



Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

**Work Station NO:10-14, D-Tax Building, behind
CTO Building, Compound, New Delhi
[CSC Section]**

NO: 15-3/2010/CSC/37

dated 22.06.2012

**To
All Chief General Managers
Telecom Circle/District
BSNL**

Subject: Closing /Merger of non functional Type-III CSCs

This office has been receiving proposals from CGMs for closure /merger of some of Type III CSCs on grounds of being non functional, shortage of staff, scarcity of space, non-conformity to standards laid down in the Blue Book providing guidelines for re-categorization of CSCs etc.

Such proposals were examined by this office and it is decided in this regard that CGMs may assess the continuation of such category III CSCs primarily on the consideration of business viability and consumer conveniences. Accordingly the following guidelines are recommended for CGMs to decide closure/merger of such category III CSCs.

- The concerned CGM may himself review case by case and assess the closure /merger of a particular CSC on the grounds of business viability, local requirement and consumer convenience. While closing the CSC, utmost care should be taken to ensure that consumer convenience is not compromised. Such CSCs should be closed or merged only with the express approval of the CGMs, with the consent of this office.
- As regard shortage of staff, it is suggested that staff rendered surplus in TRA or otherwise after introduction of CDR system, should be re-deployed in the CSCs where there is shortage of staff.

This has the approval of Dir.CFA , BSNL CO. New Delhi

22/06/2012

(R.L.Bairwa)

Assistant General Manager (CSC)

Copy for kind information to:-

1. CMD, BSNL CO.
2. Dir. (CFA)/Dir. (CM), BSNL CO.