

O/o PGM (CS&CSC-CFA)  
BSNL CORPORATE OFFICE  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No. BSNLCO-Com/18(11)/8/2020-CS CSC n RN-CFA-Part(2)

Dated 12.10.2021

To,

**The Chief General Managers,**  
Bharat Sanchar Nigam Limited,  
All Telecom Circles & Metro Districts.

**Subject:- Updating the CSC/OCSC landline numbers in CSC portal -reg.**

Dir CFA has directed that presence of staff in CSC/OCSC needs to be ensured by generating random OBD telephone calls on the pattern of one network Centers.

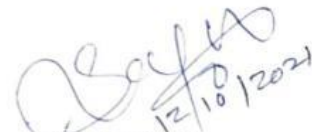
For this, filed units CSC/OCSC in charges should update CSC/OCSC landline numbers in the portal <https://cluster.bsnl.co> in as per the instructions mentioned below (**copy attached**) to enable field units to update CSC numbers at one place ITPC has made the following arrangement in cluster module ,

1. CSC Landline Number update module is designed in CSC Outsourcing in cluster module. URL is <https://cluster.bsnl.co.in>.
2. SSA user can enter or update the Landline numbers of the CSC's/OCSCs.
3. Edit/Update option for the telephone number is always available.
4. Three level reports have been prepared for the CSC landline number update status. Corporate level will display all circle and details.
5. In view of above, all telecom circles & metro districts are requested issue instructions to field units to update CSC/OCSC numbers in <https://cluster.bsnl.co.in>.
6. OBD call will be generated after all numbers of CSC/OCSC are updated in this module.

For any help in updating, the field staffs may contact - Mr Sameer Chauhan, SDE WDC, ITPC, Pune on mobile-9422319352, email-samirchavan@bsnl.co.in, sdecdrnw@gmail.com.

**Enclosure:- CSC Landline update PPT**

This issue with the approval of competent authority.

  
(S S Sagare)  
AGM (CS&CSC-CFA)

**Copy to:-** CGM, ITPC for n/a please.

