

Rates & Costing Section-CFA  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No.3-11/2009-R&C [CFA]

Dated: 27.05.2013

Circular R&C-CFA No. 15/13-14

**Subject: Implementation of BSNL HQ orders on withdrawal of Annual Plan (1) Plan-600 (Rural), (2) Plan-1200(Urban) & (3) Plan 2160 (Biennial) in CDR System -reg.**

1) Kindly refer to this office letter of No.3-11/2009-R&C dated 05.04.2013 (Circular No.8/13-14) through which the above mentioned plans were withdrawn. It was also prescribed that after expiry of committed period, existing customer(s) under these plans may be migrated to the any plan chosen by him including annual/two years/three years advance payment plans introduced vide letter No. 3-4/2009-R&C-CFA dated 13-03-2013 (circular No. 72/12-13) or General Plan.

2) Based on the queries received from the field units regarding implementation of said order, the matter has been reviewed in this office and following guidelines are hereby issued.

a. *Since the Tariff Plans mentioned under the subject stand withdrawn, the SSAs concerned should inform the customers well in advance of the expiry of the committed period of the existing Plans through available means so that option is exercised by him to migrate to any other suitable plan/General Plan. In case customer opts for a particular plan before expiry of committed period, change of plan shall be effected by the concerned Commercial Officer through CRM.*

b. *However, in cases where no request is received for specific plan from the customer before the expiry of committed period of the existing Plan, such customers shall be billed under General Plan applicable to the exchange concerned automatically.*

3) *ITPC shall issue suitable instructions to all its Data Centers to Flag all the existing customers having the tariff Plans mentioned under the subject and ensure that the customers are migrated automatically to General Plan immediately after expiry of the present term of the committed period under the existing Plan, in case no option for change of Plan is exercised by the customer through CRM.*

(K.K. Jain)  
AGM (T&C)-CFA

To

All CGMs - Telecom Circles / Metro Telephone District.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. PGM Regulation for information and necessary action.
4. Sr. GM (IT)-CFA, CO BSNL – for necessary action.
5. Secretary TRAI – for kind information.
6. CGM (ITPC), Pune for necessary changes in CDR/billing systems /commercial / Accounting system.
7. Guard File.

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