

MOST URGENT & IMMEDIATE

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

To:

The CGM ,
All Telecom Circles /Metro districts.

No: 64-17/09-BB/Pt –IV

Dated 27-1-2012

Sub: Implementation of Broadband Kiosk for the USOF scheme -reg

Ref: BSNL meeting with USOF Administrator on 25.01.2012

Kindly refer to various joint visits conducted by USOF officers (including CCA officers) to various kiosks. USOF Administrator has expressed his total dissatisfaction on installation, provisioning, commissioning and operation of broadband kiosks. Following issues were reported in general:

- (i) Kiosks always remain closed
- (ii) Kiosk remain closed when concerned line man/ TTA is on leave
- (iii) Computer and its accessories are on Almirah and not on table
- (iv) Computer and its accessories and even furniture is very old and torn –off
- (v) Kiosks are not accessible by customers as they are installed and commissioned inside the exchange.
- (vi) The required hoarding to indicate the tariff & facilities , is not made available
- (vii) No publicity is given and therefore the population surrounding the kiosk is not aware of its existence at all .

Because of all above factors revenue accrued to broadband kiosk is near to zero. In view of above observations, it is requested that concerned officers may be directed to visit the kiosk & ensure that kiosk are installed with all mandatory hardware and software and installed and commission in a presentable way and also inform public to take advantage of the kiosk .

It is required that feedback to this may be submitted in next 7 days. This may be treated as most urgent and serious.

Sd/-
Sr.GM(NWP-BB),
CFA, BSNL CO

Copy to :

- I. GM(CFA) , All Telecom Circles , for kind information and n/a please