



शान्तनु कंसल, प्रशासक  
SHANTANU CONSUL, IAS  
ADMINISTRATOR

6/c

भारत सरकार  
संचार एवं सूचना प्रौद्योगिकी  
दूरसंचार विभाग  
सार्वभौमिक सेवा दायित्व निधि  
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Dear Shri Goyal,

As you are aware VPTs form a very critical part of the Government's efforts towards provision of reliable, affordable public access services for the 70% of our population that resides in rural India. BSNL is the largest provider of VPTs over the length and breadth of the country.

2. Unfortunately the functioning of VPTs leaves much to be desired. It is reported by CCA units that almost 25% of VPTs are non functional on account of either being faulty or disconnected. BSNL's own MIS data shows that the average revenue per DEL per month of STD VPTs has declined from Rs.615 as on March 2006 to Rs.418 as on March 2007. Feedback on functioning of VPTs received from the field units of DOT has been analyzed by my office and we are of the view that the position of VPTs is remediable provided certain systemic shortcomings are removed. In particular, I would like BSNL to review its position regarding provision of charge indicators to 95/STD VPTs, commission rates and security deposits for 95/STD VPT, powering of VPTs/RCPs on CDMA technology and placement of VPTs on a prepaid model of functioning.

3. Another disturbing aspect that needs to be addressed urgently is the submission of incorrect claims by BSNL. Lapses of this nature have been detected in almost all circles, as pointed out in inspection reports received from CCAs. They have become the subject matter of DAPs (copies enclosed in Annexure-III). Therefore, we are now constrained to resort to penal action as a deterrent.

4. I am enclosing a note on the above-mentioned aspects, which contains the gist of our observations. I would request you to go through it so that we may discuss the implementation of these issues at the earliest. I propose to call for a meeting within a month, by which time BSNL will be ready for a detailed discussion.

With warm regards,

Yours sincerely,

( Shantanu Consul )

Shri Kuldeep Goyal  
CMD BSNL

