

भारत संचार भवन, हरीश चन्द्र माथुर लेन
जनपथ, नई दिल्ली-110 001
दूरभाष: कार्यालय : 91-11-23372424 फ़ैक्स : 91-11-23372444
e-mail : cmdbsnl@bsnl.co.in
Bharat Sanchar Bhawan, H. C. Mathur Lane,
Janpath New Delhi-110 001
Ph. : 91-11-23372424 Fax : 91-11-23372444
e-mail : cmdbsnl@bsnl.co.in



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

कुलदीप गोयल
अध्यक्ष एवं प्रबंध निदेशक
Kuldeep Goyal
Chairman & Managing Director

DO NO. 8655 CMD (BSNL)/2009-L
Dated 3rd Nov,2009

Dear Shri

A meeting of the Standing Committee on IT was held on 30-10-2009. Most of the Members were very critical about the quality of BSNL Mobile services. It was pointed out by the Hon'ble Members that there are lot of dropped calls or congestion in the network. Their numbers do not work properly in most of the cities across India. As the Hon'ble MPs have MTNL numbers and roam in BSNL area, it is likely that connectivity between BSNL & MTNL network also creates problem. This aspect may also be got examined. I mentioned to the Hon'ble Members of the Committee that as per the TRAI performance report, BSNL network meets all the parameters and is nowhere inferior in performance to the private operator's network, if not better. However they were not convinced of this and wanted that we should improve the network so that customers do not surrender BSNL phones as they still prefer BSNL network provided that the performance is up to their expectations.

I have been emphasising that quality of service be monitored by the CGMs closely and action taken for proper optimisation of the network and proper maintenance of the infrastructure especially batteries. You may please ensure that quality of service is improved so as to avoid such comments from the Hon'ble MPs.

I had earlier requested CGMs that SSA Heads should meet Hon'ble MPs in their areas frequently and apprise them of the various development works being undertaken and action being taken to improve the quality of service of the network. It appears that the same is not being done in many places. I would like that before the Parliament session begins on 19th Nov.2009, where the Hon'ble MPs may raise the issue about quality of service of BSNL network, all SSA Heads should meet the MPs of their area and take their feedback and take corrective action wherever required so that occasion does not arise for Hon'ble MPs to raise any issue about the quality of service of network in the Parliament. I would like you to apprise me about the action taken in this regard before 19th Nov.2009.

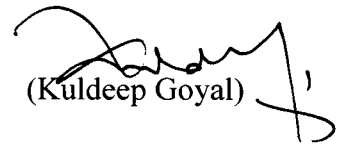
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It was also mentioned by the Hon'ble Members that coverage on the train routes is very poor and they are not able to talk on BSNL phones while travelling on trains. I would like you to carry out the drive test along all the main train routes and also along the important National and State Highways within the month of November, 2009 and take corrective action to plug the dark areas. A report in this regard may be sent to me by 7th of Dec.2009.

With best Wishes,

Yours sincerely,


(Kuldeep Goyal)

To

All Chief General Managers
Territorial Circles