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File No. BSNLCO-COMN/18(11)/8/2020-CS\_CSC n RN-CFA-Part(1)

Dated.15.04.2025

To,

**The Chief General Manager,  
Bharat Sanchar Nigam Limited,  
All Telecom Circles & Metro Districts.**

**Sub: - Timings of operation of the Customer Service Centers (CSCs) - reg.**

**Ref:** This office letter no. BSNLCO-CS/18(11)/15/2020-CS\_CSC n RN-CFA dated 28.11.2024 (due to typo error letter no may be read as BSNLCO-COMN/18(11)/8/2020-CS\_CSC n RN-CFA)

It has been observed from the report received from the ITPC that the timings of operation of the Customer Service Centers (CSCs) issued vide letter referred above i.e the CSCs are to be manned minimum from 8:00 AM to 8:00 PM for all Category-I and from 9.00 AM to 6.30 PM for all Category-II & III on all days except National holidays, are not being followed. Report of ITPC is attached herewith.

In view of above, it is requested to take necessary action to maintain the timings of operation of the Customer Service Centers (CSCs) please.

This is issued with the approval of competent authority.

*for Ajay Singh*  
15/4/25

AGM (CS & CSC-CFA)  
BSNLCO