



16th January 2012
BSNL/EB-II/EPABX/3-96/2010

The Chief General Manager
All Telecom Circles/ Metro Districts

Sub: Empanelment of EPABX vendors at circle level
Ref: BSNL/BD/EPABX Proposals/3-69/2008 dated 02.02.009 & 13.10.2009
BSNL/EB-II/EPABX/3-96/2010 dated 20.10.2010

Kindly refer to this office letter dated 02.02.2009 referred above vide which CGMs were authorized to empanel EPABX franchisees in their areas of operation for providing voice and data EPABX free of cost to BSNL customers under BSNL's last mile services. Subsequently, some relaxations in the eligibility criterion were approved by the competent authority in respect of empanelment of circles level EPABX franchisee which were conveyed vide this office letter dated 13.10.2009 and 20.10.2010 referred above.

Reference has been received from Kerala circle for reducing LD charges of Rs.10 Lakhs as said in Clause No. 8.2.4 of Schedule-I of the EPABX franchisee draft agreement in view of reduction in the PBG amount from Rs.25 Lakhs to Rs. One Lakh for empanelment of circle level EPABX franchisees conveyed vide this office letter dated 13.10.2009.


The case has been examined in BSNL corporate office and following modifications in the draft agreement of EPABX franchisee has been approved by the competent authority for all circles in respect of empanelment of circle level EPABX vendors under free EPABX scheme:

Clause	Present	Modified
8.2.2	Franchisee shall commission the equipment at the customer site within 60 days of receiving written intimation from BSNL to do so. Failure to do so will invite LD charges for a maximum of 30 days and cancellation of subscriber demand to EPABX franchisee.	Franchisee shall commission the equipment at the customer site within 60 days of receiving written intimation from BSNL to do so. Failure to do so will invite LD charges as per clause 9.1.4.
8.2.4	In case of EPABX franchisee either unwilling or unable to meet customer demand; the demand shall be passed to another company where applicable. If No. of such refusals exceed five within a span of 12 months in any one circle of Operation, the concerned Circle shall be withdrawn from EPABX Franchisee's Area of Operation and Rs 10 Lakhs will be recovered as LD from Franchisee by BSNL.	In case of EPABX franchisee either unwilling or unable to meet customer demand; the demand shall be passed to another available franchisee. If No. of such refusals exceed five within a span of 12 months in the Circle of Operation, Rs One Lakh will be recovered as LD from Franchisee by BSNL. This amount shall be recovered towards non-performance from the PBG (Rs. One Lakhs) submitted by vendor and vendor shall be asked to submit fresh PBG of Rs.One Lakh.

9.1.2	In case of delay by EPABX Franchisee in the performance of its service delivery obligations, BSNL may extend the period of such Roll Out Schedule by 3 (three) additional months and any further delay as per the requirements of this Agreement shall render EPABX Franchisee liable to forfeiture of the PBG submitted by him or imposition of liquidated damages of Rs 1 lakh per month of delay for next three months, failing which the Agreement shall be terminated for default as per the decision of BSNL.	In case of delay by EPABX Franchisee in the performance of its service delivery obligations, BSNL may extend the period of such Roll Out Schedule by 3 additional months and any further delay as per the requirements of this Agreement shall render EPABX Franchisee liable to forfeiture of the PBG submitted by him or imposition of LD of Rs 25000/- per month of delay for next 3 months, failing which the Agreement shall be terminated for default as per the decision of BSNL
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Accordingly, EPABX franchisee Agreement for circle level EPABX vendors may be modified as per the above mentioned approval. All other terms and conditions of the said franchisee agreement shall remain same.

Necessary action may be **taken** by circles and compliance may be sent to this office.



(R.S. Meena)
AGM (EB-II)

Copy to:

1. The GM (EB), All Telecom Circles/ Metro Districts for necessary action
2. DGM (EB & BP) Kerala Telecom Circle in reference to his office letter no. BD/5-3/EPABX/2010-11/6 dated 05.02.2011
3. Intranet Portal

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

20th October 2010
BSNL/EB-II/EPABX/3-96/2010

The Chief General Manager
All Telecom circles/ Metro Districts

Sub: Empanelment of EPABX franchisee at circle level-reg.
Ref: BSNL/BD/EPABX Proposals/3-69/2008 dated 02.02.009 & 13.10.2009

Kindly refer to this office letter dated 02.02.2009 referred above vide which CGMs were authorized to empanel EPABX franchisees in their areas of operation for providing voice and data EPABX free of cost to BSNL customers under BSNL's last mile services. Subsequently, Turnover criteria and PBG amount was relaxed by the competent authority in respect of empanelment of circles level EPABX franchisee vide this office letter dated 13.10.2009.

References have been received from many circles for further revising eligibility criterion for empanelment of circle level EPABX franchisees. Many circles have indicated that they are facing difficulty in empanelling companies as EPABX franchises due to non-fulfillment of eligibility conditions by them.

The case has been examined in BSNL corporate office and competent authority has approved following relaxation w.r.t empanelment of circle level EPABX franchisee:

Sr. No.	Item	Present	Revised
		For Circle level EPABX Franchisee	For Circle level EPABX Franchisee
1	Annual Sales turnover	Rs. 50 Lakhs in each of the last three financial years	Rs. 50 Lakhs in each of the last two financial years
2	Certificate of support from OEM/EPABX manufacturer	For 10 Years	For 5 years

The other terms and conditions of EOI & Agreement shall remain unchanged.

(Navneet Chouhan)
DGM (EB-II)

Copy to:

1.GM(Ent-Circle)/GM (Ent-City) All Telecom Circles/ Metro Districts for information please

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(A Govt. of India Enterprise)

13th October, 2009
BSNL/BD/EPABX Proposal/3-69/2008

The Chief General Manager,
All Telecom Circles/Metro Distt.

Sub: Empanelment of vendors by circles for providing last mile services - clarifications regarding.

BSNL Corporate Office had floated an EOI for empanelment of EPABX vendors for providing last mile services on national level. Circles were subsequently asked to empanel vendors at circle level on same terms and conditions to increase the availability of more EPABX vendors.

A clarification was received from Haryana Telecom Circle for relaxation of financial terms and conditions w.r.t. PBG and turnover of the prospective EPABX manufacturers/ distributors. As vendors to be empanelled at circle level cannot have the same eligibility criterion as stipulated for national level vendors, hence a proposal for relaxation was put up for consideration. The proposal has been considered in BSNL Corporate Office and the competent authority has approved the following:

- (i) **Performance Bank Guarantee (PBG):** PBG fixed at Rs. 25,00,000/- for providing services at national level is revised to as Rs. 1,00,000/- for circle level EPABX vendors. The empanelled vendors shall collect the bill payments from subscribers on behalf of BSNL in the form of banking instrument drawn in favour of BSNL and no cash collection from subscribers should be allowed.
- (ii) **Annual Turnover limit:** The annual turnover of prospective EPABX manufacturers/distributors has been revised to Rs. 50,00,000/- per year during each of the three most recent financial years for circle level from existing Rs. 2 Crore for national level EPABX partners.

The other terms and conditions of EOI & Agreement shall remain unchanged.

(Premjit Lal)
DGM (EB-II)

Copy to: GMs (EB), All Telecom Circles/Metro Distt. for necessary action

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BHARAT SANCHAR NIGAM LIMITED
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02nd February 2009
BSNL/BD/EPABX Proposals/3-69/2008

The Chief General Manager,
All Telecom Circles/ Districts.

Sub: Free EPABX Scheme of BSNL-Empanelment of EPABX vendors by circles on same terms and conditions regarding

This has reference to Free EPABX Scheme by BSNL to its enterprise/corporate customers. m/s Coral telecom has been empanelled as the EPABX vendors. Under the scheme, EPABX franchisee install, operate and maintain the EPABX.

2. Many circles have indicated that customer demands EPABX of other vendors some time. Circles have also indicated that other vendors are willing to tie up with BSNL for provision of EPABX systems under free EPABX scheme of BSNL.
3. In view of above, it has been approved by the competent authority that CGMs are authorized to empanel EPABX franchisee in their areas of operation for providing voice and data EPABX free of cost to BSNL customers under the same terms and conditions after signing the Agreement as finalized for Free EPABX Franchisee and instructions issued from time to time.
4. Accordingly, action may be taken by the circles.

(Premjit Lal)
DGM (BD)

Copy to:

1. All GM (BD), Telecom Circles/Distts.
2. PGM (T&C)/ GM (Comml.), BSNL Corporate Office.
3. All SSA Heads of Telecom Distts.