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

27-1/2014-S&M-CM/15

Dated: 18.06.2014

To

The Chief General Managers,  
All Telecom Circles/Districts  
BSNL.

**Sub: Standby connectivity for Sanchar-Soft terminal with franchisees.**

Your kind attention is invited towards section-1, para (C)(s) of "CM-S&D Policy-12". It has been brought to the notice of this office that either adequate speed of VPN over Broad-band is not available for feeding CAF data in the Sanchar-Soft system by franchisee or Broad-band does not work due to faulty Land-Line.

It is therefore requested to ensure satisfactory working of connectivity as mentioned in the "CM-S&D Policy-12" and also ensure alternate/standby media connectivity to Sanchar-Soft terminals working with franchisees.

(Upendra Bakolia)  
Addl. GM(S&M-CM)

Copy to: - (i) GM CMTS nodal centers Pune, Chandigarh, Kolkata and Hyderabad, for arranging franchisee feedback window in the Sanchar-Soft system through ITPC team to enable franchisees to escalate their issues impacting BSNL business.

(ii) GM (Dev), ITPC Hyderabad.