

# **BHARAT SANCHAR NIGAM LIMITED**

10 th Floor ,East Wing, Chandralok Building,  
36,Janpath, New Delhi-110001.  
[CSC Branch]

No.24-7/2009-CSC.

Dated : 16<sup>th</sup> July , 2009.

To,

**All Chief General Managers  
Telecom Circle / Metro District , BSNL**

**Subject: Re-orientation of Customer Service Centers.**

This is in continuation of letter no. 24-7/2009-PG(CSC) dated 15/06/2009 and letter no. 24-7/2009-CSC dated 24/06/2009 on the subject.

Firstly, it is a little disappointing that in spite of reminders and a period of nearly one month, we have received information sought w.r.t. the CSCs only from a few circles. As already conveyed, the idea underlying the exercise was to quickly make an assessment of the existing CSCs in respect of their resources and work out both in terms of additional resources and strategy, what more is required to make them more effective and productive.

However, based on the feedback / information received from some circles, a few parameters have been added in the format - II which will enable us to get a more clear picture. The revised format-II along with format - I should be provided with the information sought in completeness and accuracy and returned to us positively by 23rd July, 2009 on e-mail [csc.bsnlhq@gmail.com](mailto:csc.bsnlhq@gmail.com)

This letter is also uploaded on Intranet.



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**Copy for information to : 1. DIRECTOR(CFA)**

**2. DIRECTOR(CM)**