

Broadband cell  
BSNL Corporate Office, II Floor  
Bharat Sanchar Bhavan, Janpath, N.Delhi-  
110 001  
Ph. 011-23710183 Fax.011- 23734052



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

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To:

The CGM  
All Telecom Circles ,

No: 64-17/09-BB (Pt-IV)/174

Dated:03-05-2011

**Sub: Implementation of Agreement No 30-160-8/WIRELINE-BB/2006-USF dated  
20.1.2009 –reg**

Ref: 20-12/2007-USOF/25 dated 05.04.2011 (copy attached)

Kindly find attached the above referred letter wherein the USOF has raised few aspects about the implementation of the above said agreement .

It is requested to examine the issues mentioned in the attached letter and submit your comments on the same within 3 days urgently please . This information can be mailed to [bsnlbbusof@gmail.com](mailto:bsnlbbusof@gmail.com) or faxed on 23734052/23734284 within the prescribed period .

  
DGM(P3/Comml),  
NWP-BB, CFA

Encl: as above

Annexure - A

044-28240652

No. 30-12/2007-USOF/25  
Department of Telecommunications  
Universal Service Obligation Fund  
(Finance Wing)  
Sanchar Bhawan, New Delhi-110 001

REMINDER - I D.M.  
✓ 0755-2760186.  
✓ 044-28204398  
GM

Dated: 05.04.2011

To

Sh. Anil Jain  
GM (BB)  
BSNL Corporate office  
New Delhi



120/c

**Sub: Implementation of Agreement No. 30-160-8/WIRELINE-BB /2006-USF dated 20.01.2009.**

Kindly refer to this office letter of even no. dated 12.03.2011 on the subject cited above.

While drawing your kind attention towards certain aspects about the implementation of the above said Agreement it was requested to look into the matter urgently and submit a report on the corrective action taken in this regard by 31.03.2011 for perusal of Administrator USOF.

The desired report is still awaited from your side. Kindly make it convenient to do the needful at the earliest possible, and report compliance on the corrective action taken at your end.

This issues with the approval of competent authority.

*Vijay Kumar*  
(Vijay Kumar)  
Dy. Administrator (F)  
Tel: 23372056, 23036374

for urgent n/a to  
*[Signature]* 19/04

Endst NO: 64-17/2009/BSP-BB/PE-I  
dated 29.4.2011

DCM (P3)  
FCM (USOF)  
for vlg P1.  
*[Signature]*  
20/4/2011

TO

GM(CFA) Chennai, (FN) & MP Telecom Cdr for kind comments wot point & pl within 2 days.

% Sr GM(NWP-BB), CFA, *N/Gautam*  
29/4/2011  
011-23311865.

m/s  
sal ✓

**No: 30-12/2007/USOF-2007**  
**Ministry of Communications and IT**  
**Department of Telecommunications**  
**Universal Service Obligation Fund**

Dated: 12.3.11

To

The GM (BB),  
BSNL Corporate Office,  
New Delhi  
(Shri Anil Jain)

**Subject: Implementation of Agreement No: 30-160-8/WIRELINE-BB/2006-USF dated 20.01.09**

This is to draw your kind attention to certain aspects about the implementation of the USOF Wire line Broad Band Agreement No.30-168-6/Wire Line BB/2006-USF dated 20<sup>th</sup> January, 2009 which have been brought to our notice by CCA offices.

2. The schemes for computer subsidy have been found to have had less optimal results so far. In particular, the thin client PC does not seem to have been well received by the rural public. Perhaps, this is on account of a lack of understanding of such PCs and their mode of operations. BSNL is requested to kindly review the modalities of these computer schemes to make them more customer friendly and popular.

3. The aspect of after sales services also must be duly looked after. It may be explored as to how BSNL can be kept in the loop so that the rural customer is served effectively.

4. Please refer to this office's letter No.1-16/2009-USOF dated 13<sup>th</sup> October, 2009 wherein it is very clearly reiterated that subsidy is permissible for eligible tariff plans apart from USOF tariff plans. It is requested that these instructions may kindly be disseminated to all concerned.

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5. It has been frequently noted that the field level staff of BSNL is unaware of the detailed provisions of the USOF Wire Line Broad Band Agreement. It is requested that wide publicity may be given to the same so as to educate all concerned.

6. Similarly BSNL Circle Offices must ensure that claims are submitted in proper format and are duly complete in all respects as per USOF HQ instructions.

6. Display of information about the Wire Line Broadband Scheme in BSNL's Rural Exchange premises and at kiosk locations would help in increase of subscription and may be considered. **It is noted that in contravention of Clause 14.10 of the Agreement, bills do not highlight USOF subsidy contribution and details of the URL where scheme information was to be uploaded. Details of this URL may also please be indicated to USOF.**

7. **In contravention to Clause 14.17, USOF subsidized is not being marked on subsidized CPEs and Computing devices.**

7. A standard mechanism and register may kindly be prescribed under intimation to the u/s to regularly check and ensure that speed of USOF subsidized connection is 512 Kbps.

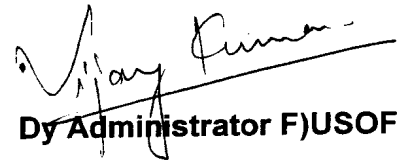
8. Kiosks must be provided with standardized boards as per terms and conditions of Agreement. **Please have the Board designed and approved by USOF immediately**. Also below mentioned deficiencies of kiosks may kindly be looked into for remedial action:

| Service Area | Issues  |
|--------------|---|
| TN           | <ul style="list-style-type: none"> <li>➤ Kiosk were not fully equipped. The web cam was not available.</li> <li>➤ Generator set is not available in the kiosks.</li> <li>➤ The display board is not in proper format. The required information was not displayed in the board.</li> <li>➤ Proper record regarding the customers identification, usages time and amount collected is not maintained.</li> <li>➤ Revenue sharing with franchisee must be ensured for sustainability of kiosk</li> </ul> |
|              | <ul style="list-style-type: none"> <li>➤ No signboard was found installed in some kiosks.</li> </ul>  |

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|    |   |
|----|---|
| MP | <ul style="list-style-type: none"><li>➤ The signboards provided were of very small size. The required information was not displayed in the board. The kiosk board showed the working time as 10.00 AM to 4.00 PM instead of 8.00 AM to 4.00 PM.</li><li>➤ Web camera has not been provided.</li><li>➤ The phone mechanic running the kiosk has no knowledge to operate the computer.</li><li>➤ Proper light arrangement was not available in Kiosk.</li><li>➤ Printer was available without papers for printing.</li><li>➤ No customer has attended the kiosk from the date of installation. Customer attendance register was also not maintained.</li><li>➤ Kiosks installed in exchanges are not serving the purpose.</li></ul> |
|----|---|

It is requested the above mentioned aspects may kindly be looked into urgently and a report on corrective action taken submitted for perusal of Administrator (USOF) by 31.3.11.

  
Dy Administrator F)USOF

Copy to: All pr CCAs/CCAs