

# **BHARAT BROADBAND NETWORK LIMITED**

## **CITIZEN CHARTER**

The main objective of this exercise to issue the Citizen's Charter of Bharat Broadband network Limited (BBNL) is to improve the quality of public services. This is done by letting people know the mandate of the concerned Organization, how they can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

Thorough care has been taken while preparing this charter, yet in case of any repugnancy inter-se the Citizen's Charter and the Rules / Regulations or Policy Documents of BBNL, the latter shall prevail.

### **1. ABOUT BBNL**

Bharat Broadband Network Limited (BBNL), is a Special Purpose Vehicle (SPV), set up by the Government of India for the Establishment, Management and Operation of NOFN. BBNL has been incorporated as a Public Sector Undertaking (PSU) Company under Companies Act(1956). on 25/02/2012

Government of India has approved on 25-10-2011 the setting up of National Optical Fiber Network (NOFN) to provide connectivity to all the 2,50,000 Gram Panchayats(GPs) in the country. This would ensure broadband connectivity with adequate bandwidth. This is to be achieved utilizing the existing optical fiber and extending it to the Gram Panchayats.

NOFN has the potential to transform many aspects of our lives including video, data, internet, telephone services in areas such as education, business, entertainment, environment, health households and e-governance services. These services will be offered by TSPs/ISPs.

### **VISION**

"To become the leading company to provide secure, reliable, affordable and high quality connectivity across India."

### **MISSION**

- To provide 100 Mbps Broadband connectivity to all the Gram Panchayats.
- To provide B2B services in a non-discriminatory manner.
- To facilitate proliferation of G2C, B2C and P2P Broadband services in rural areas.
- To be a catalyst for increasing Broadband penetration in rural areas so as to foster socio-economic development.

## **OBJECTIVES**

- To carry on the business of establishment, management and operation of National Optical Fibre Network (NOFN) which has been envisaged by the Government of India to provide high speed broadband connectivity to all gram panchayats.
- To provide access to bandwidth in a non discriminatory manner to all eligible service providers to enable them to provide services in rural areas.

## **NOFN**

At present OFC (Optical Fibre Cable) connectivity is available in all State Capitals, Districts, HQs and upto the Block Level. There is a plan to connect all the 2,50,000 Gram panchayats in the country. This will be done by utilizing existing fibres of PSUs (BSNL, Railtel and Power Grid) and laying incremental fibre to connect to Gram Panchayats wherever necessary. Dark fibre network thus created will be lit by appropriate technology thus creating sufficient bandwidth at the Gram Panchayats. This will be called the National Optical Fibre Network (NOFN). Thus connectivity gap between Gram Panchayats and Blocks will be filled.

Non-discriminatory access to the NOFN will be provided to all the Service Providers. These service providers like Telecom Service Providers(TSPs), ISPs, Cable TV operators and Content providers can launch various services in rural areas. Various categories of applications like e-health, e-education and e-governance etc. can be provided by these operators. The NOFN project is estimated to cost about Rs. 20,000 Cr. It is proposed to be completed in 2 years' time. The project will be funded by the Universal Service Obligation Fund (USOF).

The company has been granted National Long Distance Operating (NLDO) license by DOT to w.e.f. 01.04.2013.

## **2. BBNL SERVICES**

BBNL intends to provide Bandwidth between Grampanchayat to Block. Minimum Bandwidth provided will be 2mbps

## **3. BBNL SERVICE AREA**

BBNL plans to provide services across the country and has taken NLD License for this purpose.

## **4. BBNL CUSTOMERS**

BBNL offers its services to all TSPs, ISPs and the licensed ASPs. BBNL does not provide retail services.

## **5. QUALITY OF SERVICE, STANDARDS, TIME FRAME, ETC**

BBNL will follow the TRAI regulations on Quality of Service (QoS) and benchmark standards, including time frames, defined therein.

## **6. HOW / WHERE TO GET SERVICE**

For availing BBNL services, one has to apply for the service. For this purpose one can choose any one of the following mode-

- By email: [contact.bbnl@nic.in](mailto:contact.bbnl@nic.in)
- Contact Sh. Anil Kumar Gupta, Senior GM(Operations) on 911126806123 or by email at [akguptaits@gmail.com](mailto:akguptaits@gmail.com)

## **7. GRIEVANCE REDRESSAL**

BBNL will follow the DoT guidelines and TRAI regulations on Grievance Redressal.

It will have its own call centre in addition to which it will follow **“Three Tier Institutionalised Grievances Redressal Mechanism”** under Telecom Consumer Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) issued by TRAI.

- Citizens can also book their grievances on Centralized Web Portal (<http://www.pgportal.gov.in>) which is an online system of Department of Administrative Reform and Personal Grievances (DARPG).
- In addition, BBNL customers are free to meet concerned officers during visiting hours on all working day.

## **8. CITIZEN’S OBLIGATIONS**

BBNL expects from its customers to adhere to the following: Citizens are also expected to go through all the rules, regulations, terms and conditions and also retain information on consumer redress system for complaints and billing disputes along with the relevant contact nos.

- Citizens are also expected to make payment of the bill in respect of the services availed by them timely.

## **9. BBNL COMMITMENTS**

BBNL is committed to provide services in a time bound, transparent, efficient & courteous manner to its customers.

## **10. NODAL OFFICERS FOR CITIZEN CHARTER**

(i.) Corporate Office Delhi – Mr. Anil Kumar Gupta, Sr. GM (Operations)

Landline no.- 911126806103

Email - [cgmo.bbnl@nic.in](mailto:cgmo.bbnl@nic.in)

(ii) Others- Mr. S. L. Meena, GM(project Cord.)

Landline No.- 911126806128

Email – [bbnl.slmeena@gmail.com](mailto:bbnl.slmeena@gmail.com)