

Office of Chief General Manager  
**KERALA TELECOM CIRCLE**  
PMG Junction, Thiruvananthapuram-695 033  
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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)



To

**The PGM/GM TD Trivandrum/Quilon/Pathanamthitta/Alleppey/Kottayam  
Ernakulam/Thrissur/Palakkad/Malappuram/Kozhikkode/Kannur**

No.OP/75-3/HOCC/2010-2011/Vol II/111

dated at Thiruvananthapuram 30<sup>th</sup> Sep 2010

Sub:- Retrieval of UG cable pairs/ external plant maintenance

Ref:- This office letters of even number dated 23<sup>rd</sup> Jul 2010 and 19th Aug 2010  
addressed to all PGM/GM Kerala Circle

Kindly refer to the letters cited above regarding retrieval of the underground cable pair and action required to be taken in order to improve the External Plant maintenance activities. Even after a lapse of one month, it is regretted to note that compliance has been received from Kannur SSA only, and other SSAs have not responded at all.

Further, it has been decided in partial modification to the earlier instructions that office and service mobile numbers of JTOs/SDEs associated with the external plant would be visibly written on each pillar of the particular Section.

However, arrangements may be done to intimate the contact numbers of JTOs/SDEs/DEs including their office/residence and mobile numbers through notices, pamphlets, cards etc. which can be attached along with telephone bills, welcome note being given to customers while provide NTC, Broadband connection etc. These pamphlets/notices may also be circulated to the subscribers during the localised melas being conducted in various exchanges, Customer Service Centres.

CGMT desires that compliance report on the above point should be submitted immediately and in any case not later than 15.10.10.

**S/d**  
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