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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 64-03/08-BB/Pt.6

Dated 01-09-2014

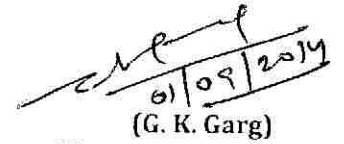
To,

The CGMT,
All Telecom Circles/Metro Districts

Sub: Excess billing complaints due to revision of free night to concessional night tariff under 'FN' Broadband plans - reg.

Ref.:- R&C-CFA BSNL C.O. letter no. 1-1/2014-R&C (CFA), circular no. 21/14-15 dated 03-06-2014.

1. This office is receiving some complaints from the customers that they have received excess bills because they have not been informed in advance regarding revision of tariff in night unlimited plans.
2. In this regard, it is intimated that vide para (3) of the above referred tariff circular, instructions were issued to the circles for informing the customers suitably in advance about revision in tariff. The circular for revision in tariff was issued on dated **03-06-2014** and the instructions were effective w.e.f **01-07-2014**. Hence, around one months' time was given to the circles for informing the customers regarding revision in tariff.
3. However from the excess billing complaints received from the customers, it appears that there may be cases in which few of the circles have not communicated to some customers in advance regarding revision in tariffs.
4. It is therefore requested to examine such cases and for the cases in which customer has not been communicated in advance regarding revision in tariff, the circles may expeditiously settle such excess billing cases on ground of non-informing to customers as it is not customer's fault.
5. This has the approval of competent authority.


01/09/2014

(G. K. Garg)

Deputy Manager (Commercial-BB)