

OFFICE OF THE
General Manager (S & M)- CFA
O/o CGMT, Karnataka Telecom Circle,
BANGALORE- 560008



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

BSNL 3G
Faster than your thoughts

BSNL LIVE
2010

To
The Sr. General Manager (S & M) CFA
BSNL Corporate Office
Janpath New Delhi-110001

No.Comp/11-3/IN/X111/KW/10-11/52 DATED @ BG-8 ,the 4th.Dec 2010

SUB: Increasing Revenue from IN Postpaid Services-reg.

Ref: 1.Yr Ltr No. 24-12/2010-NWO(CFA)/IN dated 20.10.2010 & 09.11.2010
2.No.comp/11-3/IN/X111/KW/10-11/49 DATED @ BG-8 ,the 19.11.2010

In response to (1) above ,a report regarding steps taken in Karnataka Circle for increasing revenue from IN Postpaid Services has been sent vide reference (2).

In addition to this, it is to inform you that G M (EB-Platinum) KTK Circle has also addressed a letter to all Enterprise Customers of Karnataka (copy of which is enclosed), while sending Customer Manual on Fixed Access IN Services to these customers, The Accounts Managers are interacting with them and explaining the utility of these services in their business needs.

(V. Somasundaram)

General Manager (S&M) CFA,
O/o. CGM, BSNL, Karnataka Circle,
Bangalore -560 008

Encl:1. As above

2.Copy of letter issued to potential customers by one of our SSA (Gulbarga)



Office of Chief General Manager Telecom, Karnataka Circle, No. 1, Swami
vivekananda Road,, Halasuru, Bangalore – 560 008.

To :

No. EB(P)/144/2010-2011/ dated @ BG-8, the 24.11.2010

Dear Sir/Madam,

We are glad to offer the improvised Intelligent Network Value Added Services (INVAS) specially designed to cater to the business requirements of Enterprises. You will appreciate that customer satisfaction is of utmost importance for retention and growth of business volume. These services will enable enterprises to provide efficient customer support services at optimum cost.

Among the various IN services, VPN(Virtual Private Network), Toll Free/Free phone(TF/FPH) and Universal Access Number(UAN) are very popular with enterprises, NGOs and Government organisations. VPN service is specially designed for business communities who have their offices situated at different locations across the country/state and need to make frequent and long duration intra-organisation calls. VPN members located across the country, both BSNL landline as well as mobile users, are allowed unlimited free calls among themselves. Thus the organisation will be paying less as compared to normal tariff and conserve expenditure.

Toll free service is ideal for customer oriented organisations that can provide information about their products, allow customer to place orders and even register complaints. They need to advertise only one 11 digit number which is accessible from all telecom operators and from all locations across the country.

Universal Access Number(UAN) is a service similar to Toll Free Service or Free Phone Service(FPS) except that the customer (calling party) pays for the calls and the enterprise needs to pay only nominal fixed monthly charges (FMC).


A booklet describing the features of the various INVAS provided by BSNL is enclosed for your reference.

You may mail at gmet@bsnl.co.in for more details/clarifications. Also you may contact IN HELP LINE No. 25572201/25307212 or

- 1) Smt. Nirmala Rani M, SDE(IN-SCP), Mobile No. 9449854482 or
- 2) Sri. Mahender, JTO(EB-P), Mobile No. 9449005447 for any further details.

With best wishes,

Your sincerely,


(V. SRINIVASAN)
General Manager(EB-Platinum)

Network Operation Cell -CFA.

8th Floor, Room No. 817
Bharat Sanchar Bhawan
Janpath, New Delhi
Ph. 011-23714455
Fax. 011-23354549



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BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. P-256/Comm/Toll-free/10-11

Dated 16.11.2010.

To,

Vice-Chancellor Gulbarga University
Fax Connection University Gulbarga - 585166.

Respected Sir,

Different ministries of the government of India are launching welfare Schemes for various cross sections of the society from time to time. Providing a mechanism that is quick, interactive and efficient for dissemination of information regarding these schemes to the targeted populations is critical for its successful implementation. Accordingly concerned ministry have put relevant information on their website to provide easy and single point access to information about several welfare schemes and their various aspects including eligible beneficiaries, types of benefits, scheme details etc.

The internet penetration in country is still very low; literacy rate is still not 100% in many states. Therefore, a direct person to person contact is still the strongest method for exchange of information because of diversity.

In such situations BSNL Toll Free Service (TFS) is an effective tool for dissemination of information to masses. Already various government entities at different levels have subscribed to this service and getting benefited by the immense power of this tool. One among many such examples is of Kissan Call Center (KCC) scheme of Ministry of Agriculture which handles more than 2 Lacs calls per month all across the country from farmers through BSNL Toll Free Number 1800-180-1551.

Using BSNL TFS Services, all of your multiple offices/Information Call Centers can be called by anyone in general and beneficiaries of the scheme in particular by dialing a single and unique 11 digit number starting from 1800. This service is also accessible from all private operators' networks. Multiple additional features, such as flexible routing of calls to different destinations based on origin (CLIP), Time of the Call, Day of the Call/Call Time Limit/ Numbers of calls limit(hence complete control over the Bill) etc, are available without any additional charge. For detailed information, enclosed Annexure can be referred to.

I, propose one Toll Free Number for each welfare scheme launched by your Ministry. For any assistance/query/clarification Mr. Manoj may be contacted on the mentioned number.

Yours Sincerely,

S. B. Manoj SDE (Commercial)

084721266828

Mobile No 9449065430.

प्रति प्रबंधक दूरसंचार
General Manager Telecom,
भारत संचार निगम लिमिटेड
Bharat Sanchar Nigam Limited
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