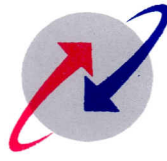


भारत संचार भवन, हरीश चन्द्र माथुर लेन,
जनपथ, नई दिल्ली-110001, भारत
दूरभाष कार्यालय : 91-11-23372424
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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

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No. CMD/BSNL/2015-L-5339

June 11, 2015

अनुपम श्रीवास्तव

अध्यक्ष एवं प्रबन्ध निदेशक

ANUPAM SHRIVASTAVA

Chairman & Managing Director

Dear Shri

This is in continuation of my letter of 28th April, 2015 wherein I had informed you about BSNL decision to provide all our customers of landline service with free night time calling to any of the networks from 9.00 p.m. to 7.00 a.m. from 01.05.2015 and to adequately popularize the unique schemes in all territorial circles to take advantage of this scheme.

In this connection a letter from Forum of BSNL Unions / Association, dated 26.05.2015 has been received which whole-heartedly endorses to above BSNL initiative / decision. It is, therefore, suggested that all Circle Heads / SSA Heads to meet respective BSNL Unions / Associations to take them along in sufficiently popularizing this scheme which can help CFA revenue turn around. I understand that this scheme has already started giving positive signals to our landline business and with cohesive efforts from all employees; this scheme will yield the desired results.

I am sure all our administrative / facility buildings are prominently displaying information / advantages of unique schemes like **Free Night Calling** for BSNL landline customers and **Free All India Roaming** for BSNL mobile customers to increase customer base of both our services.

With best wishes,

Yours sincerely,


(Anupam Shrivastava)

Shri

Chief General Manager,

Telecom Circle / District

FORUM OF BSNL UNIONS / ASSOCIATIONS

*Dada Ghosh Bhawan, 2151/1, New Patel Nagar,
Opp. Shadipur Bus Depot., New Delhi - 110 008.*

Forum/103

26.05.2015

To

Shri Anupam Srivastava,
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi - 110 001

Sir,

Sub: - Decision of the Forum to observe month long campaign to popularise the free call facility on BSNL landlines from 9pm to 7am, as well as to conduct a drive to increase the landline connections - req.

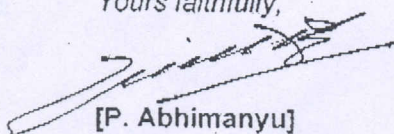
I wish to bring to your kind notice the following decisions of the Forum of BSNL Unions and Associations, taken in it's meeting held on 25.05.2015.

- (1) The meeting welcomed the decision of the BSNL Management, to allow free calls on landlines from 9pm to 7am. However, it was felt that the scheme is not being sufficiently popularised among the public. Hence, it was unanimously decided that the Forum should conduct a month long campaign among the public, from 8th June to 7th July, 2015, to effectively popularise the free call facility, and also to take efforts to substantially increase the landline connections. The meeting called upon the entire Non-Executives and Executives to participate in this campaign.
- (2) It is decided that the Forum at circle and district levels shall take initiative to organise this campaign, in coordination with the circle and district administrations.
- (3) For this purpose, the Forum shall meet the respective heads of circles and heads of SSAs latest by 15th June 2015 and chalk out a joint action plan.
- (4) A massive campaign shall be unleashed among the public, involving the maximum number of Non-Executives and Executives. Publicity through advertisements, display of flex-boards and posters may be carried out. Printed handbills shall be distributed through door to door campaign. Publicity through local TV channels and social media shall also be done.
- (5) Special programme like 'Melas' shall be organised wherever possible to get new landline connections. Attempts shall also be made to get new connections in upcoming apartments, nagars and colonies.
- (6) The customers who have taken disconnection in the recent past, shall be approached for taking reconnections / new connections.
- (7) It is needless to say that the success of the free call facility greatly depends upon our ability to maintain a fault free network, as well as prompt rectification of faults. Hence, sufficient focus should be given to this aspect.
- (8) Shortage of stores, materials and funds should immediately be taken to the notice of the SSA and circle administrations. The same should be brought to the notice of the All India Forum also, if the intervention at the Corporate Office is required.

We are hopeful that the Non-Executives and Executives in BSNL will plunge into action to implement the above mentioned decisions. However, you will agree, that the decisions of the Forum to popularise the free call facility and to rope in substantial number of new landline connections can well be achieved only if sufficient co-operation and co-ordination are extended by the administration at the circle and district levels. In view of this, I request you to kindly look into the matter and to do the needful.

Thanking you,

Yours faithfully,


[P. Abhimanyu]

Convener,

Mobile No: 9868231113