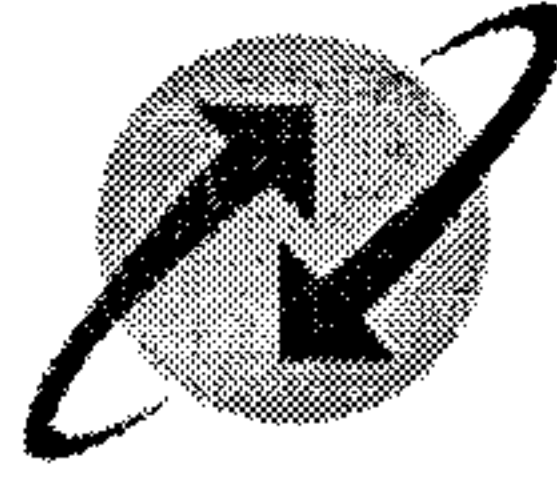


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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 16-2/2019-20/CSC-OUTSOURCE

Dated: 15-01-2020

To,

All Chief General Managers,
Bharat Sanchar Nigam Limited
Telecom Circles/ Telecom Districts,

Sub: Policy Guidelines for outsourcing of Operation & Maintenance of CSCs

Kindly find enclosed herewith the Policy Guidelines for outsourcing of Operation & Maintenance of CSCs. EOI for outsourcing may be floated only for those CSCs which cannot be managed due to shortage of staff post VRS. Counter for payment of leased circuit is to be managed by BSNL as a Separate Location/ Standalone Counter or in CSCs manned by BSNL staff only.

In no CSC, the hybrid arrangement shall be implemented having both BSNL staff and outsourced arrangement of manning in any BA/SSA.

All standard terms & conditions as envisaged in the procurement manual (relevant to this work) shall form part of the EOI.

This is for your kind information & further necessary action.

Nalini
15/01/2020
(Nalini Verma)
PGM (CS&CSC-CFA)

Encl: Policy Guidelines for outsourcing of Operation & Maintenance of CSCs

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