 <p>BHARAT SANCHAR NIGAM LIMITED (A Government of India Enterprise) Corporate Office (Revenue Management Branch - CFA) 2<sup>nd</sup> floor, Room No. 216, Eastern Court, Janpath, NEW DELHI-110 001</p>
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No. 2-2/2011-BSNL/TR/(Pt.)

Dated: 06/03/2013

To

1. All Heads of Territorial Circles and Metro Telephone Districts,  
Bharat Sanchar Nigam Limited.
2. CGM, ITPC, Pune,  
Bharat Sanchar Nigam Limited.

**Subject: - Revision of period of permanent closure of telephones for non-payment of dues from 90 days to 60 days.**

- Reference: (1) This office letter No. 2-2/2011-BSNL/TR/(Pt.) dated 09-12-2011.  
(2) This office letter No. 2-2/2011-BSNL/TR/(Pt.) dated 17-01-2012.  
(3) This office letter No. 2-2/2011-BSNL/TR/(Pt.) dated 06-11-2012.

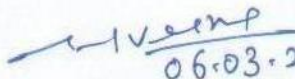
In supersession of the earlier instructions regarding permanent closure of landline telephone connections issued by this office from time to time, the Competent Authority has decided to reduce the period of permanent closure of telephones disconnected due to non-payment of dues from the existing limit of 90 days to 60 days from the date of withdrawal (disconnection) of outgoing facility. This has been done to start initiation of the process of recovery / settlement of outstanding dues against the defaulters at the earliest.

Accordingly, it has been decided to introduce the revised procedure for permanent closure of telephones after 60 days from the disconnection (withdrawal) of outgoing facility (O/G bar) due to non-payment of dues, for all telephones disconnected after 01.04.2013.

CGM, ITPC, Pune is requested to arrange to make suitable modifications in the billing and accounting system for timely implementation of the revised procedure.

All Heads of Circles may ensure that Permanent Disconnection (PD) orders get implemented at the level of Commercial Officers at the SSA level in all the cases immediately on receipt of PD requests from the ITPC Data Centres concerned, as it has been reported that huge number of telephones remain suspended in the system due to non-implementation of action by Commercial Officers against the PD requests made by the Zonal ITPC Data Centres. Any laxity noticed in this regard should be viewed seriously and responsibility fixed.

These instructions may be brought to the notice of all concerned for timely implementation.

  
06.03.2013  
(G.P. Verma)  
G. M. (Finance) – CFA

**Copy to: -**  
Director (CFA), BSNL Board, New Delhi.