.
- xiv) Sh. Rajesh Narayan, SDE, BSNL.
- xv) Sh. R.P.Meena, Dy MTRNTR, BSNL.
- xvi) Sh. R.K. Aggarwal, AO, BSNL.
- xvii) Sh. Paramveer Ahmad, Dy. Manager, MTNL.
- xviii) Sh. J.M. Malhotra, Manager, MTNL.

Sh. Govind Singhal Addl.DIT (Infra.) welcomed all the participant delegates of BSNL/MTNL in the meeting.

The following issues were discussed in the meeting:-

1. Integration of landline phone in Project Tarang.

Department has taken 22,000 landline phones, which were further distributed in various CC's/IT (CCA) charges. As per the discussion, BSNL/MTNL is to integrate the existing landline phone in to the scheme of Project Tarang and to provide new connections not exceeding 22,000 in total. Officers from BSNL/MTNL explained that all landline phones details of which were provided by ITD have been integrated into the scheme of Project Tarang. It was decided in the meeting that BSNL/MTNL will provide the number and date wise details of integration of existing landline phones into Project Tarang and also of new connection.

(Action: MTNL/BSNL)

2. Issue of double payments/adjustments of bills

Sh. Govind Singhal pointed out the above issue and explained how the complete non-implementation of project Tarang is leading to double payments by ITD. These were reiterated by him as under:-

- a.) Delay in integration of existing office landline phones in project Tarang
- b.) Issue of bill of mobile connection, landline connection and 3G Data Card not as per scheme of project Tarang.
- c.) Delay in integration of existing residential phones in project Tarang and delay in providing new residential phone as per the scheme of project Tarang as officers are entitled for reimbursement up to a certain limit.

Sh. Singhal pointed out the assurance given by BSNL/MTNL that on the basis of CDR system adjustment of payment will be made in the succeeding bills and same has not been done so far.

Sh. Singhal also pointed out that as per the assurance given by BSNL/MTNL that in all bills either pertaining to mobile connections or landline phone, complete details of call charges/ call made will be sent along with the bill to verify that it has been issued as per the scheme of project Tarang has not been done so far.

Sh. Singhal specifically pointed out that in absence of adjustment of excess payments it will not be possible for the department to make any further payments. On this, assurances were given by BSNL/MTNL officers that procedure of adjustment will be explained by 20.09.2012 and exact details of over-payment of bills in respect of 2000 landlines phones each in BSNL and MTNL jurisdiction will be submitted.

(Action: MTNL/BSNL)

3. Poor connectivity/call droppings of mobile connections and non-working of 3G Data Card

Above issue was brought to the knowledge of officers of BSNL/MTNL in the meeting held on 17.06.2011. This office asked for feedback from all the CC's IT (CCA) charges in the month of July-August, 2012 regarding the working of project Tarang. The feedback so received was shared with the officers of BSNL/MTNL in the meeting held today. The feedback shows that the problem of poor connectivity/ call dropping and non-working of 3G Data Card has not improved within a time span of more than one year. Sh. V.K. Bakshi, DIT (Infra)-I expressed his unhappiness over this issue and also shared his personal experience on this issue. Permission was granted to install the requisite hardware in the HUDCO Vishala Building, which houses the office of Directorate of Infrastructure, to improve the mobile connectivity. Officers both from MTNL and BSNL assured that concrete steps will be taken to improve the above.

(Action: MTNL/BSNL)

4. Helpline numbers specific to Project Tarang

Sh. Govind Singhal reiterated in the meeting that at the time of proposal, BSNL assured that ITD will be given status of premier client and specific Toll Free Helpline no. will be provided under Project Tarang. However, no such specific helpline no. has been provided till date. Sh. Singhal also pointed out that the so called specific toll free no. that is 1800-425-1957 is not specific to the Project Tarang and person attending the call is not aware of scheme of Project Tarang.

Assurances were given by BSNL/MTNL officers that it will be redressed soon. Sh. Singhal requested for a written reply from BSNL/MTNL setting a deadline for resolution of above issue.

(Action: MTNL/BSNL)

5. Customer Application Form (CAF) and dispatch of bills, making of directory

Sh. Singhal expressed his unhappiness over the issue of non-collection of CAF and non-dispatch of bills to the concerned officer/ officials of ITD in respect of mobile connection, 3G Data Card, residential landline telephone. It was decided in the meeting that MTNL/BSNL will collect the CAF form from respective Nodal Officers of ITD and bills, if any, along with the details will be sent to the respective officers/ officials of ITD. When pointed out about the making of directory, officers from BSNL/MTNL submitted that the directory has already been made and a copy will be submitted to this Directorate soon.

(Action: MTNL/BSNL)

6. Installation of landline phone at the resident of officers residing in Ghaziabad but posted in Delhi.

Sh. Govind Singhal has brought out that the personnel serving in Delhi and residing in Ghaziabad are facing problems in getting the new connections because the area comes under the BSNL West UP.

BSNL authorities have suggested to transfer 200 lines to Western UP in order to sort out the problem which was agreed. Sh. Singhal assured that further allocation of landline connection will be made to CCIT (CCA) Kanpur.

(Action: ITD/BSNL)

7. 3G Data Card

Connectivity problem of 3G Data Card, particularly during roaming, was brought to the notice of BSNL/MTNL. It was assured that the problem will be looked into. On the basis of feedback received from field formations, the issue of wrong bills/ inflatory bills was also addressed. BSNL officers were also requested to communicate the revised tariff plan of 3G Data Card to their all telecom circles. It may be mentioned that BSNL vide letter no. 3-32/2009-EB-1 dated 04.01.2012, the revised tariff plan for 3G Data Card usage issued. The same is reproduced as under:-

Particulars	Charges
Fixed Monthly Charges	Paid in lump sum amount
Free Data usage	5 GB
Additional usage charges beyond Free Limit (Next 2 GB)	Rs. 700/2GB
Additional usage beyond 7 GB	Rs 200/GB

Sh. Govind Singhal also requested to rectify the incorrect 3G Data Card bills of all the officers as per the above tariff plan.

Problems of defective 3G data card were also brought to the knowledge of BSNL/MTNL officers. Sh. R.C. Sharma pointed out that 3G Data Card is a hardware part which has limited warranty but for present all defective 3G Data Card will be replaced by BSNL up to October, 2012.

In the meeting Sh. Singhal also requested to the officers of both MTNL and BSNL to increase the allocation of 3G Data Card from 8000 to 8500. He also explained that usage charges will be, if any, by the concerned officer of these Data Card. Officers from BSNL/MTNL assured that this matter will be considered favorably and after due approval these additional 500 Data Card will be given to the ITD.

(Action: ITD/MTNL/BSNL)

8. Issue of inflated/ incorrect bills on the basis of feedback from field formations

Sh. Govind Singhal pointed out that the status of problem mentioned earlier also has not changed during the past one year and bills are issued without following the scheme of Project Tarang. On account of these incorrect bills officers/officials of ITD were forced to pay the excess amount and same need to be adjusted. Sh. Singhal also pointed out that large no. of officers/officials are not receiving bills on monthly basis. Earlier also, officers from BSNL/MTNL assured to rectify these problems but same was not done. Sh. Singhal requested to address the issue at the earliest.

(Action: MTNL/BSNL)

9. STD facility on landline phones

Sh. Singhal expressed the satisfaction on resolving this issue.

10. Call Alert on mobile

In the last meeting it was noted that as per scheme of Project Tarang, 400 minutes of call made to other service providers per month are free of cost. However, ITD officers/officials need to know from time to time that how much of the available minutes have been used at given point of time. Sh. Singhal pointed out in the meeting that BSNL/MTNL was requested earlier also to provide an alert system on mobile phone after usage of every 50

minutes in a given month. However, if it is not feasible to give alert after usage of every 50 minutes, then, the SMS alert should be given after completion of 400 free minutes. Also, a alert is required after exhausting 300 free SMS's on other network.

In the last meeting, it was assured that a report will be submitted to this office on or before 30th June, 2011. However, no such report has been submitted till date. When Sh. Singhal raised this issue, officers from BSNL/MTNL conveyed that technically it is not feasible to provide any alert system in postpaid tariff plan of mobile connections. Sh. Singhal conveyed that this is a serious issue and need to be resolved as in absence of it officers of the department are not able to utilize the services of Project Tarang to its optimum level. Request was made to all the officers to further look into the issue and come out with a reasonable solution. In case of failure to resolve this issue, this matter will be taken up with the higher authorities of BSNL/MTNL.

(Action: MTNL/BSNL)

11. Blackberry Phones

Sh. Govind Singhal pointed out the problem regarding repair/maintenance of blackberry phones purchased by the department under the scheme of project Tarang. Sh. R.C. Sharma from BSNL replied that although the warranty period of these blackberry phones have already expired but ITD being a premier client, this issue will be taken up with the higher authorities of BSNL and feedback will be responded back.

(Action: BSNL)

12. Other issues

- a.) Officers from MTNL brought to the notice that presently roaming charges are charged from the customers of project Tarang, although same is not as per the scheme of project Tarang. It was decided that this matter will be discussed separately.

(Action: MTNL/ITD)

- b.) Officers from BSNL/MTNL brought to the notice that in certain cases huge outstanding bills have accumulated and they are contemplating to disconnect these phones. On the suggestion of Sh. Singhal it was agreed upon that before taking any action for disconnection the outstanding bill with complete bifurcation and details will be sent to the concerned user and reasonable time and opportunity will be given to resolve the issue.

(Action: MTNL/BSNL)

- c.) Officers from BSNL/MTNL brought to the notice that they are receiving individual requests for change of plan and this also results into higher bills. With the approval of DIT (Infra)-I, Sh. Singhal explained that all the services under project Tarang are provided as per MOU between ITD and BSNL/MTNL dated 09.03.2011 and, therefore, on the basis of individual request change of plan should not be entertained.

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(Action: MTNL/BSNL)

- d.) The representative of BSNL/MTNL requested for early payment of arrear and current outstanding bills to which Sh. Singhal observed that adjustments of bill as discussed vide point no. 2 of these minutes of the meeting need to be made. He also reiterated that this matter cannot be lingered on for long. However, he assured that once the issue of adjustment of bills on account of double payments is resolved, ITD will make efforts to release the payment at earliest.

(Action: MTNL/BSNL)

- e.) On the basis of feedback from field formations, Sh. Singhal pointed out that Wi-Fi connections are not provided as a part of broadband connections at the residences of the officers. In this regard, BSNL/MTNL authorities pointed out that provision of Wi-Fi connections are not incorporated in MOU. Sh. Singhal requested the officers of BSNL/MTNL that they may consider to install only Wi-Fi connections because it may not have been reduced in black and white but officers were used to Wi-Fi connections and they cannot be taken back in time to an obsolete/old technology. Officers from BSNL/MTNL assured to do the best in this regard.

(Action: MTNL/BSNL)

- f.) Sh. Govind Singhal particularly brought to the notice of BSNL authorities that an amount of Rs. 999/- is charged in the billing of mobile connections on account of blackberry phone charges, which is wrong and not as per the scheme of Project Tarang. BSNL assured to rectify the mistake.

(Action: BSNL)

- g.) It was pointed out that in some of the societies (e.g. in Gujarat), there are certain Group Housing societies in which sole rights of installation of new connections have been obtained by other operators and installation of BSNL connection is not feasible. Sh. Govind Singhal mentioned that in these cases WLL connections may be provided.

(Action: BSNL)

- h.) Sh. Govind Singhal brought out that at some of the places (e.g. in Guwahati) installations charges are billed in the new connections which is not as per project Tarang. BSNL representatives have assured to look into the matter and rectify the defect.

(Action: BSNL)

Sh. V.K. Bakshi DIT (Infra)-I, permitted to end the meeting with vote of thanks to all the officers of Directorate of Infrastructure, BSNL and MTNL.

The next meeting will be held in October, 2012 to review actions on all the above points.

(Govind Singhal)
Addl.DIT (Infra)-II &
Nodal Officer, Project Tarang
CBDT, New Delhi.
