

**Sales & Marketing-CM**  
219, Eastern court  
Corporate Office, New Delhi-1  
Tel No 23326544, Fax 23326545  
ddg\_sales@bsnl.co.in



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

No. 27-5/2014-S&M-CM/11

Dated: 23.06.2014

To

The Chief General Managers  
All Telecom Circles / Districts  
BSNL

**Sub: Extension of franchisee agreement of 20% bottom performing franchisee (falling under Case-I (2) of the clarification issued dated 09.07.2012) at the time of implementation of CM-S&D Policy-2012.**

**Ref-1:- This office letter No. - 27-3/2012-S&M-CM/18 dated 09.07.2012.**

**Ref-2: - This office letter No. - 27-5/2014/S&M-CM/8 dated 27.05.2014.**

Kindly refer to letter under reference-1 vide which some franchisees those were falling under Case-I (2) were migrated for balance period of the agreement. Some circles have sought clarification regarding extension of agreements of franchisees whose performance has improved during the balance period of the agreement.

The case has been examined in this office. In view of improved performance and difficulty being faced by the field units in empanelling new franchisees through EOI, competent authority has authorized CGMs to take appropriate decision to extend the agreement of such franchisees for the next one year based on local conditions & in the interest of BSNL.

(Upendra Bakolia)  
Addl. GM (S&M-CM)