



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

Dated 31-05-2011

Circular R&C-CFA No. 04/11-12

Subject: Extension with modifications 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" for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL for a period upto 31-03-2010. The said scheme was further extended upto 31-03-2011 vide letter 1-1/2009-R&C [CFA] dated 15.04.10 (Circular no. 40/09-10) & letter 1-1/2009-R&C [CFA] dated 24-06-2010 (circular no. 08/10-11). Kind reference is also invited to this office letter 1-1/2009-R&C [CFA] dated 09.12.2010 (Circular No. 45/10-11) conveying approval of the competent authority to modify some of the options of the existing "SAMADHAAN" scheme.

In this context, the Competent Authority has decided to extend the said scheme upto 30.09.2011. **Accordingly the approval of competent authority is hereby conveyed to extend the "SAMADHAAN" scheme upto 30-09-2011 with the modification in some of the options as follows:-**

1. Modification in "Option – III (A) (Applicable to Home User only)":-

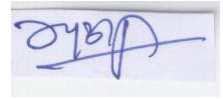
- "BB Home Combo ULD 1000", "BB Home Combo ULD 1350" "BB Home Combo ULD 1400" and "BB Home Combo ULD 1700" BB plans may be removed from Para (i) of the Option III (A) of existing SAMADHAAN scheme.
- This option can only be availed by Home users.
- Other terms and conditions under option – III (A) of the existing Samadhan Scheme shall remain unchanged.

2. Modification in "Option – III (B)":-

- "BBG Combo ULD 850", "BBG Combo ULD 1000", "BBG Combo ULD 1350" and "BBG Combo ULD 1700" BB plans may be added as follows under Option III (B) of existing SAMADHAAN scheme:-

Plan Name	Speed	Rebate (in GB)	Extra usage charges (per GB or part thereof) beyond the rebate in each disputed bills
BBG Combo ULD 850	1 Mbps upto 8 GB, 256 Kbps beyond 8 GB	8 GB	Rs. 100/-
BBG Combo ULD 1000	2 Mbps upto 15 GB, 256 Kbps beyond 15	11 GB	Rs. 100/-
BBG Combo ULD 1350	4 Mbps upto 20 GB, 512 Kbps beyond 20	16 GB	Rs. 75/-
BBG Combo ULD 1700	2 Mbps upto 40 GB, 256 Kbps beyond 40	22 GB	Rs. 75/-

- b. This option which was earlier applicable to Business customers only, will now be applicable for any general user (Home, Corporate or Business). However, the plan selected by the customer under this option should be of same/higher FMC than the plan availed by the customer in existing disputed bill.
- c. Other terms and conditions under option – III (B) of existing SAMDHAN Scheme shall remain unchanged.
3. All other options, terms & conditions as per the existing “**SAMADHAAN**” scheme shall remain unchanged.



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

To

All CGMs - Telecom Circles/ Metro Telephone Districts/ITPC, Pune.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. Executive Director (Finance), CA/NB , BSNL.
4. All PGMs / GMs - CFA, CO BSNL.
5. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
6. GM (IT), CO BSNL – for placement on BSNL Website.
7. Sr.GM (NWP-BB)-CFA, CO BSNL w.r.t. case mark: 64-133/BB/Tariff/11-12/Pt.2 carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
8. CGM (ITPC), Pune.
9. CGM (BBNW), New Delhi
10. GM (BBNW), Bangalore NOC, BBNW.
11. Director General P&T audit, Delhi-110 054.
12. Guard File.



(S.S.VERMA)

Dy. Manager (T&C)-CFA