



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

CORPORATE OFFICE  
CDN UNIT

I.R. Hall, Eastern Court, Janpath, New Delhi-110001.

No. BSNL/1-4/2019-PG

Dated: 26<sup>th</sup> Sept, 2019

To

The CGM Telecom,  
Bihar/ Jharkhand/Karnataka/M.P./UP (East)/ W.B. Circle  
Calcutta Telephones District (CTD).

**Subject: Disposal of long pending cases in CPGRAMS Portal – regarding.**

Please refer to this office letters of even no. dated 21.08.2019 and 05.09.2019 on the above mentioned subject. Vide letter dated 21.08.2019, it was informed that BSNL performance on redressal of CPGRAMS cases is being monitored regularly on DoT Dashboard([dot.dashboard.nic.in](http://dot.dashboard.nic.in)). Apart from this, a weekly review meeting is held by JS (Admn), DoT where disposal of VIP cases are discussed.

2. However, it is seen that a large number of cases pertaining to your Circle/District are still pending as per list attached as **Annexure –I** (cases pending between 61 – 90 days) and **Annexure-II** (cases pending for more than 90 days).

3. It is therefore once again requested to kindly take urgent necessary action to resolve the pending cases at the earliest latest by **30<sup>th</sup> September, 2019** positively as per list attached and upload the reply on CPGRAMS portal for closure of these grievances.

Encl. As above.

  
(SIDHI KUMAR)  
GM (CDN)

Copy to:

PS to Director (CFA), BSNL Board.