



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

Dated: 27-09-2011

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

**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 31-03-2010 for 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