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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No. 19-1/2012 PHB(part)

Dated: 28.04.2016

To

02/05/2016

The Chief General Managers

Telecom Circle/Telecom Districts.

Subject: Increase in Land line Customer base.

Recently some effective steps have been taken by BSNL to arrest the decline of customer base of BSNL Landline by introducing the night free calling and waiver of installation charges. Continuous monitoring at BSNL field levels will ensure customer satisfaction and avoid erosion of subscriber base in the Landline segment.

So, it is requested to issue directions to field units for rectification of cable fault immediately by effective monitoring, on receipt of complaint from customer and effective steps should be taken for increasing the Broad-band connections in rural areas to stop the decline of land line connections and to increase the revenue in basic services.

(Signature)
(Rajesh Gupta)
GM (NWO-CFA)