



भारतीय अन्तरिक्ष अनुसंधान संगठन

अन्तरिक्ष विभाग

भारत सरकार

अन्तरिक्ष मंत्रालय

न्यू को ई वूल रोड, बेंगलुरु - 560 094, भारत

Indian Space Research Organisation

Department of Space

Government of India

Arteshub Bhanu

New BEL Road, Bangalore - 560 094, India

दूरधारा/Telephone : +91-80-2341 5474

फैक्स/ Fax :

Tel: 080-22172448/23412471

Fax: 080-23413806

E-mail: [ganeshr@isro.gov.in](mailto:ganeshr@isro.gov.in)

[ganeshr@rediffmail.com](mailto:ganeshr@rediffmail.com)

Dr. K Ganesha Raj  
Programme Manager, VRC (E&M)

Ref: VRC/ Gen/ 2009

May 14, 2009

Dear Sir

The Village Resource Centre (VRC) Programme of Indian Space Research Organisation (ISRO), which was launched in the year 2004 has made considerable progress during these years and at present we have 470 VRCs across the country. VRCs provide a variety of space based products and services, such as: tele-education; tele-medicine; information on natural resources; interactive advisories on agriculture, fisheries, land and water resources management; livestock management; etc. These VRCs have been set up in association with NGOs, Trusts, Institutes and Govt. Departments. The Programme is helping thousands of people in the interior parts of the country. We the VRC Team appreciate wholeheartedly the support received from BEL and the BEL Edusat-VRC Support Centre in setting up VRCs across the country and operationalising them.

VRC Support Centre/ Help Line has been very efficient in receiving & logging complaints and also in handling complaint mitigation. They have also been extending support to the VRC operators/ managers/ personnel in keeping the system functional. They have been very good in providing online training, whenever there is a requirement; such as after the appointment of new VRC operators/ managers/ personnel. The support centre is also handling the studio and the bandwidth allocated between the networks/ clusters efficiently towards resource sharing and the smooth running of the programme. Now we are planning for the expansion of the VRC network and we are looking forward for your continued support and services towards the success of the programme.

With best regards

Yours sincerely,

K Ganesha Raj

To

The Manager  
Edusat Support Centre  
Race course Road, Bangalore