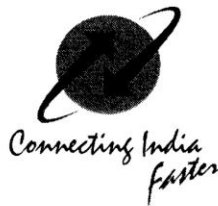


Office of
Chief General Manager(Telecom)
Marketing Cell-CFA,
Tamilnadu Telecom Circle
New CTS Building , Ground Floor,
16, Greams Road, Chennai-600 006



भारत संचार निगम लिमिटेड

(भारत सरकार का एक उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

BSNL 3G)))) **BSNL LIVE**
Faster than your thoughts 2010

Mktg/CFA/Promotional Scheme/landline/12

dt 10/08/12

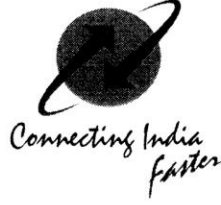
Sub: Approval for reconnection of disconnected landline/Broad band-reg

In order to bring back the disconnected customers and thereby increase revenue collection, CGM has approved a reconnection scheme for land line/Broadband and PCOs for a period of one month with effect from 21/08/12. The scheme approved is to be carried out as follows. SSAs are requested to conduct reconnection melas.

Detail procedure for conduct of mela:

1. Incoming facility is to be given for 15 days to all the disconnected numbers which are incoming barred with a view to contact customers through IVRS/call centre. While putting through incoming facility, it is to be ensured that no fixed charge is billed for the customers who have broadband connection also.
2. A letter addressed to the disconnected customer, both in English and Tamil along with format for undertaking is to be delivered through phone mechanics of the concerned area.
3. SMS is to be sent to the mobile numbers of all Incoming barred customers with details of reconnection scheme. This may be done by Data centre, Hyderabad.
4. The list of DNP Nos. pillar wise, JTO wise, with outstanding amount payable, as on the date of DNP and minimum instalment amount to be collected for issuing on the spot approval during the reconnection mela will be made available to all SSA DGMs, who in turn will pass it on up to JTO level.
5. The CSC in charge /cash counter in charge should accept the part payment from the customer and also to collect undertaking letter for reconnection. CSC/cash counter in charge to send all such undertakings and payment details to AO(TR) immediately through intranet/mail/phone.
6. AO(TR) concerned should order reconnection after verification of payment details by invoking the Refinance option , so that outstanding amount would be made zero from the invoice and would be raised as debit in 3 consecutive bills to be issued to the customers in future.
7. ISD facility is to be restored only after clearance of all outstanding dues and subject to collection of required deposit.
8. In case customer wants one time settlement but disputes the outstanding amount, yet wants reconnection, reconnection may be done as per above procedure. Dispute may be settled as per existing channels, but within a period of 15 days.
9. In case of request for reconnection for Broadband only, it is to be settled under Samadhan scheme.
10. Installment scheme for payment of outstanding dues under reconnection mela is **not applicable to land line PCOs.**
11. Incoming facility provided to customers will be withdrawn after 15 days, to those customers who did not take reconnection.
12. **Waiver of FMC for intervening period has been approved.**
13. **Collection of outstanding dues in three instalments has also been approved.**

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Format of letter for sending to customer and format of undertaking are enclosed herewith.

SSAs are requested to utilise this opportunity to bring back disconnected customers and maximise revenue collection. A feedback report may be sent to this office by 25th September 2012.

C. Selvaraj
(C.Selvaraj) 10/8/12
DGM(S&M-CFA)
Ph:044-2829 7240 Fax:2829 0888

Encl:As above

To

All Heads of SSAs

Copy to:

GM(Data Centre) Hyderabad

GM(BP&IT) O/o.CGM,TN Circle.

GM(TR) Circle office

DGM(Udaan), TN circle

DGM(CS)/ AGM(CS) TN circle

AGM(Udaan)/ AGM(Mktg-CFA) all SSAs

Call centre, Chennai

| For kind information and necessary action

(11)

TO
The General Manager
Telecom District, BSNL.,

http://ap.bsnl.co.in/htd/5%20andline.htm

Sir,

I, _____ understand that an amount of
Rs. _____ is outstanding against my land line number _____ as on date of
disconnection due to non-payment of dues (DNP).

I am willing to pay now Rs. _____ towards 1st installment of the outstanding
dues and take reconnection of my telephone Number _____. I also undertake to
pay the balance of the outstanding amount in _____ monthly installments Subject to
verification of BSNL / settlement of outstanding dues as per the existing BSNL in vogue.

Yours sincerely,

Signature

Name:

Tele.No.

Mobile No.

Address:

Note: The customers having dispute about the amount outstanding may write the details with supporting papers. BSNL will collect the relevant details, process the case and will intimate the customer on mobile about the same. So that the issue can be settled in one sitting only at a time mutually convenient.

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

BSNL TRUSTS THE CUSTOMER

O/o GMTD _____
 Telecom District,

To,
 Sri/Smt _____

Sub : Payment of outstanding dues against Telephone No _____

This is to bring to your kind notice that an amount of Rs _____ is payable towards telephone no _____, which was disconnected on _____. In this connection, BSNL is happy to intimate that Reconnection Mela is being conducted from ---- to ----- by giving on the spot reconnection approval, easy installments, etc., It is therefore requested to pay the amount in full or the minimum installment amount payable indicated by the Telephone Mechanic or the CSC Official and avail the reconnection facility.

-In case, you do not desire to avail the reconnection, it is requested to pay the outstanding dues upto the date of disconnection and settle the case. In case there is any dispute, it is requested to submit the dispute application to BSNL through our Telephone Mechanic/CSC Official/AOTR concerned for detailed examination and settlement.

Please note that if the Govt. dues are not paid within 15 days, we will be constrained to proceed further in the matter through recovery process under land revenue act as per G.O.M.S.No.397 dated 28-02-2006 of revenue (LR) department and also by filling cases in Permanent Lok Adalat. Hence it is requested to clear the outstanding dues immediately for the settlement / reconnection of the telephone.

Rebate scheme for Broadband high usage and Rental rebate for telephone disconnected periods are available, to those customers who are willing to take reconnection on settlement.

It is requested to avail the eligible rebates through the SAMADHAN scheme for Broadband and different discount schemes for Landlines and get the billing disputes settled at the earliest to avoid any legal issues. For any billing clarification or Rebate Scheme you may contact the concerned AO(TR) or nearest CSC or any Reconnection Mela stall.

Accounts Officer(TR) _____,
 O/o GMTD, _____,
 Telephone No: _____
 Mobile No.-----