Rates & Costing Section - CFA Corporate Office, Eastern Court Janpath, New Delhi Tel: 011-23734320 Fax: 011-23734322



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No. 1-1/2009-R&C [CFA]

Circular R&C-CFA No. 30/11-12

Dated: 27-09-2011

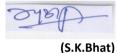
Subject: Extension in the Special Relief Scheme "SAMADHAAN" for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL - reg.

Kind reference is invited to this office letter no. 1-1/2009-R&C [CFA] dated 11.01.2010 (circular No. 20/09-10) conveying approval of the competent authority regarding introduction of Special Relief Scheme "SAMADHAAN" upto 31-03-2010for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL.

The said scheme was further extended/modified from time to time upto 30-09-2011 vide letter no. 1-1/2009-R&C [CFA] dated 15.04.10 (circular no. 40/09-10), letter no. 1-1/2009-R&C [CFA] dated 24-06-2010 (circular no. 08/10-11), letter no. 1-1/2009-R&C [CFA] dated 09-12-2010 (circular no. 45/10-11) and letter no. 1-1/2009-R&C [CFA] dated 31-05-2011 (circular no. 04/11-12).

Competent Authority has decided to extend the said scheme further upto 31.03.2012. Accordingly the approval of competent authority is hereby conveyed to extend the "SAMADHAAN" scheme upto 31-03-2012.

All other terms & conditions of existing "SAMADHAAN" scheme shall remain unchanged.



(S.K.Bhat) DGM (T&C)-CFA

To All CGMs - Telecom Circles/ Metro Telephone Districts.

Copy for information to: -

- 1. CMD, BSNL.
- 2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
- 3. Executive Director (Finance), BSNL.
- 4. All PGMs / GMs CFA, CO BSNL.
- 5. All Tariff committee members [Sr. GM (NWP-CFA)/Sr. GM (NWP-BB)/Sr. GM (PDP-CFA)/GM (Finance-CFA)], BSNL C.O.
- 6. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
- 7. GM (IT), CO BSNL for placement on BSNL Website.
- 8. GM (NWP-BB)-CFA, CO BSNL w.r.t case mark: 64-03/2009-BB/ carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
- 9. AD OL for Hindi Version.
- 10. CGM (ITPC), Pune for necessary changes in CDR/billing systems.
- 11. CGM (BBNW), BSNL, CTS Compound, Netaji Nagar, New Delhi-23.
- 12. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
- 13. Director General P&T audit, Shyam Nath Marg, Near Old Secretariat, Delhi-110 054.
- 14. Guard File.

(S.S.Verma) DM (T&C)-CFA