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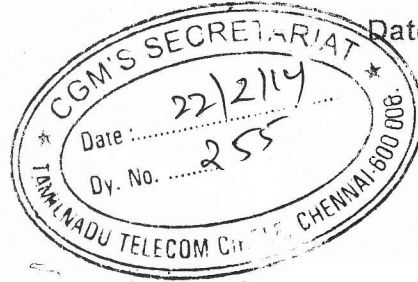
भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 27-16/2013-S&M-CM/21

Date: 30.1.2014

To,

The Chief General Manager,  
Punjab Telecom Circle  
BSNL



Sub: Guidelines of CAF penalty and recovery from franchisees and security deposit.

Ref: - Your office letter no. CMTS/CC/Coml./Penalty Corr. /21 dated 16.01.2014

Kindly refer to your office letter on the subject mentioned above seeking guidelines for recovery of CAF penalty from franchisees for the discrepancies pointed out by TERM cell. In this regard competent authority has authorized CGM of the circle to take an appropriate decision to resolve the old pending issue in the larger interest of the company. An arbitrator may be appointed to settle the issue, if requested by concerned franchisee.

For future, decision taken while in the Heads of circle conference on 24<sup>th</sup> & 25<sup>th</sup> Sept-13 and conveyed as action point No.-22 vide No. BP-10/HOCC-2013/4 dated 01.10.2013, re-produced below, may be implemented with immediate effect

*"Franchisees and Retailers have fear of CAF penalty and many a times discourage sale of BSNL SIM. No penalty should be passed on to Franchisee/Retailer except in case of sheer negligence, after the CAF has been accepted OK by BSNL. Responsibility should be fixed on BSNL official found negligent or found delaying acceptance of CAF from Franchisee."*

This may be brought to the notice of all concerned.

(Upendra Bakolia)  
Addl. GM (Sales & Mktg.-CM)

- Copy to: 1. CMD & all Directors, BSNL Board for info pls.  
2. CGMs, All other Telecom Circles for necessary action.

Kindly refer to all SSAs -

AU SSA heads  
re recover penes from franch

dated - (GM (Sales-CM))  
CM/21-CPA