

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. 1-1/2009-R&C [CFA]

Dated: 28. 01.2010.

Circular R&C-CFA No. 26/09-10

**Subject: Settlement of disputed usage bills of Broadband under special Relief Scheme
“SAMADHAAN” – clarification regarding date of implementation-reg.**

Kind reference is invited to this office circular No. 20/09-10 and No. 21/09-10 dated 11.01.2010 regarding introduction of Special Relief scheme ñSAMADHAANò for disputed Broadband usage bills and holding of a Special Meeting Session in each SSA on 06.02.2010 besides usual dispute settlement process under the scheme at Customer Service Centres (CSCs) and Telephone Revenue Units (TR Units).

In this regard based on the queries received regarding date of implementation of the scheme, it is hereby clarified that the scheme has come into effect from the date of issue of the circular No. 20/09-10 on 11.01.2010. Settlement made under the scheme upto 31.01.2010 at CSCs or TR Units has to be reported to this office in the first fortnightly report on the scheme due by 3rd working day after 31.01.2010, as already prescribed vide item No. 6 of Circular No. 21/09-10 dated 11.01.2010. The second fortnightly report indicating progress made through **settlement at CSCs, TR Units and during the Special Meeting Session of 06.02.2010** is required to be sent within 3rd working day after 15.02.2010. Subsequent fortnightly reports to be sent within 3rd working day after 28.02.2010, 15.03.2010 and 31.03.2010 respectively.

All the Circles are requested to submit the fortnightly reports on the progress of the scheme by the due dates positively to T&C-CFA and NWP-BB (CFA) Branch of Corporate office electronically at tccfa.bsnl@gmail.com and broadbandbsnlco@gmail.com respectively, besides sending hard copies of the reports.

In addition to the above mentioned fortnightly reports, it is requested to send a separate report also for the settlement on 06.02.2010 i.e. Special Meeting Session of the scheme “SAMADHAAN” in respect of all SSAs of your circle latest by 10.02.2010, indicating therein i) number of cases settled , ii) amount collected and iii) amount of relief allowed, SSA wise.

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

To
All CGMs - Telecom Circles/Metro Telephone Districts.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNL Board.
3. Executive Director (Finance), CO BSNL.
4. All PGMs / GMs - CFA, CO BSNL.
5. Director General P&T Audit, Delhi-110 054.
6. Guard File.