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

No: 27-22/2015/NWO-BB/MOU

Dated 20-09-2016
22

To

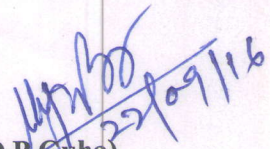
The Chief General Managers,
All Telecom Circles/ Metro Districts/BBNW

Sub: Survey report on Broadband customers for the year 2015-16

Please refer to the subject as cited above. As per the MOU signed between BSNL and DOT for the year 2015-16, BSNL has conducted a Broadband marketing survey of disconnected/dissatisfied broadband customers in all 26 territorial circles of BSNL.

A report with complete analysis of the Broadband survey conducted by BSNL is enclosed herewith for your ready reference. In this regard, it is requested to analyze the reasons of dissatisfaction among the Broadband customers and take corrective action to address the same. Action proposed in this regard may be intimated within 15 days on Email gmbnbbbo@gmail.com with copy to gmco-bbin@bsnl.co.in.

Encls: - As above


(D.P. Guha)
DGM (NWO-BB&IN)

