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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No.16-8/2012/CSC/Employee sugg./6

26<sup>th</sup> November, 2012

To

All Chief General Managers  
Telecom Circles/Distt.  
BSNL

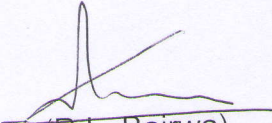
**Sub: Deployment of Mobile Customer Service Centre**

A suggestion has been received from a BSNL employee for introducing Mobile Customer Service Centre. Whereas, the idea seems to be good, it needs to be assessed from the angle of implementation before we adopt on All India basis. In order to assess the feasibility, your valuable comments/suggestions are solicited covering the following:

- a. The relevance of Mobile Customer Service Centre even if it is for the specific pockets of deployment.
- b. If acceptable, the methodology to implement; and
- c. The benefits foreseen, tangible/intangible and commercial.

Kindly send your comments at the earliest.

This has the approval of competent authority.

  
(R.L. Bairwa)  
AGM(CSC)