

Enterprise Business Unit-I
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BSNL Corporate Office, New Delhi-1
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

3-32/2009-EB-I
Dated: 23rd Feb, 2011

The Chief General Manager
All Telecom Circles / Metro Districts / NTR
BSNL

Sub: Project Tarang- Servicing Income Tax Department: Service Assurance issue

BSNL has secured a deal with the Income Tax Department (ITD) for their pan India telecom needs. The same is under implementation by all field units. Besides slow implementation, there are a lot of service issues, particularly related to mobile for connectivity and call drops.

Though we have got this business for a period of 10 years, yet we will be able to retain them only if we provide good services.

While taking this business, we have assured them that a joint meeting with Nodal officer in all circles. In this meeting all their pain areas were supposed to be noted down. Further a mutually agreed time frame was to be chalked out for redressing the pain areas. Time bound action was promised to them with periodic review. A letter in this regard has also been written earlier vide letter even number dated 10th Nov, 2010 from Director (Enterprise), but at majority of places these meetings are yet to take place.

It is requested that to build up confidence, this meeting in all circles may kindly be conducted latest by 28-02-2011 and the minutes of the meeting may kindly be sent to this office.

Further a Call Centre for Enterprise Customer has been started at Bangalore under GM MPLS NOC Bangalore. This call centre will progressively cover all services of the enterprise Customer. Dedicated seats have been allocated for ITD at the call centre. They have been asked to take care of ITD queries. Hence the customer may be asked to contact call centre on toll free number 1800 180 1957. They will in turn coordinate with Nodal Officer / CRM of Circles / SSA. In case of any difficulty GM MPLS NOC Bangalore may kindly be contacted.


(Sunil Kumar)
Sr. GM(EB-I)

Copy to

All Nodal Officers for Project Tarang