



BHARAT SANCHAR NIGAM LIMITED
O/o General Manager Telecom.,

**Expression of Interest
for
Franchisee ship of BSNL for the Sales Marketing and Distribution
of its services inTelecom.District**

EOI No: OR/CM/EOI for Franchisee/09-10/13

Dated: 8th March,2010

Signature of
Bidder.....

Name of
Bidder.....

Name of the franchisee area for which EOI is being submitted
.....

Code of the franchisee area for which EOI is being submitted
.....

Last date of submission/Date of opening of
Bid.....

Signature and Seal of issuing
authority.....

This document contains 43..... pages including the cover page. Please check that all the pages are intact in the document.

CHECK LIST FOR BIDDERS / APPLICANTS.

1. The Bidder should ensure that all documents and papers submitted in this EOI are fully authenticated by the authorized signatory under his signature with official seal wherever applicable.
2. The following documents form part of the EOI and should be submitted with EOI:

SL. No.	Documents to be submitted	Documents submitted	
		Y / N	Page No. at which Document Attached
1	All pages of this EOI document, duly signed by the authorized signatory in a token of acceptance of all terms and conditions by the bidder. Any other document submitted by the bidder should also be signed by the authorized signatory.		
2.	Duly filled application form for individuals/companies/firms (Section-C, Annexure-G, H&I).		
3	In case, the EOI document is downloaded from Internet, then a DD of Rs.1040/-as cost of the bid document from a Nationalized / Scheduled Bank should be attached.		
4.	General Power of attorney in favour of the signatory signing the EOI documents. It is not required in case of proprietary/partnership firm if the proprietor/all partners himself/themselves signs the documents.		
5.	Attested copy of Article or Memorandum of Association or partnership deed or proprietorship registration as the case may be.		
6.	Attested copy of LST/CST/Service TAX Registration number, if applicable.		
7.	Attested copy of PAN/GIR Number.		
8.	Attested copy of current & valid clearance from Central and State Sales Tax authority if applicable.		
9.	Bank guarantee towards EMD / Bid security issued from a nationalized / Schedule bank on non-judicial stamp paper of Rs.100/- (format enclosed) and valid for 180 days from the date of opening of EOI.		
10(a)	Attested copy from CA for turn over details itemwise (P&L Account) for the year 2007-08 & 2008-2009.		
11(a)	Certificates for experience in dealing with telecom or FMCG or Electronic/Electrical goods. (Two years experience is the minimum eligibility criteria.) Attested copies for supporting documents are to be submitted.		

11(b)	List of retailers with address.		
12.	Proof of ownership/rent-deed/supportive documents, showing the clear title to the office space. The office space is to be ensured within 15 days of LOI (Letter of Intent) for Franchisee ship.		

3. Every additional document submitted and every page of the EOI document shall be duly signed by the authorized signatory as a token of compliance and acceptance to all terms and conditions.

4. Separate EOI form for each area should be submitted, if bidder wants to apply for more than one Franchisee Area if eligible.



**Bharat Sanchar Nigam Limited
O/o Chief General Manager ,
Orissa Telecom Circle,Bhubaneswar.**

Details of the Franchisee area for which the franchisee ship is applied

Name of the Telecom Dist	Name of the franchisee area	Code of franchisee area

Name and address of the firm

.....
.....
.....
.....

Phone No. (s) :

Office :

Residence :

Mobile :

Details of the EOI Document Cost and Earnest Money Deposit :

Particulars		Issuing Bank with branch name	Issuing date	Validity	Amount (Rs.)
EOI Document cost (Details to be given in case EOI document is downloaded from Internet)	DD No.....			N/A
EMD (in the form of BG)	BG No.			Valid upto

Seal & Signature of Bidder

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Bharat Sanchar Nigam Limited

Office of the Chief General Manager, Orissa Telecom Circle
Bhubaneswar.

SECTION 'A'

NOTICE INVITING EOI (Expression of Interest) for BSNL Franchisee

EOI No. OR/CM/EOI FOR FRANCHISEE/09-10/2,DT.08.03.2010

Sealed EOIs (location wise) are invited on behalf of CMD BSNL by CGM Orissa Telecom Circle for selection of Franchisees for sale of BSNL services and products at various locations in Telecom Districts, from eligible and willing parties for various franchisee areas in different Telecom Districts as per Annexure-B.

EMD	Cost of Eoi Document	Date of Sale of Eoi Document	Last Date & Time for Bid submission	Date & Time of Bid opening
i.Rs.1,00,000/- for B class Territory ii.Rs.50,000/- for C class Territory	Rs.1040/-	From 10.03.2010 To 30.03.2010 up to 1200 hrs	30.03.2010 13.00 hrs	30.03.2010 15.00 hrs

Eligibility Requirements for BSNL Franchisee-ship for each franchisee territory

1. All proprietorship firms, partnership firms and company of Indian origin fulfilling following criteria are eligible to apply.

Turn over:- Turn over is defined as sales proceed as per audited P&L account, submitted for last two financial years. A copy of income tax return should also be submitted along with.

- a. Rs. 75 Lakhs for A class territory
- b. Rs. 50 Lakhs for B class territory
- c. Rs. 10 Lakhs for C class territory

Experience:- Interested party must be **dealing in distribution** of products in Telecom or FMCG or Electronic/Electrical goods industries, for last:

- a. 3 years for class A territory
- b. 2 years for class B territory
- c. 2 years for class C territory

A detailed product list for FMCG industry is provided in annexure-C. A wholesale or stockiest business experience in the above categories should not be considered as distribution experience. A copy of certificate from Telecom or FMCG or Electronic/Electrical goods Company/ industry should be attached.

Space:- Interested party must ensure office space (carpet area) of size 250sq.ft. for BSNL franchisee ship operations in commercial area. Space is to be ensured within 15 days of LOI for award of Franchisee ship.

2. Bid document will be available from 10.03.2010 on any working day, on payment of above mentioned bid document cost (non-refundable) in the form of cash/ crossed bank draft in favour of Accounts Officer (Cash), BSNL of respective Telecom District. In case of cash payment the original cash receipt obtained should be enclosed with the BID document.
3. **Submission of EOI :-** Separate EOI should be submitted for each vacant location and each EOI should be superscribed with "Franchisee-ship for territory Telecom.District." and it should be dropped in drop box kept in the office of G.M.T.D./T.D.M./ T.D.E.Hqrs as per the list enclosed at Annexure-L.
4. **Opening of EOI :-** EOI shall be opened area wise, in the office of the G.M.TD/T.D.M./T.D.E.Hqrs. in the presence of bidders/authorized representatives of the bidders.
5. Fee for EOI Document is neither transferable nor refundable.
6. EOI document will neither be sent nor be accepted by Post / Courier.

SECTION 'B'

Section 1: Roles and Responsibilities

A. Geographic area

- a. **Definition of Geographical areas:** All Franchisees should have well defined geographical area (to be defined by SSA and notified in the franchisee Agreement). This will be their primary area and the franchisee must fulfill all the requirements as per the policy in this primary area only.
- b. Franchisee is **not allowed to sell outside the Primary Area** in any case (except in cases where the franchisee has been allowed to sell in a territory for a limited period through a look-after arrangement). Any violation is to be viewed seriously and the agreement with such franchisee be discontinued and the franchisee may even be barred for further dealing with BSNL for a period of 3 years in case the violation so warrants.

B. Responsibilities of Franchisee

- a. **Selling** of all BSNL Products and services assigned to them, directly or through sub-franchisees or retailers.
- b. **Generation of demand** for services permitted by BSNL.
- c. **Meeting and exceeding all targets** set by SSA/TD/Circle for the franchisee. Franchisee is responsible for meeting these targets through all channel entities working under him (sub-franchisees, retailers).
- d. **CAF collection, documentation** (physical documentation as well as electronic documentation) and **timely submission** of documents to BSNL as per regulatory guidelines and BSNL instructions
- e. **Verification** of credentials of new customers – Both as per documents submitted as well as per physical verifications. Franchisees will be responsible for the verifications done by all the channels i.e. sub-franchisees and retailers working within their network.
- f. Operation of **IT tools and systems** provided by BSNL as specified from time to time, including hiring data entry operator if required.
- g. **Appointing required number of FoS** (Feet-on-Street) exclusively for BSNL to service retailers as per the target set by SSA/TD/circle.
- h. **Assisting, cooperating and following instructions issued by** the Franchisee Manager or any other BSNL employee appointed by BSNL and provide him/her required details as specified by BSNL.
- i. Providing **List/Details** of sub-franchisees and retailers to BSNL.
- j. **All details and information** (including but not limited to FoS details, secondary sales, etc.) as per BSNL format to BSNL officials as per frequency specified. Franchisee must provide **secondary sales¹ details and/or any other details as specified by BSNL from time to time** in the BSNL specified system e.g. Sancharsoft.
- k. **After sales services:** Receiving, attending & rectifying complaints.
- l. All forms of **complaint handling** on phone and walk-in-complaints (hardware related, billing, service, performance related etc.) will be handled directly by Franchisee. Franchisee shall **redress** all possible complaints on the spot. If required, help from BSNL call centers may be taken. Remaining complaints can be forwarded to designated BSNL official for further disposal.
Response time - 15 minutes
Rectification time - Same day if complaint is received up to 5 P.M.; next business day if complaint is received after 5 P.M.
- m. Setup **support infrastructure** to service customers to meet the objective of serving customer in 2 hour or less and progressively in real time basis so that the customer is delighted.
- n. **Serving retailers and sub-franchisees** at their doorsteps as per frequency specified by BSNL. Franchisee must ensure that BSNL products are available in sub-franchisee as well as retail networks in sufficient quantity on demand. Franchisee must ensure that no black-marketing or mal-treatment to customer is done through its network.

¹ Secondary sales refer to Franchisee sales to retailers

- o. Receiving *advertisement/ marketing material* from BSNL, displaying them and distribution to sub-franchisees and retailers at their premises.
- p. Promotion of *BSNL brand(s)* at Franchisee's cost.
- q. Arranging special *promotional events* as per BSNL guidelines at Franchisee's cost, including events, camps and other outreach programs in rural areas
- r. *Timely submission* of bills and claims to the nodal officer
- s. *Storage* of SIM's, data cards and other telecom stores.
- t. *Issue receipts*: At the time of booking of any new connection franchisee shall issue a temporary receipt to the customer. This receipt should clearly indicate that "this is a temporary receipt and regular receipt issued by BSNL will be delivered within a week's time for future reference.
- u. Franchisee will be responsible for all the work done through its distribution network.

C. Responsibilities of BSNL

- a. Appoint sufficient number of exclusive Franchisee Managers, Retailer Manager Coordinator (RMC), Retailer Managers and SSA/TD Sales Head in each SSA/TD. Appoint other members of the Sales & Marketing team at Corporate, Circle and SSA /TD level.
- b. Communicate the targets for next calendar month on each parameter defined in 'Performance Management System' section on or before 25th of previous month. In case of holidays, it should be communicated on or before last working day before 25th. Any exceptions to this have to be approved directly by GM (Consumer Mobility) at circle office.
- c. Monitoring the channel partners (franchisees and sub-franchisees) as well as retailers for performance. Performance monitoring should include daily interactions with franchisees.
- d. Resolution of issues (including supply of SIMs, commission payment, servicing of retailers, cross-selling, etc.) raised by franchisees, sub-franchisees, franchisee managers, RMC, retailer managers, retailers and any other member of the Sales & Marketing team. SSA/TD Sales Head must maintain a log of all complaints received and provide regular update to SSA/TD Head on action taken to resolve outstanding issues.
- e. It will be responsibility of the Account Officer to remit the collection from the franchisee to credit to Company's account on a daily basis and ensure realization of the cheque.
- f. The cheque deposited by the Franchisees should be deposited with bank for realization on the same day, The Account Officer shall be responsible for ensuring collection, deposit with the bank and realization of the cheque(s) as any delay would necessarily cause interest loss to BSNL.
- g. Account Officer shall maintain an account of inventory received, sold and payments realized on daily basis and sent it to accounts wing along with Remittance statement.
- h. Franchisee manager / SSA/TD Sales Head (Mobility) to ensure that any sales to franchisee by BSNL and any sales by franchisee further to retailers or sub-franchisee is recorded in the BSNL specified IT system
- i. The sancharsoft & stock register giving details of material given to the Franchisee should be properly maintained and monitored on regular basis by SSA /TD Sales Head (Mobility) and Head of SSA/GM Area in a PGM/Circle Head set up.
- j. Head of circle / SSA/TD will ensure that stocks are available in sufficient quantity in required denominations well in advance.
- k. Defective stock with the channel partners should be replaced immediately.
- l. MRP of the products in whole numbers should be displayed. The stocks and distribution of publicity materials like brochures etc., preferably in local languages also should be available in sufficient quantity.
- m. The SSA/TD should maintain sufficient stock of inventory so that they can fulfill the demand for provisioning of the stock as required by the franchisees and other point of sales.
- n. Ensure timely payments to all channel partners.
- o. Ensure availability of a vehicle for material delivery for every 2-3 franchisees.
- p. The following items shall be given to franchisees for performing their responsibilities, including for demo purpose, and is not linked with the targets: 2 landline connections (rent free and free calls as decided by Circle), 1 broadband connection, VPN over Broadband, 5 GSM SIM cards (free of cost; no FRC and no recharge balance), free demo sets for 3G SIMs and data cards (as decided by Circle Head). Additional facilities can be added for franchisees by Circles with approval of Circle Head.

Section 2: Eligibility criteria

D. Dimensioning of Franchisee Territories:

- a) **Annexure'B'** provides new franchisee territories for Orissa Circle for which EOI has been floated.

E. Eligibility Requirements for BSNL Franchiseeship for each franchisee territory

All proprietorship firm, partnership firms and company of Indian origin fulfilling following criteria are eligible to apply.

- a. **Turn over:** Turn over is defined as sales proceed as per audited P&L account of the firm, submitted for last financial year. A copy of income tax return should also be submitted alongwith.
- i. Rs. 75 Lakhs for A class territory
 - ii. Rs. 50 Lakhs for B class territory
 - iii. Rs. 10 Lakhs for C class territory
- b. **Experience:** Interested firms must be **dealing in distribution** of products in Telecom or FMCG or Electronic/Electrical goods industries , for last :
- i. 3 years for class A territory
 - ii. 2 years for class B territory
 - iii. 2 years for class C territory
- A detailed product list for FMCG industry is provided in annexure-C. A wholesale or stockist business experience in the above categories should not be considered as distribution experience. A copy of certificate from Telecom or FMCG or Electronic/Electrical goods Company/ industry should be attached. In case there is ambiguity in the interpretation of Annexure C, the decision of Circle Head will be considered final.
- c. **Space:** Interested party must ensure office space (carpet area) of size 250 sqft for BSNL franchiseeship operations in commercial area. Space is to be ensured within 15 days of LOI for award of Franchisee ship/ Franchiseeship.

F. Relaxation in Eligibility Criteria

- a. If there are no bidders for a territory then eligibility criteria can be relaxed as follows
- Franchisee territory class can be converted to a lower class as described above or redemarcated
 - Based on above the modified EOI is to be floated and if there is no bidder, then eligibility criteria can be reduced by upto 50% with approval of the Circle Head.
- In all cases where criteria is relaxed, a modified EOI must be floated

Section 3: Selection process and criteria

G. Expression of Interest Route:

- a. In order to induct new franchisees, BSNL may invite Expression of Interest (EOI) from the willing parties. BSNL reserves the right to initiate the process for appointing new franchisee even if there is a franchisee currently serving the territory or a part of the territory. Any territory for which EOI is invited is referred as 'eligible territory' hereafter. Eligible territories could include:
 - **Vacant territories:** Territories likely to be vacated or already vacated due to termination of franchisee, tenure completion of franchisee, or non-appointment of franchisee in the past. If a notice of termination (with a 30-day deadline for termination of franchisee) has been served to the franchisee, the territory can be considered as vacant territory.
 - **Redefined territory:** Territories created due to redefinition of territory boundaries by competent authority in the circle. BSNL reserves the right to redefine territories for realignment/ balancing of franchisee territories or in cases where existing franchisee has not met the performance criteria (defined in this policy) for a period of more than three months
- b. Circles must invite EOI from willing parties for eligible territories within the circle every three months, provided there is at least one eligible territory in the circle.
- c. To evaluate the short-listed bidders, a Selection committee comprising three members will be formed for each SSA/Telecom.Dist. by approval of Circle Head. Each Selection committee will consist of
 - Two executives from circle office who will be common for all Selection Committees – GM (Sales & Mktg-CM) and DGM (Finance)
 - One members from the concerned Telecom.Dist – Head of Telecom.Dist
- d. After evaluation by the selection committee, the recommendation of the selection committee shall be approved by Circle Head. LoI to successful bidder shall be issued by circle with the instruction to submit the requisite PBG at the concerned Telecom.Dist within stipulated time frame for signing the agreement. The contract shall be awarded for a period of three years to the successful bidder(s) as per the terms and conditions stipulated in the EOI and in the sales & distribution policy document.
- e. BSNL can revise some sections of sales & distribution policy according to change in business environment. Telecom.Dist shall notify all such changes to franchisees. Franchisee will be assumed to be in agreement with revised norms unless notified to BSNL in three week's time. Any party who wishes to discontinue the agreement can do the same by providing a 90 days notice.
- f. The contract is awarded with condition that appointed franchisee will be subject to termination as per the guidelines provided in 'Performance Management Section' of this document.
- g. Interested party must deposit EMD of Rs. 2 lakhs for class A territories, Rs. 1 lakhs for class B territories and Rs 50,000 for class C territories with EOI. The EMD will be in the form of Bank Guarantee, in favour of BSNL and valid for a period of 180 days from the date of EOI opening.
- h. BSNL reserves the right to reject any application of franchisee for any reason, without liability, the information provided by the franchisee/ gathered by BSNL shall become BSNL's property even if application is rejected and can be used by BSNL in any manner, it deem fit.
- i. The decision of BSNL will be final and binding.

H. Terms & Conditions with EOI

- a. Each franchisee can sign maximum of one franchisee Agreements in each Telecom.Dist and a maximum of two franchisee Agreements in a circle. Franchisee can sign two franchisee Agreements in a Telecom Dist if the total number of new Franchisee territories in the Telecom.Dist is equal to or more than 6. Franchisee must not work with any other telecom operator in the capacity of any role related to sales & distribution anywhere in India.
- b. All Franchisees should have well defined geographical area (to be defined and notified by Telecom.Dist/Circle). This will be their primary area and the franchisee must fulfill all the requirements as per the policy in this primary area.
- c. The demarcated area for which they are appointed should be the primary area for the franchisee's operation, and all contractual obligations and responsibilities as per franchisee policy should remain for this primary area only.

- d. Periodic performance review must be done and in case of a franchisee not- meeting the performance standards, action should be taken in accordance 'Performance Management System' section of this policy.
- e. In no case franchisee is allowed to sell outside their primary area (except in cases where the franchisee has been allowed to sell in a territory for a limited period through a look-after arrangement). Any violation is to be viewed seriously and the action should be taken in accordance 'Performance Management System' section of this document.
- f. Franchisee is free to appoint sufficient number of sub- franchisees at suitable locations. Franchisee could appoint one sub-franchisee for 50-60 retailers in rural areas. Sub-franchisee will be serviced by franchisee and may not be exclusive to BSNL. Sub-franchisee network made by franchisee will not only act also as retail network but also help franchisee in serving all retailers within their primary area. In rural areas, franchisee should be encouraged to appoint capable local sub-franchisees. BSNL (Franchisee Manager assigned to the franchisee) should be informed and consulted for selection and appointment of sub-franchisee. Subsequently, BSNL may ask for a tripartite agreement between BSNL, franchisee and sub-franchisee.
- g. Franchisee can appoint any numbers of retailers within primary area for sale of all the BSNL products and services permitted to them. Franchisee should serve sub-franchisee as well as retailers at their premises.
- h. Franchisee must ensure availability of BSNL products and services at more than 90% of retail points (multi-brand outlets) which sell telecom products within their primary area.
- i. Existing customer service centers and all other channels will also work as sales outlet for all type of services offered by BSNL. BSNL can directly appoint any other channel(s) to distribute and sale various telecom services and products within franchisee's primary area.
- j. Franchisee should ensure manning at office space at least 14 hrs. per day (8:00 AM to 10:00 PM), for seven days a week.
- k. BSNL, reserves the rights to seek/verify financial information from franchisee's Bankers/credit providers and any another sources as to carry out other verifications

I. Look-after arrangement:

- a. Eligible territories can be given to existing franchisee as "Look after territory" for a period of three months only. Extension of "Look after territory" upto three more months can be given only with the approval of Circle Head. Any further extension is not permissible and the territory cannot be further given as 'Look after territory' to any other franchisee till a franchisee is appointed for the territory as per the EOI route.
- b. The performance of franchisees (SIM sales and mobile recharge sales) should be used as criteria to decide allotment of 'Look after territory' as decided by Circle Head.
- c. One franchisee can get only one eligible territory as "Look after territory" at any given point of time.

J. Migration policy for existing franchisees:

- a. Existing franchises who demonstrate good performance may be migrated to an eligible franchisee territory in April 2010.
- b. Existing franchisees with 1 or 2 territories will be allowed to automatically migrate in 1 new territory, while existing franchisees with 3 or 4 territories will be allowed to automatically migrate in 2 new territories. Each existing franchisee must decide and communicate preference for the SSA/TD (1 SSA if the franchisee has 1 or 2 territories in existing set-up and 2 SSAs /TDs if the franchisee has 3 or 4 territories in existing set-up) where he would like to participate in migration. **Franchisee preference should be obtained for territories only in the SSA(s)/TDs where they have existing operations.**
- c. The preference for new territories for franchisees will be taken in the order of franchisee performance based on following parameters:
 - A. Cumulative performance against targets during the August 2009 – November 2009

#	Parameter	Metric	Weightage for overall score calculation
1	Gross Connections (SIM Activations) & sale of Other Consumer Mobility products	% target achieved	60%

#	Parameter	Metric	Weightage for overall score calculation
2	Primary Sales (Recharge)		40%

- B. If the circle has not set targets on the above parameters for each franchisee during August 2009 – November 2009, then the basis for preference should be existing office/ showroom and area of operation of the franchisee
- C. In case there are conflicts even after (A) and/or (B) above, then the SSA/TD must allocate the preference for new territories for franchisees amongst whom the conflict persists
- d. In case a franchisee has more than 1 territory in a SSA/TD (except look-after territories), Circle/SSA/TD must consider preference for only 1 new franchisee territory within the SSA/TD. Circle/SSA/TD may consider preference for 2 new franchisee territories within the SSA/TD if the total number of new franchisee territories in the SSA/TD is equal to or more than 6.
- e. Circle/SSA/TD must obtain acceptance from existing franchisees to migrate to preferred new territory under the new policy from April 2010, provided BSNL's concurrence is obtained by April 2010.
- f. Circles must communicate the Sales targets for next calendar month on various parameter defined below on or before 25th of previous month. In case of holidays, it should be communicated on or before last working day before 25th.

The parameters on which targets must be set are:

- (1) Gross connections (SIM activations) and sale targets for other Consumer Mobility products – SSA/TD wise and Franchisee wise
- (2) Recharge sales (primary sales Rs. Lakhs) – SSA/TDwise and Franchisee wise
- (3) # of retailers billed from within primary area (more than 5 activations during the month) as visible on SancharSoft system
- (4) # of FoS (Feet-on-Street) appointed and active

These targets must be set based on existing territory definition of the franchisees. In addition to the above targets, circles can also set targets for net connections, FoS beat plans and CAF data entry on Sancharsoft.

It should be noted that all existing territories of the franchisee (**except territories under look-after arrangement**) should be aggregated while calculating the cumulative performance score as described above. In case the franchisee has territories across multiple SSAs/TDs, each SSA/TD must provide the performance inputs to the circle who should compile the franchisee performance score

- g. Franchisees need to cumulatively achieve more than 70% target on each of the parameters described above (during 01.12.09 to 31.03.10) for all existing territories together in order obtain BSNL's concurrence for migration to his preferred territory. Circle/SSA/TD must provide concurrence to all franchisees who fulfill the above performance benchmark.
- h. Circles/ SSAs/TDs must ensure that Look-after arrangements are in place for all vacant territories (vacant territory to be defined as existing territory which has not been awarded to any franchisee as primary territory). These Look-after arrangements must be done with any existing franchisee for the period 01.12.09 to 31.03.10
- i. New franchisee territories will come into effect from April 01, 2010. Existing franchisees may be allowed to continue in their present territories till March 31, 2010 or as decided by BSNL Corporate office. However, the existing franchisee should not be given an extension beyond April 2010.

K. Requirements after EOI Approval

- a. As mentioned above, selection of the franchisee will be done by a selection committee formed at circle which will also have members from the SSA/TD for which the franchisee is being selected. The EOI / agreement will be framed/ customized by concerned circle based on provisions in this franchisee policy.
- b. PBG (Performance Bank Guarantee) of Rs.3 Lakhs for class A territory, Rs. 2 Lakhs for class B territory and Rs. 1 Lakhs for class C territory to be submitted before signing of agreement within 15 days of LOI.
- c. Franchisee shall deposit the aforesaid PBG of said amount as BSNL may determine from time to time. BSNL reserves the right to forfeit/adjust/apply the said EMD/PBG amount in

full or part satisfactions of any sums due from the franchisee to BSNL at any time, Franchisee shall continue to be liable for balance, if any, No interest will be paid on the deposit. BSNL reserves the right to increase the amount of PBG at any time in its sole discretion with respect any/some/all franchisee.

- d. After approval of EoI by circle office, the Agreement shall be signed by the SSA/TD, PBG (Performance Bank Guarantee) shall also remain in concerned SSAs/TDs, Franchisees will be monitored and supported by SSA/TD. Payments will be done from SSA/TD (except in case of special schemes where circle can also make the payment)
- e. PBG will be treated as security deposit and no supply of material will be allowed against PBG.
- f. To purchase material on credit, franchisee must provide a separate bank guarantee or can deposit margin money in BSNL's account. Franchisee can then purchase material of value upto the guarantee / margin money. This bank guarantee is separate from PBG. This provision of bank guarantee or margin money is entirely optional. The total amount of credit should not exceed credit limit at any point of time. Circle should set a upper cap on this bank guarantee / margin money which may be calculated as 7 days inventory requirement rounded up to nearest multiple of Rs 50,000/-.
- g. Franchisee may open an account with RTGS / online transfer facilities in the bank in which BSNL's account is in concerned SSA/TD Franchisee shall make payment to BSNL for material supply preferably by online transfer / RTGS mode. Any charges for online transfer or RTGS will be borne by franchisee. Material will be supplied only after realization of amount in the BSNL's account unless purchased against bank guarantee / margin money

L. Selection criteria for franchisee ship

- a. The selection criteria for selection of franchisees having the minimum eligibility conditions fulfilled may be as follows:

i	Experience of firm	25 marks
ii	Turnover	10 marks
iii	Place	15 marks
iv	Interview / Presentation	10 marks

- b. Short listing will be done on the basis of point number (i) to (iii) and top three should be called for interview. Based on combined marks final selection will be done.
- c. All parameters are as defined under the 'Eligibility Requirements' section. Place is ascertained as the place where firm/ company is registered (service tax registration) or where it has operations (existing shop/ office) for atleast last two years or more.
- d. Average of Turn Over of last two financial years is to be taken for awarding marks.

M. Scoring Guidelines for Selection Criteria

- a. **Experience of firm (Total Marks: 25)**

		Telecom	FMCG Distribution	Others
a.	Fulfillment of Minimum Criteria and up to 1 year in excess	15	9	3
b.	Greater than 1 years in excess but less than 2 years in excess	20	12	8
c.	Greater than 2 years in excess	25	15	10

For telecom experience, in case of proprietor firm, the firm/proprietor should have experience of distribution of telecom services directly with any telecom operator. Sub-franchisee or Retailers of Distributor/ Dealer /Franchisee will not get any credit as telecom experience. In the case of partnership firm, the Telecom/FMCG distribution/other experience of firm (not of individual partner) as described above may only be considered in an appropriate manner by the Selection Committee.

b. Turnover (Total Marks = 10)

a.	Fulfillment of Minimum Criteria up to 20 percent in excess	3
b.	Greater than 20 percent in excess but less than 50 percent in excess	5
c.	Greater than 50 percent in excess	10

c. Place (Total Marks – 15)

a.	Bidder belongs to same SDCA	15
b.	Bidder belongs to same SSA/TD	10
c.	Bidder belongs to same Circle	05

Bidder should have registration of service tax or operational area within same SDCA/ SSA/ TD Circle as the case may be.

d. Interview/presentation before the selection committee 10

- e. **Selection Tie-Breaker:** The franchisee with the highest marks out of 60 should be selected. In case of tie, marks first in Field of Experience then Place then years of experience and Turnover should be considered in the given order. If tie is still there then franchisee showing more profit in last to last financial year in their account should be made eligible.

Section 4: Performance Management

N. Performance Management System

- a. Responsibility and Frequency: each SSA/TD must conduct a review meeting in first week of every calendar month where each franchisee's performance in previous month must be evaluated. Each circle must conduct a review meeting every quarter to review the same. This meeting must be conducted within fifteen days of quarter ending.
- b. **Appointment of Review committees:** Each SSA/TD must appoint a performance review committee of at least three executives which must consist of SSA/TD Head and SSA/TD Sales Head (Mobility) and Retailer Manager Coordinator(RMC). Franchisee manager of particular franchisee should also be part of review discussion for that franchisee. For circle level reviews, circle should appoint a review committee for each SSA/TD under chairmanship of GM(Consumer Mobility). Each committee will have three executives including chairman from circle (common for each SSA/TD) and SSA head of concerned SSA/TD.
- c. **Target Setting:** Each circle and SSA/TD should set the targets for franchisee for various primary products (consumer mobility related products) before the start of the month. These targets should be based on network coverage, wireless potential of territory and historical performance of franchisee. Targets will be set on following parameters

Type A parameters

- i. Gross Connections (2G and 3G SIM Activations) and sales of other consumer mobility products
- ii. Recharge sales (primary sales)
- iii. # of retailers billed through BSNL specified system

Type B parameters

- iv. # of FoS (Feet-on-Street) appointed and active
- v. % of CAF forms submitted
- vi. Percentage of recharge sales via CTOP UP
- vii. Number of valid complaints supported by evidence

Targets for the next calendar month should be set by SSA/TD and communicated to franchisee on or before 25th of the current month. In case of 25th being a holiday, targets must be communicated on or before last working day before 25th. Any exceptions or inability to this should be approved by GM (Consumer Mobility) in circle office.

Apart from these targets for any other products from other business units shall be set by concerned business units however franchisee's performance review must not consider achievement against those targets

- d. **Review Process at SSA/TD:** For the purpose of monthly reviews various parameters, their scoring and cut-offs are given in table below

#	Parameter (measured on monthly basis)	Scoring	Cut-Off Score
1	Gross Connections (2G and 3G SIM Activations) and sales of other consumer mobility products	% of target achieved	>60%
2	Recharge sales (primary sales) in Rs cr sold in month	% of target achieved	>60%
3	# of retailers billed in month through BSNL specified system	% of target achieved	>50%

#	Parameter (measured on monthly basis)	Scoring	Cut-Off Score
4	# of FOS appointed and active	% of target achieved	>50%
5	% of CAF forms submitted	# of CAF submitted within specified time frame as a ratio of # of activations within Franchisee's network	>90%
6	% of Recharge sales via CTOP-UP	% of target achieved	>40%
7	# of valid complaints	# of valid complaints (including complaints regarding selling outside own primary area or look-after territory) supported by evidence	0

Cut-off scores can be upwardly revised by circle review committee with at least 60 days notification to franchisees. Apart from the parameters listed above, review committee should discuss about any other complaints received about the franchisee and warnings / monetary fines could be issued / imposed. SSA/TD committee must prepare a scorecard for each franchisee before monthly review meeting. The scorecards for three months should be sent for circle level review each quarter.

- e. **Review Process at circle:** Review committee at circle should conduct a review of each franchisee every quarter. Scorecards for this review shall be furnished by SSAs/TDs in time for the review. Circle will prepare a cumulative scorecard based on target achievement in the previous quarter. Circle can review performance of franchisees in between the quarterly review period also (especially in cases where the franchisee has not been meeting performance targets) and take action as described below.
- f. **Consequences for Poor Performance:** Any franchisee who does not meet the cut-off score on any parameter (Type A or Type B) becomes liable for penalty as per the table given below

Months	One Month	Two Months	Three months*	Four months	Five months	Six months*
Issuer	SSA/TD	SSA/TD	Circle	SSA/TD	SSA/TD	Circle
Penalty	Warning	Strong Warning	Monetary Penalty by Circle	110% of monetary penalty set by circle at the end of 3rd month	125% of monetary penalty set by circle at the end of 3rd month.	150% of monetary penalty set by circle at the end of 3rd month.

* Based on scores calculated on cumulative target achievement of the previous three months and previous six months respectively

- g. **Rewards:** Every quarter, circles can reward the top five franchisees in the circle. Both type 'A' and type 'B' parameters should be considered for award consideration
- h. **Performance based termination:** Any franchisee who does not meet the cut-off score on ***cumulative target achievement during past six months on type 'A' parameters will become eligible for termination.*** Circle review committee then has the right to terminate any franchisee that is eligible for termination by giving a 30-day notice. Total number of terminations in any month should not exceed 5% of total circle franchisees. Only franchisees who have been active in all six months should be considered for this exercise. Any franchisee inducted in past six months will not be considered for this exercise. All franchisees will be given 30 days notice to wind up operations. However monthly review for the franchisee who have been served a Notice of Termination will happen for next months as per the process

outlined above and any monetary penalties will still be applicable on non-performance. Circles must complete the process of appointing new franchisee and hand-over arrangements within 90 days. Franchisees who are terminated will not be eligible to bid for any franchisee EOI for any territory for the next two years. Circle may use look after arrangement in these vacant territories.

- i. **Redemarcation of territory:** BSNL reserves the right to redefine territories in cases where franchisee has not met the performance criteria (defined above in this policy) for a period of more than three months
- j. **Confidentiality:** All data collected or generated during the review process at SSA/TD or circle level should be treated as confidential. It can be discussed with franchisees however no data related to other franchisees should be given to any franchisee. Access to this data should also be restricted to only competent authorities as decided by Circle Head or SSA/TD head.

Section 5: Other terms and conditions

O. Expenditure Reimbursement to Franchisee

- a. Special incentive for marketing & promotion (especially in rural areas) may be given in addition to basic commission.
- b. Marketing and promotion include expenditure on any media by the franchisee with prior approval to SSA/TD / Circle Head, BSNL.
- c. All lawful promotional activities with the prior approval of Head of SSA/TD/Circle Head will be under its purview.
- d. Budget allocation for promotional activities to be given to franchisee is determined on the basis of Rs.25 per BSNL mobile connection sold. Rs.25/- is a total provision, which a franchisee can use as a special incentive for promotion.
- e. 20% of this provision shall be deducted by BSNL towards the free advertisement materials given to franchisee by BSNL.
- f. Payment of incentive for marketing/promotion will be on production of expenditure proof in original.
- g. The claim has to be submitted within 30 days of expenditure.
- h. Decision of BSNL on payment will be final. This expenditure is required to be undertaken with prior information to BSNL.
- i. All payment on this account has to be adjusted from the marketing fund allotted to the Circle/SSA/TD.

P. Discounts & Commissions for Franchisee

- i. Total commission / discount payable to franchisee channel (Franchisee, Sub-Franchisee and Retailers) on various products will be announced by BSNL on introduction of new product and may be revised or discontinued by BSNL as per the changes in business environment.
- ii. Franchisee must pass on part of the commission to retailers as described in the table below

Product	Product Details	Franchisee's share	Retailer's share
SIM + FRC	MRP <= Rs. 100	30% of (SIM commission + CAF commission + FRC discount)	70% of (SIM commission + CAF commission + FRC discount)
	MRP > Rs. 100	20% of (SIM commission + CAF commission + FRC discount)	80% of (SIM commission + CAF commission + FRC discount)
Recharge / CTOP UP	All	30% of recharge/ CTOP UP discount	70% of recharge/ CTOP UP discount
Extra Discount through Trade Schemes	All	20% of total trade scheme amount	80% of total trade scheme amount
Post Paid Connection	All	20% of total commission on new connection	80% of total commission on new connection

- iii. MRP: Maximum Retail Price
- iv. Figures given in the table above are the minimum share which franchisee must pass on to retailers. Franchisee can pass on more than minimum share specified. In cases, where a retailer is served through a sub-franchisee, share of franchisee as given in the table will be shared between franchisee and sub-franchisee and it should not change the share of the retailer.
- v. All discount on recharge / CTOP UP will be provided upfront and will be adjusted in the invoice amount. Any commission / discount with the prepaid SIM and FRC will be defined as & when a new SIM or FRC is launched.
- vi. For postpaid connections, the commission will be given in two steps unless specified otherwise
 - 50% commission on submission of CAF
 - 50% after payment of first bill by the subscriber
- vii. All other claims may be submitted on monthly basis. BSNL's designated nodal officer to verify and sign the claim and forward it to the Accounts Department. Payment should be made within 2 weeks of the receipt of claim.

- viii. Payment will be from SSA/TD Headquarter preferably through ECS / Direct credit to account or cheque. SSA/TD will give a detailed report regarding payment of all claims to franchisee on monthly basis to Circle office.

Q. Terms & Conditions

- a. Whenever any new products are launched, a separate communication will follow on the applicable commission.
- b. Franchisees may be given right to view Franchisee portion of intranet, which they are supposed to view periodically and take necessary actions.
- c. BSNL reserves the right to change the terms of trade from time to time with notice period of 30 days.
- d. BSNL reserves the right to withhold or delay the commission for the Franchisees in case of any pending disputes in matters relating to activations or cancellations.
- e. In case of dispute arising between the Franchisee and BSNL, the same shall be adjudicated by the Circle Head or any official appointed by the Circle Head.
- f. The company's decision will be final on all matters relating to the business and will be binding on the Franchisee.
- g. It will be the Company's endeavor to make the payment to the Franchisees as per the schedule, however this may stretch beyond the scheduled time only in case of delays in getting claims from the Franchisees or in case of incorrect claims.
- h. The payment to the Franchisees will be made through a cheque / ECS after deducting applicable taxes.
- i. All Franchisees will report to SSA/TDHead through the nodal officer appointed by him.
- j. All taxes present & Future additional, taxes /Lessees/ duties etc thus may be levied by the govt/Local authorities etc. will be to the franchisee a/c.
- k. The Franchisee shall comply with all applicable laws, bye Laws rules, regulations, orders, directions notifications etc of the Govt./ Court/Tribunals and shall also comply with all directions issued by BSNL and provide BSNL with all information and cooperation that BSNL may reasonably require from time to time.
- l. The franchisee has to fully cooperate with BSNL to investigate any complaint from the public, retailers or BSNL's sales teams.
- m. Franchisee shall be liable for all payments of wages, Salary etc to its employees & shall comply with all statutory laws, rules, relating to employment, wages, PF, ID, act etc.
- n. The Franchisee shall fully indemnify, defend & hold BSNL harmless from and against all claims, Liability, Losses or damages recoveries, proceedings, actions, Judgments costs, charges & expenses which may be made or brought or commences against the BSNL or which the BSNL may or may have to bear, pay or suffer directly or indirectly in connection with any breach Franchisee's agreement by franchisee or its agents, employees, offices.
- o. BSNL Shall not be liable for any act of commission or omission of any third party.
- p. During the currency of agreement, franchisee will not be permitted to provide services to any other telecom service provider.
- q. That franchisee shall display prominently the information prescribed by BSNL from time to time & will display a signboard , of size decided by BSNL, indicating the name & logo/Brand name of BSNL as may be prescribed by the BSNL.
- r. That franchisee shall pay all dues & outstanding to BSNL during the currency of assessment or on termination of the agreement as the case may, even if any dispute is pending between the franchisee & BSNL. The same shall be adjustable by the Circle Head or official appointed by Circle Head.
- s. The franchisee will have to abide by the policy rules, regulations & instructions of BSNL as revised/modified from time to time, without any prior notice to the franchisee in respect of all matters including security deposit / PBG, commission payable to the franchisee etc.
- t. Franchisee must enter list of material received, sold and available with him and all his sub franchisees / retailers on a daily basis through BSNL –specified IT system.
- u. Pre-activated properties like SIM Card may be deactivated after 15 days if not reported sold.

BSNL reserves the right to modify sections of the policy at any point in future. In addition, any of the Annexures can be revised every three months with the approval of Director (Consumer Mobility). Circle Heads may propose any changes to Annexures A, C and D, based on local conditions, to GM - Sales and Marketing (Consumer Mobility) BSNL CO.

ANNEXURE – A: ROLE OF SALES TEAM MEMBERS

Roles of different members of the mobility sales team are mentioned below

- Role of Rollout Manager
 - Responsible for driving Project Vijay rollout in the circle
 - Review progress with Circle level nodes daily
 - Review circle level summary
 - Discuss key issues and action steps
 - Review with Project Leader every 2 days
 - Escalate key issues at circle level
 - Call for Operational Committee/ meeting with Circle Head to address policy issues
 - Review with Project Champion (HO) every 2 days
 - Escalate issues unresolved by circle
 - On ground visits/surprise checks at SSA /TD level along with circle level nodes
- Role of Franchisee Manager
 - Support franchisee to increase sales
 - Provide prioritized list of retailers in the Franchisee's area
 - Support in FOS appointment, and beat plan creation for FOS
 - Support in ordering and delivery of material to Franchisee doorstep
 - Supply of POS material to Franchisee
 - Ensure provision of SancharSoft login and training
 - Document issues/ queries of Franchisee, and actions steps to address them
 - Monitor franchisee performance
 - Communicate targets at beginning of the month
 - Collect data on a daily basis
 - Performance management and review
 - Review with SSA/TD Sales Head on FMT daily report
 - Communication/action on issues raised by RMCs/RMs
- Role of Circle Nodes
 - Each node responsible for Project Vijay rollout in 5-6 SSAs/TDs
 - Discuss status daily with SSA/TD sales heads
 - Discuss issues and key actions steps
 - Compile circle level summary daily and review with Rollout manager
 - Escalate issues raised by SSA/TD sales head
 - On ground visits/ surprise checks at SSA /TDlevel
- Role of SSA Sales Head
 - Setup of team and infrastructure
 - Creation of required channel management team specified by circle
 - Set-up of required infrastructure (details under norms)
 - Setup of channel norms
 - Set-up of Sanchar Soft
 - Consolidation of priorities retailer database
 - Area demarcation and allotment of retailers
 - Set-up of target setting process
 - Set-up of ordering and delivering process
 - Set-up of addressal of cross-selling process

- Set-up of troubleshooting process
 - Set-up of POS material allocation
 - Implementation of allowances/KPAs
 - Daily review with CGMT
 - Review achievement against respective checklists
 - Review achievements against targets
 - Collect SSA/TD report and review with circle level node
 - Monthly activities
 - Target setting for franchisees and communication
 - Allocation of POS material
 - Visits (planned and surprised)
 - Troubleshooting and escalation
 - Escalation/addressal of cross-selling issues
 - Troubleshooting across SSA/TD departments
 - Escalation of issues to circle nodes
- Role of Retailer Manager Co-ordinator
 - Process Co-ordination
 - Allocate area for survey (i.e. retailers to RMs)
 - Create journey plan for RMs
 - Coordinate daily process with RMs
 - Monitor data entry
 - Conduct validation visits with RMs
 - Daily review of RMs performance
 - No of visits made against required
 - No of templates of each type filled and submitted
 - No of new CTOP-UP SIMs/ forms issued
 - No of cross selling cases verified
 - Daily action on data collected by RMs
 - Compilation and review of RMT daily report with SSA/TD sales head
 - Retailer wise data provided to respective FM/ Franchisee) with copy to SSA/TD sales head – material availability, issue resolution etc.
 - Retailer wise data to SSA/TD sales head for action
- Role of Retailer Manager
 - Auditing service of distributor to retailer, other information
 - # of visits of Franchisee FOS
 - Commission/ discounts by Franchisee
 - Address issues/ queries (incl. on phone)
 - E.g. Damaged material not replaced by Franchisee, no visit by Franchisee FOS
 - E.g. Information on BSNL products/ schemes, trade schemes
 - Supply of high value POS material
 - Glow sign boards, etc.
 - Collect information on new retailers in area

ANNEXURE-B SSA/TD WISE MAXIMUM NEW FRANCHISEE TERRITORIES:

1)- BALASORE TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Jaleswar	BLS-01	C	Chandaneswar, Dehurda, Baunsadiha, Jaleswar, Hatigarh, Kuard, Rajghat, Nampo
2	Basta	BLS-02	C	Baliapal, Kalipada, Khaprapada, Langaleswar, Mukulishi, Basta, Rupsa, Bahabalpur, Srirampur
3	Nilagiri,	BLS-04	C	Remuna, BG Pur, Durgadevi, Nagram, Kuruda Nizampur, Nilagiri, Raj-Berhampur, Ayodhya, Oupada, Fatepur, Santragadia
4	Soro	BLS-05	C	Bahanaga, Panpana, Bishnupur, Gopalpur, Saud, Soro, Anantpur, Sabira, Tudigadia, Mangalpur
5	Simulia	BLS-06	C	Khaira, Bartana, Kupari, Dungura, Simulia, Ada, Antara, Balikhand
6	Bhandaripokhari	BLS-08	C	Bont, Agarpada, Kadabaranga, Sendhatira, Bhandaripokhari, Majuri road,
7	Dhamnagar,	BLS-09	C	Dhamnagar, Chunida, Aradi, Dhusuri, Tihidi, Dolasahi, Bilona, Pirhat
8	Chandabali	BLS-10	C	Chandabali, Ghanteswar, Motto
9	Basudevpur	BLS-11	C	Basudevpur, Eram, Betada Padmapur, Kamargaon, Bideipur, Dhamra

2)- BARIPADA TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Bangiriposhi	BPD-02	C	Bangiriposhi, Saraskana, Kuliana, Suliapada,
2	Betnoti	BPD-03	C	Betnoti block, Rasgovindapur, Moroda, Badasahi,
3	Karanjia	BPD-05	C	Karanjia, Thakurmunda
4	Joshiapur	BPD-06	C	Joshiapur, Sukruli, Raruan
5	Rairangpur	BPD-07	C	Rairangpur, Bijatala, Bisoi, Badampahar

6	Bahalda	BPD-08	C	Bahalda, Tiringi, Jamada,
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3)- BERHAMPUR TELECCOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,,
1	Chhatrapur	BER-03	C	Ganjam, Chhatrapur
2	Purusottampur	BER-04	C	Purusottampur, Kabisuryanagar
3	Khallikote	BER-05	C	Khallikote, Polosora, Kodala
4	Buguda	BER-06	C	Buguda, Jagannathprasad
5	Bhanjanagar	BER-07	C	Bhanjanagar, Bellaguntha
6	Aska	BER-08	C	Aska, Dharakote, Sorada
7	Digapahandi	BER-09	C	Digapahandi, Pattapur, Sheragada
8	Chhikiti	BER-10	C	Chikiti, Patrapur
9	Mohana	BER-12	C	Mohana, R-udayagiri, Nuagada

4)- BHAWANIPATNA TELEOCM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,,
1	Bhawanipatna-1	BPT-01	C	Bhawanipatana, Utkela, Karlapara, Kesinga, Borda,
2	Lanjigarh	BPT-02	C	Narla, Lanjigarh Road, Lanjigarh plant, Chhatikuda, Biswanathpur, Rajalangigarh, Rupra road, Rupra, Narla road. Tulapara, Madanpur, Mohangiri, Risida, Tundala, M.Rampur
3	Raj-khariar	BPT-04	C	Rajkhariar, Bargaon, Boden, Bhuliasikuan, Sinapali, Tukla Komna, Tarbod, Budhikomna
4	Nuapada	BPT-05	C	Nuapara, Khariar road, Beltukuri, Kuliabandha Saipala, Sarbong, Kurumpuri, Dharambandha, Karangamal, Lakhna

5)- BHUBANESWAR TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,,
1	Nimapara	BBS-04	C	Nimapara, Gop, Nagapur, Sarada, Konark, Balidokan, Bangurigaon, Astaranga, Kakatpur, Nayahat, Charichhak, Khellar, Chhaitana, Pipili, Mangalpur, Balanga, Kanti, Athantar, upto CIFA, Mukundadaspur, Jhinti, Balipatna,

2	Sakhigopal	BBS-06	C	Sakhigopal, Chandanpur, Satasankha, Indupur, Kanasa, Tadas, Gabakund, Khajuria, Delanga, Kalyanpur
3	Dasapalla	BBS-08	C	Dasapalla, Mandhyakhanda, Gania, Kantilo, Bhapur, Banigochha,
4	Balugaon	BBS-09	C	Balugaon, Banapur, Nachuni, Nirakarpur, Tangi, Soran, Chilika, Maluda, KP gada, Chandpur, Gambharimunda, Krushnaprasad block.
5	Raj-sunakhala	BBS-11	C	Rajsunakhela, Begunia, Kantabada, Dhalapathar, Manikguda, Bolgad, Rajranpur, Sikko, Jankia, Narangarh, Mugumunda, Guduri, Baghamari

6)- BOLANGIR TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Titilagarh	BGR-02	C	Titilagarh SDCA, Saintala, Muribahal,
2	Patnagarh	BGR-04	C	Patnagarh SDCA, Belpada, Khaparakhol
3	Sonepur	BGR-05	C	Sonepur SDCA, Binka, Tarbha
4	Birmaharajpur	BGR-06	C	Birmaharajpur SDCA, Ulunda
5	Dunguripali	BGR-07	C	Dunguripali SDCA, Agalpur, Lusinga

7)- CUTTACK TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Cuttack-I	CK-05	B	Sikharpur to Khapurua(NH-5 right side, Khapurua along Kathajoid ring road (right side) upto Ring Road-Badambadi Chhak towards Badambadi-Dolamundai-Sanjay café along main drain-Gamadiha-Kabarsthan-Kesarpur-Dhobilane-Pension lane-Buxibazar-Samaj Office- Old Secretariat- Stadium-Sikharpur along Mahanadi ring road(right side). Ranihat, Mangalabag, College Square, Jobra, Medica, Malgodown, Madhupatna, Badambadi, Khapurua.
2	Choudwar	CK-07	C	Tangi, Choudwar
3	Cuttack-III	CK-10	B	Jagatpur, OMP square, Nuabazar, Khapurua, Kalyani Nagar, CRRI, Mahanadi vihar, Sikharpur, Vidyadharpur, Chauliaganj, Rajendra nagar, Nuapara, Baialishi mouza, Gopalpur
4	Athagarh	CK-11	C	Athagarh, Badamba, Narasinghpur, Tigiria
5	Phulnakhara	CK-12	C	Niali, Kantapada
6	Banki	CK-13	C	Baranga, Banki, Dampada
7	Tirtol	CK-14	C	Tirtol, Ersama, Kujanga
8	Pattamundai	CK-15	C	Aul, Rajkanika, Pattamundai, Rajnagar

9	Salepur	CK-16	C	Mahanga, Salepur, Nischintkoili
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8)- DHENKANAL TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Hindol	DKL-02	C	Hindol, Odapada
2	Kamakhyanagar	DKL-03	C	Bhuban,Kamakhyanagar, Kankadahanda, Perjung
3	Nalco	DKL-05	C	Banharpal,Nalco
4	Kaniha	DKL-07	C	Kaniha, Pallahada
5	Athamallik	DKL-08	C	Athamallik, RK. Nagar, Chhendipada

9)- KEONJHAR TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Anandapur	KJR-01	C	Batto, Tartara, Salinia, Belabahali, Sailong, Chowk, Anandpur, Anandapur, Boula, Hatadihi, Dhakota, Ramachandrapur, Nuapada, Khaliamenta, Dhenka, Bidyadharpur, Orali, Salabani, Anandapur bus stand, Ghasipur.
2	Barbil	KJR-02	C	Seranda, barbil, Bolani, Jindal Thakurani, Bhadra Sahi chowk, Bhuyan Roida, Deojhar, Harihar Mandir, Durby Chowk, Kalinga Nagar, Rugudi, Bhalagrage, Kiriburu Hill Top, OMC area, Tata Hutting and Jindal Soyabali.
3	Joda	KJR-03	C	Basudevpur, Serenda, Beilipoda, Banspani, Rungta, Director Bunglow, Joda Market, Kumar Joda, Jajanga, Tele.Exchange Joda, Joda East, Guali mines, Bichhakundi, Joda Bustand, Joribhal, Champua, Ramala, Bhandra, B.Karanjia, Bamebari, Kusum Power Met.
4	Ghatagaon	KJR-05	C	Turumunga, Ukhunda, Jyotipur, Baunsuli, Udayapur, Sirigoda, Malliposhi, Baxibari Gaon, Barkhaman, Sagadapata, Pipilia, Dhenkikote,Ghatagaon, Harichandanpur, Swampatna, Bhagamunda, Saharapada,Ghatagaon

10)- KORAPUT TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Damanjodi	KPT-03	C	Damanjodi, Nandapur, Pottangi
2	Jeypore Rural	KPT-05	C	Rest of Jeypore SDCA except Jeypore Municipality, Boriguma
3	Gunupur	KPT-07	C	Bissam cuttack, Gudari, Gunupur, Padmapur, Chandrapur
4	Nawrangpur	KPT-08	C	Nawrangpur, Papadahandi, Dabugaon, Tentulikhunti
5	Umerkote	KPT-09	C	Jharigaon, Umerkote, Kosagumuda, Nandahandi, Raighar

11)- PHULBANI TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	G.Udayagiri	PHI-02	C	Tikabali, Chakapad, G.Udayagiri, Raikia
2	Phiringia	PHI-04	C	Phiringia, K.Nuagaon
3	Boudh	PHI-05	C	Boudh, Harabhanga
4	Kantamal	PHI-06	C	Kantamal

12)- ROURKELA TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Rourkela city-2	RKL-02	B	Basanti colony, Chhend, Kalunga, Rly colony, Sect-21, Bondamunda, Fertilizer, Sec-1, Sec-2, Koel nagar, Jagda, Jhirpani.
2	Rourkela city -3	RKL-03	B	Sector-3, 4, 5, 6, 7, 8, 9, 13, 14, 15, 16, 17, 18, 19, 20.
3	Lathikata	RKL-04	C	Kuarmunda, Jamunadhipa, Birmitrapur, Purunapani, Nuagaon, Bisra, Lathikata, Sorda, Hatibari, Raiboga, Hariharapur, Jareikela, Khutgaon
4	Rajgangpur	RKL-05	C	Rajgangpur, Kanshabhal, Badgaon, Laing, Gomardihi, Lanjibema, Oland, Khatkulbahal, Sonakhan, Kutra, Itma,

				Jarangloi Garposh, B.Kachhar, Sahajbahal,
5	Banai gada	RKL-06	C	Badgogua, Bonaigarh, Gurundia, Jhirdapali, Jibika, Sihidia
6	Lahunipada	RKL-07	C	Barsuan, K.Balang, Kaleiposh, Kalta, Koira, Kurda, Lamsi, Rajamunda, Tensa, Lahunipada
7	Sundergarh	RKL-08	C	Sundargarh town, Kirei
8	Subdega	RKL-09	C	Balisankara, Darlipali, Kantabahal, Karamdihi, Kinijirma, Mahulpali, Majhapara, Mangeshpur, Masnikani, Rauldega, Rupidihi, Sanpatrapali, Subdega
9	Hemgiri	RKL-10	C	Balichuan, Balinga, Bileimunda, Dumabahal, Gopalpur, Hemgir, Kanika, Lefripara, Sargipali, Ujalpur

13)- SAMBALPUR TELECOM DISTRICT

SL.	Name of Franchisee Territory	Code	Class	Revenue Block/Exch.Areas,
1	Padampur	SMB-01	C	Jharbandh, Mandosil, Paikmal, Gaisilet, Kansingha, Melchhamunda, Padampur.
2	Sohela	SMB-02	C	Bijepur, Ghess, Laumunda, Luhurachati, Saipali & Sohela
3	Bargarh Rural	SMB-04	C	Barpali, Bhatli, Bhukta, Chakarkend, Dungri, Kadalimunda, Katapali, Khandata, Sarkanda, Sarla, Urduna, Bargarh, Ambabhona
4	Attabira	SMB-05	C	Attabira, Bheden, Boipur, Chichinda, Godbhaga, Janhapara, Kadobahal, Lastala, Paharsigida, Remunda, Sahar Tikra, Sialkhandata
5	Sambalpur Rural	SMB-08	C	Bhushan, Chiplima, Gosala, Laida, Lapanga, Rengali, Sason.
6	Rairakhola	SMB-09	C	Charmal, Rairakhola, Jujumura, Dhama, Golabandha, Hatibari, Maneswar, Padiabahal, Parmanpur, Sahaspur, Sindurpank, Batgaon, Naktideul
7	Kuchinda	SMB-10	C	Bamra, Gochhara, Jarabaga, Jhariabahal, Keseibahal, Khandakata, Kuntra, Kuchinda
8	Bagdihi	SMB-11	C	Bagdihi, Kirmira, Kulabira, Pokharasale, Saletikra
9	Deogarh	SMB-12	C	Budhapal, Deogarh, Reamal, Rengalbeda, Tileibani, Tinkbir, Jamankira, Bhojpur, Fasimal, Gundurchuan, Kansar, Kenadhipa, Barkote, Dantaribahal, Kala, Kandhal
10	Brajaraj Nagar	SMB-13	C	Bandhabahal, Banahrpali, Belpahar, Brajaraj Nagar, Brajaraj Nagar Hill top, Dhulunda, Kadamdihi, Lakhanpur, Panchgaon, Rajpur

ANNEXURE – C

- A. Product List for FMCG Industry: Following product categories will be eligible for FMCG industry experience**
- a. Personal Care, Oral Care, Hair Care, Skin Care, Personal Wash (soaps)
 - b. Cosmetics and toiletries, deodorants, perfumes, feminine hygiene, paper products
 - c. Household care fabric wash including laundry soaps and synthetic detergents; household cleaners, such as dish/utensil cleaners, floor cleaners, toilet cleaners, air fresheners, insecticides and mosquito repellents, metal polish and furniture polish
 - d. Food and health beverages, branded flour, branded sugarcane, bakery products such as bread, biscuits, etc., beverages such as milk, tea, coffee, juices, carbonated drinks, bottled water etc, snack food, chocolates, tobacco products Ayurvedic preparations, over the counter (OTC) sold allopathic preparations etc.

ANNEXURE – D

The franchisee commission and discount is being announced as and when new products are being launched by Product and Pricing unit of Consumer Mobility.

For Consumer fixed Access products the existing Commission/Discount shall be applicable and for consumer mobility latest circulars of Product & Pricing cell of CM cell may be referred.

SECTION 'C'

Detailed Terms & Conditions of the EoI

- I. In case the successful franchisee fails to submit the required documents at the time of agreement or does not turn up for agreement within stipulated time or any information supplied by bidder found fake at any point of time, the EMD of the franchisee shall be forfeited and the consideration for franchisee ship shall be treated as cancelled.
- II. The experience certificate should be issued by at least an officer of Gr.'A' or equivalent rank in case of government or PSUs. In case of private operators the experience certificate should be issued by marketing head of the company.
- III. The successful franchisee has to submit the performance bank guarantee (PBG) for a period of 3&1/2 years from the date of agreement papers submission. No interest is payable on performance bank guarantee.
- IV. The successful franchisee will have to sign contract agreement within 15 days of the acceptance of the franchisee acceptance document
- V. The PBG is liable to be forfeited in case the franchisee fails or violate the terms and conditions in any manner.
- VI. In the event of any breach of any terms and conditions or delay or default, the contract will be terminated and the security deposited will be forfeited by the BSNL
- VII. Conditional acceptance or any modification to the terms and conditions given in the document are liable to be rejected and EMD will be forfeited.
- VIII. Contract
 - a. Validity of the contract shall be up to three years from the date of agreement.
 - b. Numbers of franchisee can be increased as per BSNL requirement
- IX. Right of the CGMT Orissa Telecom circle:
 - a. CGMT ,Orissa Telecom circle , reserves the right to accept or reject any or all the franchisee ship request in part or full, without assigning any reason whatsoever.
 - b. CGMT Orissa Telecom circle, reserves the right to terminate the contract at any time by giving one month's notice in writing without assigning any reason.
 - c. In case of violation of terms and conditions of the contract or unsatisfactory services, CGMT,Orissa Telecom circle, reserves the right to terminate the contract at any time and forfeit the PBG.
- X. In case of selection. The BSNL franchisee will sign an agreement with BSNL on non judicial stamp paper of Rs.100/= to be arranged by franchisee.
- XI. Other conditions:

- a. The franchisee ship shall initially be for a period of three years from the date of execution of agreement and is subjected to review of performance as prescribed by BSNL.
 - b. Franchisee for BSNL services should provide his present permanent address and bank account number at the time taking franchisee ship.
 - c. Procedure for commission/ marketing expenses claims etc as in shall be as detailed already in section 'B' and as per procedure prescribed by BSNL time to time.
- XII. All franchisee for sales/ servicing of BSNL services shall operate on valid and authenticated documents including identity status with photograph.
- XIII. The identification/ verification of BSNL customers brought by the franchisee for sale of BSNL services shall be carried out by the franchisee as per prescribed format including fresh guidelines/ orders by BSNL issued by Govt. of India.
- XIV. The empanelment of the franchisee for BSNL services shall be without prejudice to the right of BSNL to market these services from its existing or outlets including customer service centres. Nothing shall prevent BSNL to work out and introduce in future.
- XV. BSNL shall reserve the right to cancel the franchisee ship for BSNL services at any time without assigning any reason.
- XVI. All disputes arising out of franchisee for sales/servicing of postpaid BSNL mobile services and the BSNL on the other part shall be decided by arbitration through an arbitrator to be appointed by the BSNL board as per existing orders on the subject.
- XVII. The policy of commission, bonus and rewards can be reviewed by BSNL at any time and decision of BSNL in this regard will be final.

XVIII. Dispute Resolution/Arbitration

Any question, dispute or differences arising out of or in connection with this agreement or breach, termination or validity hereof, shall be first endeavore to be settled through bipartite discussion or negotiations between the parties. If the dispute cannot be amicably settled either party, as soon as practicable, but not earlier than three months after a request to settle the dispute amicably has been made to the other party, give to the other party note in writing or existence of such question, dispute or difference, specifying the nature and the point at issue, and the same shall be finally settled by Arbitration conducted in accordance with The Arbitration and Conciliation Act 1996 any modifications or reenactments thereto and relevant laws and regulations in force at that time in India. All such disputes and differences which may arise between the parties hereto as to the meaning, construction or effect of any of the terms and provisions of this agreement or as to the right or claim of either party under this agreement shall be referred to the sole arbitration of the Chief general Manager Orissa telecom Circle or his nominee including any officer of Bharat Sanchar

Nigam Limited (BSNL) nominated by him and the Franchisee shall not raise any objection to such arbitration on the ground that the arbitrator is an officer of Bharat Sanchar Nigam Limited (BSNL) and as such is an interested party or that the Arbitrator so appointed has earlier dealt with the subject matter of this agreement. Any order / Directions / Awards of the Arbitrator shall be final and binding on both the parties. The arbitration proceedings will be governed by the provisions of The Arbitration and Conciliation Act 1996 or of any statutory amendment thereto or any reenactment thereof for the time being in force. The Arbitrator so appointed shall pass a speaking award. In case of any dispute, the High Court at Cuttack, Orissa alone shall have the territorial jurisdiction to adjudicate upon the matter.

ANNEXURE – E

FORMAT OF THE BANK GUARANTEE (To be typed on Rs.100/- non-judicial stamp paper)

Re: Bank Guarantee in respect of Agreement dated between Bharat Sanchar Nigam Limited and M/s, a company registered under The Companies Act, 1956 and having its Registered Office at (hereinafter called “Franchisee”) has entered into an agreement dated (hereinafter referred to as “the said agreement”) with M/s Bharat Sanchar Nigam Limited (BSNL in short) (A Government of India Enterprise) (hereinafter referred to as “BSNL”) with Corporate office at Regd. & Corporate Office Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi – 110001, through /Circle whereby BSNL has agreed to appoint Franchisees for providing BSNL service on the terms and conditions exclusively mentioned therein for the area_(Name of the area for Franchisee / Area code for Franchisee).

It has been agreed between the parties that a Bank Guarantee for Rs. (Rupees lakh only) shall be given by the Franchisee in favour of the BSNL for due and faithful performance of the terms and conditions of the said agreement.

..... Bank having its office at has at the request of the Franchisee (M/s), agreed to give the guarantee as hereinafter contained:

1. We, (hereinafter called “the Bank”) do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the Franchisee has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum of Rs./- (Rupees lakh only) or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it compel the Bank to pay the same.
2. Any such demand from the BSNL shall be conclusive as regards the liability of Franchisee to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Franchisee had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Franchisee and BSNL regarding the claim.
3. We, the Bank further agree that the guarantee shall come into force from the date hereof and shall remain in full force and effect for the

period of 3^{1/2} years from the date of commencement of the agreement or the term of this guarantee whichever is later. But if the period of the said agreement is extended either pursuant to the provisions in the said Agreement or by mutual agreement between the Franchisee and the BSNL, the Bank shall automatically renew the period of the Guarantee for such period which expires 6 (six) months after the renewed period of the said agreement failing which it shall pay to the BSNL the said sum of Rs./- (Rupees lakh only) without BSNL demanding the payment of the above sum.

4. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Franchisee and to forbear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Franchisee or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Franchisee or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

5. The Bank further agrees that in case this Guarantee is required for a larger period and it is not extended by the Bank beyond the period specified above in Clause 3, the Bank shall pay to BSNL without BSNL having to demand the payment of the said sum of Rs..... /- (Rs..... lakh only) on the last day on which the Bank Guarantee is due to expire.

6. Notwithstanding anything herein contained;
 - (a) The liability of the Bank under this guarantee is restricted to Rs..... /- (Rs..... lakh only) and it will remain in force for a period of 3 ½ years i.e. up to
 - (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before.....

7. The Bank guarantees under its constitutional power to give this guarantee and..... and who have signed it on behalf of the Bank have authority to do so.

(Authorized Signature of the Bank Official)

Power of Attorney General:

Dated:
At

ANNEXURE – F

List of authorized representatives of franchisee

S.No.	Name of Authorized representative	Address	Mobile No.	Email id.
1				
2				
3				

ANNEXURE - G

To

.....
.....
.....

Sub: Marketing and Distribution of BSNL Service in for Franchisee ship (Name of the area / district)

Dear Sir,

With reference to your advertisement inviting expressions of interest on the above subject, I / we hereby submit my / our expression of interest with duly completed Annexure 'H' giving the necessary details called for.

Thanking you,

Yours sincerely,

Signature
(Name of the authorized signatory)

For & on behalf of

Seal of the Firm/Company/Organization

Encl.:

- (I) Annexure 'H' & 'K1' duly filled up with supporting documents
- (ii) EMD of Rs.
- (iii) Latest Income Tax clearance certificate.
- (iv) Profit and Loss accounts.

ANNEXURE – H

Particulars of the Applicant seeking Franchisee-ship

1. Name of the applicant /Organization: M/s.....
.....
2. Registered Address / Office Address
.....
.....
Telephone No. (s)
Fax
E-mail
3. Status of the applicant / organization (with supporting documents) Tick the relevant one
 - a) Proprietorship
 - b) Partnership
 - c) Private Limited
 - d) Public Limited
 - e) Others
4. Name of the area (for Franchisee) / Area Code for (Franchisee)
5. Date of inception of the firm / organization
6. LST / CST No. (if any)
7. PAN No / GIR No.
8. Turnover of the firm / organization over the last two years (with supporting documents)
9. Names of the Directors along with percentage share
10. Name of the Executive Director / Proprietor:
(Who will manage the Franchisee-ship)
11. Residential Address of the Executive Director / Proprietor
12. Mobile No. and Email id of the Executive Director / Proprietor
 - (i) Private and public limited company or PSU any one of the directors should be a graduate and association with the firm should be of more than two years.

13. Name of the Banker with address and contact number(s)
14. Present activity with details, and the names of the organizations for which the applicant is acting as Franchisee / wholesaler/Franchisee etc.
15. Number of Franchisees / retailers for the activity indicated in 13 above
16. Total manpower on roll employed / engaged by the firm / organization
17. Work experience of minimum..... with full details thereof. (supporting documents to be submitted)
Are you existing franchisee of BSNL , if yes, please give details.
18. Have you applied for more than one Franchisee-ship. If Yes, give details
19. Details of the required office space-
 - (a). Ownership Category

Owned	<input type="checkbox"/>	Rented	<input type="checkbox"/>
-------	--------------------------	--------	--------------------------
 - (b). Possession

Already in possession	<input type="checkbox"/>
Possession can be taken within..... days	<input type="checkbox"/>
 - (c). Address of the office

ANNEXURE – I

DECLARATION

I,, on behalf of
..... having gone through the
terms & conditions of the EOI and agree to abide by the same in case the
Franchisee-ship is awarded to me / our firm / company.

Name of the Signatory

For and on behalf of

ANNEXURE - J

Location for Franchisee ship applied for

(As per details given in ANNEXURE - H)

S.No.	Location/Code number of area	Name of SSA / TD
1.		

Other area if applied for / Working

S. No.	Location/ Code number of area	Name of SSA /TD and Circle	Applied / Working
1.			
2.			
3.			

Declaration

I further declare that not more than two franchisee areas in the CIRCLE are applied by me including existing ones. The declaration if found wrong, I may be disqualified from all the franchisee-ship areas.

Dated this Day of 20...

Seal and Signature:

ANNEXURE - K

Format of Certificate regarding no close relatives working in BSNL

(To be submitted by all the Owner/ Partners/Directors of the Company)

“I s/o r/o here by certify that none of my relative(s) as defined in the EOI document is/are employed in BSNL unit as per details given in tender document. In case at any stage, it found that the information given by me is false / incorrect, BSNL shall have the absolute right to take any action as deemed fit / without any prior intimation to me.”

The near relatives for this purpose are defined as:-

- a) Members of a Hindu undivided family.
- b) They are husband and wife.
- c) The one is related to the other in the manner as father, mother, son(s) & son’s wife (daughter in law), Daughter(s) and daughter’s husband (son in law), brother(s) and brother’s wife, sister(s) and sister’s husband (brother in law).

Dated this Day of 20...

Seal and Signature:

ANNEXURE – L**LIST OF TELECOM DISTRICTS**

<u>SL.</u>	TELECOM DISTRICT	ADDRESS
1.	Bhubaneswar	Office of the General Manager (TD) Doorsanchar Bhawan, Unit-9, Bhubaneswar-22
2.	Bolangir	Office of the Telecom.District Manager, Doorsanchar Bhawan, Bolangir-767001
3.	Bhawanipatna	Office of the Telecom.District Manager, Bhawanipatna, Near Redcross Building, Bhawanipatna, Kalahandi-766001
4.	Berhampur	Office of the General Manager, Telecom.Dist., Berhampur Telephone Bhawan, Old Bus stand, Berhampur-760001
5.	Balasore	Office of the General Manager, Telecom.Dist. Balasore Fakirmohan Chowk, Balasore-Pin-756001
6.	Cuttack	Office of the General Manager, Telecom.Dist. Cuttack Doorsanchar Bhawan, Link Road, Cuttack-753012
7.	Baripada	Office of the Telecom.Dist. Manager, Baripada Madhuban, Baripada-757001
8.	Dhenkanal	Office of the General Manager, Telecom.Dist. Dhenkanal Dakshina kali Road, Dhenkanal Town, -759001
9.	Phulbani	Office of the Telecom. Dist. Engineer, Phulbani Telephone Bhawan, Phulbani-762001
10.	Keonjhar	Office of the Telecom.Dist. Manager, Keonjhar Telephone Exchange Compound, Keonjhar-758001
11.	Rourkela	Office of the General Manager, Telecom.Dist. Rourkela Doorsanchar Bhawan, Rourkela-769001
12.	Sambalpur	Office of the General Manager, Telecom.Dist. Sambalpur Kacheri Road, Sambalpur – 768001
13.	Koraput	Office of the General Manager, Telecom.Dist. Koraput Telephone Bhawan, Koraput-764020

