

CIT Cell, BSNL Corporate Office,
5th Floor, Bharat Sanchar Bhawan,
Janpath, New Delhi -110001.



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

No. BSNLCO-CIT/19/1/2021-CIT/49383

Dated : 04/04/2025

To

**All CGMs (Territorial and Non-Territorial Circles)
Bharat Sanchar Nigam Limited**

**Sub. : Launch of Customer Service Month – April 1 to April 30, 2025 –
Regarding utilization of portal cfp.bsnl.co.in**

As part of BSNL's commitment to improving customer satisfaction and operational efficiency, BSNL is organizing a campaign dedicating this month on Customer Service with a **slogan – Connecting with Care**, and a Customer Feedback Portal (<https://cfp.bsnl.co.in>) has been developed by BBNW Circle to collect, monitor, and address customer feedback & complaints effectively.

To view the dash board, user should access the URL <https://cfp.bsnl.co.in/admin>. BBNW circle has created circle level users & password for accessing & updating the dashboard for all circles and has been communicated to all circles by BBNW. The authorization to circle nodal users shall be provided for further creating BA/OA level nodal for resolution of dockets & updating the dashboard subsequently.

Complaints and feedback submitted on this portal are being monitored at highest level. Thus it is foremost work to monitor & update the dash board at your level and maintain the KPIs as circulated by different verticals. Integration of Customer feedback Portal with existing CFA & CM complaint portals is in progress, meanwhile it is requested that the feedback/ complaints registered on this portal must be resolved **ON PRIORITY**.

For any query related to portal, AGM (BBNW) Sh. Sushil Sewakram Fale, Mobile No. 9422175221, email id ss_fale@bsnl.co.in may be contacted please.

**(Vinay Aggarwal)
AGM (CIT)**

Copy for kind information to :-

1. PPS to CMD, BSNL Board, New Delhi
2. All Directors, BSNL Board.
3. CGM BBNW Circle, Bangalore./ CGM ITPC Pune
4. PGM (S&M) BSNL CO, New Delhi.