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भारत संचार निगम लिमिटेड  
(भारत सरकार का उद्यम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Government of India Enterprise)

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

**GM (S&M-CM )/210/pt.file/10-11/franchisee correspondence/ dted at Ch 03 .02.2011**

To  
All Heads of SSAs,  
Tamil Nadu Circle.

**Sub: Refund of Amount for life expired scratch cards -Reg**

Requests have been received from the Franchisees stating to refund the amount for life expired scratch cards submitted by the Franchisees.

In this regard, it is intimated that amount equivalent to the life expired Scratch cards submitted can be passed on to the Franchisees either by crediting the amount in CTOPUP or by returning with equivalent amount of scratch cards. The following instructions must be followed.

1. AO (sales) must verify whether the cards have been issued from their SSA accounts.
2. Accounts officer (sales) must physically verify the scratched cards submitted by the Franchisees for its damage.
3. In case, the cards are in unscratched condition, AO (sales) can credit the equivalent amount in CTOPUP or issue equivalent cards.
4. In case, the cards are in scratched condition, status of the card (used/unused) should be verified with IN. Then AO (sales) can credit the equivalent amount in CTOPUP or issue equivalent cards for unused cards.

  
(K. Rathakrishnan)  
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Copy TO: GM(TR),O/oCGM,TN,Chennai.  
All AGM(sales)/Ao(sales) for information pl.