

	 <p style="text-align: center;"> <b>BHARAT SANCHAR NIGAM LIMITED</b>          (A Government of India Enterprise)          Corporate Office (Revenue Management Branch - CFA)          2<sup>nd</sup> floor, Room No. 216, Eastern Court, Janpath,  <b>NEW DELHI-110 001</b> </p>
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No. 17-1/2012-BSNL/RMCFA/(Pt.) Revised

Dated: 16<sup>th</sup> March, 2012

**To**

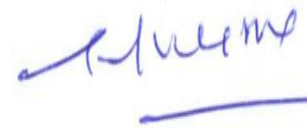
All Heads of Telecom. Circles/ Metro Telephone Districts/ Maintenance Regions  
 Bharat Sanchar Nigam Limited

**Subject: Special Discount on outstanding telephone bills payable upto 29-02-2012, in case the payment for the same is made on or before 31-03-2012.**

It has been decided by the Competent Authority to allow **Special Discount of one percent (1%)** on the **Gross Amount of telephone bills** (excluding Service Tax and Educational Cess amount) to all the customers who pay their outstanding telephone arrear bills payable upto 29-02-2012 on or before 31-03-2012 from the date of issue of this circular. The salient features of the scheme will be as follows:

1. The scheme shall be applicable to all the customers against working or closed connections of Land Line Service.
2. The Special Discount shall be admissible on the **Gross Amount** of telephone bills (Excluding Service Tax and Educational Cess amount).
3. In respect of customers of working connections the Special Discount of one percent (1%) shall be admissible on bills which were payable upto 29-02-2012.
4. The Special Discount admissible under the scheme in respect of customers of working connections shall be credited to the customer's account and adjusted in the subsequent bill.
5. In respect of customers of closed connections (Defaulters), the Special Discount of one percent (1%) shall be in addition to the discount being offered to such customers through other discount scheme (if any) for recovery of telephone dues.
6. Customers making payment through ECS, BSNL payment portal or through On Line payment mode shall also be eligible for additional Special Discount of one percent (1%) under the scheme in addition to the normal discount allowed to them for making payment through these payment modes.
7. The BSNL bill collection centres/payment counters throughout the Country may remain open on 24<sup>th</sup>, 25<sup>th</sup> and 31<sup>th</sup> March, 2012 (Saturday & Sunday) from 08.00 Hrs to 20.00 Hrs for the convenience of the customers desirous of making payment on these days.
8. The scheme shall be effective from the date of issue of these instructions.
9. This Special Discount will not be applicable to PCOs and PTs.

**The above instructions may be given wide publicity by SSAs/Circles so that the benefit of the scheme is availed by the maximum number of customers.**



(G.P. Verma)  
 G.M. (Finance) CFA

**Copy to: CGMT ITPC, Pune** for information with a request to arrange for making necessary provision in all billing and accounting packages, for allowing such Special Discount under the scheme.