

**BSNL CORPORATE OFFICE**  
Customer Service Center Cell,  
D-TAX CTO Building Behind Eastern  
Court, Janpath,  
New Delhi-110001.  
Ph:23738889 Fax: 23711300



**भारत संचार निगम लिमिटेड**  
( भारत सरकार का उपक्रम )  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**No: 7-1/CSC/2012-13**

**Dated: 16.12.2013**

**To**

**The Chief General Managers  
All Telecom Circles/ Telephone Districts  
BSNL**

**Sub:- Regarding compliance of issues presented by the Forum of BSNL Unions/Associations in the meeting with the CMD BSNL on 30<sup>th</sup> November, 2013.**

**Sir,**

A meeting between CMD BSNL and Forum of BSNL Unions/Associations was held on dated 30<sup>th</sup> November, 2013. Issues presented by the Forum of BSNL Unions/Associations in the meeting out of which following issues pertain to Customer Service Centers are being forwarded for necessary compliance at the earliest please:-

**1. Circulation / Propagation of BSNL Plans for Subscribers:-**

Except in very few Circles and SSAs, the new plans and projects of the BSNL are given publicity and the people are unaware of the same. Even in front of the Customer Service Centers in many places, such information's are missing. This has got to be done in an aggressive way.

**2. One Window System for dealing with Customers:-**

Now the subscribers/customers are feeling difficulty in conveying their grievances, issues and in many places, they are asked to meet several officials/counters for the same. The subscriber feels harassed. In all the Customer Service Centers and offices, One Window System (**Single window system**) should be arranged for the customer's issues.

Hence it is requested to take personal attention on both the above issues at the earliest and fortnightly progress may be intimated to this office please.

*Ramautar*  
16/12/13  
**(RAM AUTAR)**  
Dy. GM (CSC)

**Copy to:** - Director (CFA), BSNL CO, New Delhi for information please.