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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

D.O. No. 20-3/2010-RD/VPT/MISC (Pt.)

Dated: 13-03-2012

राकेश कुमार उपाध्याय
अध्यक्ष एवं प्रबन्ध निदेशक

RAKESH K. UPADHYAY

Chairman & Managing Director

Dear Shri

Kindly refer Director (CFA) D.O. No. 20-3/2010-RD/VPT/MISC(Pt.) Dated 26-11-2010 (copy enclosed) vide which executive summary of the "verification of VPT schemes – a report from USOF" was sent to you for your consideration while the complete report is available on www.usof.gov.in. In this report certain issues regarding VPTs like VPTs not installed in the commercial locations, non existence of display boards, lack of publicity indicating tariff/grievance mechanism, non-availability of charge indicators & solar chargers, non availability of STD, faults, disconnections, accuracy of claims, etc. were raised with concern by USOF Administrator. I am sure you would have taken action on all the points raised in this report needing attention. I would appreciate complete compliance report on all such points and on realization of due subsidies within March, from you in the first week of April, 2012.

2. Further, I would like you to undertake measures to arrest the consistent decline in ARPU of VPTs and find out ways to improve it at the earliest so as to augment revenue and to complete the work of all the remaining VPTs except the ones to be provided on DSPTs latest by March 2012. In this connection I would also like to impress upon you to focus on the number of zero billed cases and repair/reallocate such VPTs as may be required for the purpose.

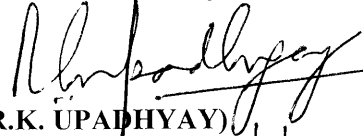
3. It is noticed that in several cases, portion of subsidy is withheld/ denied for want of SPVs. This needs to be personally monitored and ensured that all available SPVs are installed latest by 31-03-2012. Additional requirement of SPVs may be assessed and intimated to PGM(RN) so that its procurement could be taken up early.

4. The fairly high outage rates of VPTs adversely impacts the availability of VPTs to the public leading to their dissatisfaction. Overall maintenance efforts which include daily testing, regular visits by linemen, speedy fault rectification need to be stepped up to improve the situation.

5. I would also draw your attention to a large amount of subsidy revenue locked up in un raised / unsettled subsidy claims. It requires personal monitoring at your level while ensuring that subsidy claims are raised correctly and timely and pursued regularly with concerned CCAs.

With best wishes,

Yours sincerely,


(R.K. UPADHYAY)

13/3/2012

Shri _____
Chief General Manager,
Bharat Sanchar Nigam Limited,
_____ Telecom Circle.