

No.37-2-2011 NWO I CFA

Dated: 27.9.2011

To

All Chief General Managers
Telecom circles and Telecom Districts

Subject: Providing STD facility to all the landline and WLL customers of BSNL –regarding

Tariff of the calls from fixed line customers of BSNL to any fixed line customer in India was revised w.e.f. 1st Dec. 2010. Prior to that instructions were issued vide this office letter no.22-6-98-PHT Vol IV dated 24-2-2009 to provide STD to all the existing landline/WLL customers of BSNL. It has been found that an instruction of providing STD has not been implemented fully in all the circles. Due to this, large numbers of BSNL customers, say 45 percent, are still without STD in many exchanges. The non implementation of these instructions has resulted into little affect on the traffic of STD calls from fixed line of BSNL to any fixed line and consequently non STD customers could not derive the benefit out of reduction in tariff.

In view of the coming festival season competent authority has decided that all the non STD telephones should be provided with STD facility. STD barring should be done on the specific written request of the customer. Compliance of these instructions in the following format may be sent by email at hariramshukla2@gmail.com or rajesh.kumar@bsnl.co.in by 4th Oct. 2011:

S no.	Name of the SSA	Name of the exchange	No. of ISD connections	No. of STD connections	No. of non-STD connections without Sulabh	No. of connections with Sulabh facility only	Total no. of connections working in the city.	No. of STD/ISD subscribers who have activated dynamic lock
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Addl.GM (NWOI-CFA)