

**BSNL CORPORATE OFFICE**  
Customer Service Center Cell,  
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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No: 15-1/2012/CS

Dated 25-02-2014

To,

**The Chief General Managers**  
**All Telecom Circles / Telephone Districts,**  
**BSNL**

**Sub: - Regarding Operation timing of CSCs under Project smile.**

As per BSNL CO letter No. 9-98/93-PHA(Pt.IV) dated 27.07.2004 instructions were issued to the Circles for extending the working hours of CSCs from 08.00 AM to 08.00 PM on all seven days of the week (without any break) for all the activities (copy of instruction is enclosed).

In this regard, subsequently Bluebook was issued in connection of implementation of Project Smile in October, 2010. Vide which operation timing of various CSCs were redefined as mentioned bellow (On page 7 & 15 of bluebook available on CSC portal):-

- Category 1: 12 hours ( 8.00 AM to 8.00 PM),
- Category 2: 10 hours ( 8.00 AM to 6.00 PM),
- Category 3: 5-7 hours (10.00 AM to 3.00 PM/5.00 PM).

The case has been reviewed by the competent authority and it has been decided that operation timing of various CSCs may be decided by respective CGM as per the requirement and availability of staff for smooth working of CSCs. During deciding of operation timing of CSCs utmost care should be taken to ensure that customer convenience is not compromised.

This is issued with the approval of competent authority.

*Ram autar*  
25/02/14  
**(RAM AUTAR)**  
**Dy.GM (CSC)**

**BHARAT SANCHAR NIGAM LIMITED**  
(A Government of India Undertaking)  
10<sup>th</sup> floor, Chandralok Building, 36 Janpath, New Delhi-1  
[PHA SECTION]

No. 9-98/93-PHA (Pt.IV)

Dated: 27.7.2004

**CIRCULAR # 10 /2004-PHA**

**Sub:- Customer Service Centres- extension of working hours- regarding.**

**Ref:- (i) Letter No. 9-98/01-PHA dt. 27.9.2001.**

**(ii) Letter No. 9-98/93-PHA dt. 11.3.94, 20.7.94, 19.5.95, 9.1.96,  
27.7.98, 25.8.99, 12.8.02, 8.1.03, 29.9.03, 17.5.04 & 10.6.04.**


Instructions were issued vide this office letter of even number dated 29.9.2002 vide which timings for opening the Customer Service Centres were prescribed from 10 00 hrs to 17 00 hrs with half an hour lunch break from 13 00 hrs to 13 30 hrs for all activities except those involving cash transactions. Though CGMs were requested to explore the possibility of extending working hours beyond the prescribed hours, most of the CSCs are still opened from 10 00 hrs to 15 00 hrs only.

The matter of extending the working hours/days for CSCs was examined with a view to further improve the customer satisfaction level. Following instructions are issued as approved by the executive committee of BSNL in its meeting held on 23<sup>rd</sup> June-2004.

- i) All the Customer Service Centres (CSCs) shall henceforth remain open on all the 7 days from 8.00 AM to 8.00 PM without any break for all activities.
- ii) The staff manning the Customer Service Centre shall be given weekly off on rotational basis.
- iii) All the CSCs having the facility of accepting cash, cash collection hours shall be adjusted in accordance with the Banking hours in the respective areas and cash shall be accepted upto one hour before closing of banks. Stations wherever evening bank hours are in operation, cash collection hours shall be adjusted accordingly.

Above instructions are issued in supersession of this office letter of even number dt. 29.9.2003. You are requested to take immediate necessary action to implement these instructions. Monthly progress report may be submitted to this office by 5<sup>th</sup> of every month till all the CSCs start functioning as per the revised schedule.

Hindi version of this circular will follow.

  
[K. G. RAWAT]  
Asst. Director General [PHA-I]

To

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

Copy to:

1. PS to Chairman & Managing Director, BSNL
2. All Directors of BSNL Board
3. All Sr. DDGs/DDGs/Company Secy., BSNL CO., New Delhi.
4. Jt. DDG [IT-III], BSNL
5. BSNL Intranet site.
6. Director General, P&T, Audit, Shyamnath Marg, Delhi.
7. AD [Translation] for Hindi translation.
8. CGM ALTTC, Ghaziabad.
9. Guard File

  
[K. G. RAWAT]  
Asst. Director General [PHA-I]