

GOVERNMENT OF ODISHA
REVENUE AND DISASTER MANAGEMENT DEPARTMENT

By Fax / e-Mail

No. RDM-DILRMP-MEET-0001-2017 *34415* dated *18.10.2017*

From,
Sri Sangram Keshari Mohapatra,
Joint Secretary to Government

To,
The Chief General Manager,
BSNL, Bhubaneswar

Sub: Suggestions regarding Service Level Agreement (SLA)

Ref: Your Office letter No. EB-74/E-Mutation/Tahasil/2017/54 dated 28.09.2017

Sir,

In inviting a reference to your letter on the subject cited above, I am directed to say that after examination of the SLA submitted by your Office various discrepancies were noted which are as follows-

1. Exact timeline for giving connectivity to Tahasils (Namewise) is not mentioned.
2. The SLA as decided by the GB of OLRMS should be tripartite instead of bipartite (OCAC, BSNL & DLR&S.)
3. Payment mode as per the installation in phase-wise should be mentioned.
4. A Service Acknowledgement Form (SAF) should be made and Tahasildar should ensure confirmation of SAF.
5. BSNL should give a SOP for equipment maintenance.
6. Regarding connectivity, downtime technical assessment of consistent bandwidth, OCAC should give its technical views,
7. Working hours should be 10 a.m.to 6 p.m instead of 10 a.m to 5 p.m. including holidays.
8. Equipment Installation guidelines to be defined by BSNL and OCAC should validate.

You are, therefore, requested to correct the discrepancies in the existing SLA and make necessary modifications mentioned as above so that SLA may be put up in the next CTAG meeting scheduled to be held on 20.10.2017 for finalization.

Yours faithfully,

Sangram
17.10.2017.

Joint Secretary to Government

P.T.O.

Memo No. 34416 /R&DM Dated 18.10.2017

Copy forwarded to the CE, OCAC, Bhubaneswar for information and necessary action. He is requested to look into the above said points and offer his views in this matter to this Department for Service Level Agreement with BSNL.

Serpm
17.10.2017

Joint Secretary to Government

Memo No. 34417 /R&DM Dated 18.10.2017

Copy forwarded to PS to Principal Secretary to Government, Revenue & DM Department for kind information of Principal Secretary.

Serpm
17.10.2017

Joint Secretary to Government