

605, Products & Pricing-Consumer Mobility  
Bharat Sanchar Bhawan, New Delhi-1  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

NO.9-11/2010-SCM-CM

Dated: 26<sup>th</sup> September, 2013

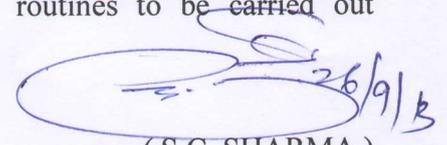
To

1. The Sr. General Manager,  
CMTS Nodal Center,  
Chandigarh, Kolkata, Trichi & Pune.
2. The GM(S&M),  
AP Telecom. Circle,  
Hyderabad.

Subject: **Operational control of Sanchar Soft system.**

As of now, hardware and OS is maintained by the respective CMTS Nodal Centers and Sanchar Soft application is maintained and operated by the team of ITP circle. It is observed that such duality of control leads to delay in addressing routine issues.

Having considered various aspects, it has been decided that all operational and maintenance activities of Sanchar Soft system will henceforth be under the control of Sr.GM(CMTS) Nodal Center except for South Zone where these will be under the control of AP Telecom circle. ITP Circle will provide second level maintenance support and will keep upgrading the application from time to time so as to meet requirement spelt out by user circles/CMTS Nodal Centers. The arrangement will be on the pattern of billing system O&M carried out by CMTS Nodal Centers and upgradation/development activities done by the respective vendor. In other words ITP circle will act as vendor for Sanchar Soft system. You are requested to designate one of your officer/official as in-charge of Sanchar Soft system and instruct him/her to take over password along with details of routines to be carried out daily/weekly/monthly/half yearly etc.

  
(S.C. SHARMA)  
G.M.(P&P-CM)

Copy to:

1. CMD and All Directors of BSNL Board.
2. CGMs All Telecom circles.
3. CGM, ITPC Pune. You are requested to arrange for SOP and also one day training programme in each of the Sanchar Soft locations and facilitate early transition, latest by 10<sup>th</sup> October, 2013.