

General Manager (S & M - CM)
Sales & Marketing - Consumer Mobility
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भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)



No.GM (S&M)/T-207/13-14/ 60 Dated 10 .12.2014

To

All Heads of SSAs,
Tamil Nadu Circle.

Sub: Multi SIM Mobile Automatic recharge system used by Franchisees – reg.
Ref: 1. BSNL CO Lr. No.10-3/2013-SCM-CM dtd 08/12/2014

Kindly refer the letter under reference wherein instructions regarding Multi SIM Mobile Automatic recharge system used by Franchisees has been conveyed.

Complaints have been received from Franchisees regarding the Multi SIM Automatic Recharge System, a PC based system connected to recharge modems through which it is possible to do multiple numbers of transactions on different CTOPUP SIM simultaneously.

This system is affecting our retail chain network and also results in cross selling & higher payment of commissions .**As per the corporate office letter cited above, a penalty @ 5% of total commission received by the franchisee from BSNL for the last three month** is to be imposed on the Franchisee along with a **warning letter**. The CTOP SIM used for this should also to be blocked with available balance. In case the same franchisee is found involved in using Multi SIM Mobile recharge system again, franchiseeship may be terminated.

In this regard, all the SSAs are requested to take necessary action and action taken may be intimated to this office.



(S.SABEESH)

General Manager (S &M-CM)
Tamil Nadu circle, Chennai.

Copy to:

1. PGM - (TR), % CGM TN Circle, Chennai