



A Lr. No. GMTP/HD/NME/2013-14/

Dtd at HD The 28th March, 2014

Q To
The Chief General Manager
All Telecom Circles & Metro Districts.

A BSNL

(Attn: NME Circle coordinators)

Q Sub: NME universities fault booking windows- NMEICT Project - reg.
Ref: Minutes of the Monthly meeting dated 26-03-2014.

A BSNL has provisioned IGE connectivity to universities under NMEICT project and maintenance Philosophy for the same was already circulated to all the circles coordinators with a request to submit to the concerned universities. This maintenance philosophy consisted of tollfree number 18000-425-1957 for booking faults for IGE connectivity. Further the tollfree number was highlighted in various correspondences and also mentioned in the SLAs that were signed by the universities. Further, portal based fault booking is also in place as an additional tool for redressal of faults.

A As a one-time measure this office had obtained feedback on fault booking procedure from all the NME universities wherein it is noticed that the universities are not aware of the tollfree number and the fault mechanism system.

In view of the above, it is to reiterate that the fault booking windows / fault mechanism as per the annexure has to be intimated to all the universities concerned with instructions to paste the details in the server room and other prominent places for publicity.

Further, it is to intimate that the G.M. (NOC) Bangalore is nominated as nodal in-charge for maintenance of connectivity extended to colleges and Universities under NMEICT project.

K. Rajasekhari
National Coordinator (NME)
Addl. GM OFC.
Hyderabad

Copy To:

1. PGM (NWP-BB), BSNL CO, New Delhi.
2. CGM, STP, Hyderabad

Endt NO. BB/NME-L2VPN/2012-13/40 dtd @cni-8 the 10/06/14

Copy of the above letter is forwarded to Heads of SSA (except CON, DPI, ER & TT SCAs) for information and necessary action.

H. S. Sudek
AGM (BBV)
o/o GM (NWP-CFA),
BSNL, TN circle
Chennai-8

Fault booking for IGE connectivity – NMEICT Project

- Toll Free No : **1800-425-1957**
- Complaint Portal : **www.nme.bsnl.co.in**
- BSNL Contact Details

Name :

Office No :

Mobile No :

Email ID :

Please book complaint on tollfree number. You may also log on to the above portal for lodging a complaint or call the above BSNL team for any assistance.