

# 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)

S&M-CM/162/New Plans and Promotions/11-12/64

dt @ Chennai-6 the 21.09.2011.

**Sub:** Procedure to change the plan by PMF/All Armed Forces personnel having BSNL connection/other operator connection to Jaijawan plan - reg.

**Ref :** (1) This office letter of even no. 9 dt the 20.05.2011.

(2) This office letter of even no. 25 dt 23-06-11

As per letter under ref.(1), a prepaid plan RAKSHAK in 2G/3G for ParaMilitary Force personnel was implemented in TN LSA w.e.f 27.05.2011 and later renamed (including all Armed Forces) as Jaijawan Plan w.e.f 27.06.2011 vide letter under ref (2).

Now, Approval of the competent authority is hereby conveyed for the Plan change by PMF/All Armed Forces personnel having BSNL connection or other operator connection to JAIJAWAN plan in TN LSA (incl. CHTD for 2G only) **with effect from 22-09-2011.**

The procedure to be followed is given below:-

**D) Procedure for the Change of Plan to JaiJawan Plan by the PMF/Armed Forces personnel having a BSNL connection through CCM module:**

1. PMF/AF personnel using BSNL connection shall approach the nearest CSC along with the Proof (Working in PMF/All Armed Forces)
2. CSC shall enter the mobile number of the Customer after Validating his identity and enter the same in the Plan Change (Migration) Menu Available in CCM.
3. CSC shall also ensure that a minimum balance of Rs.50/- is available in the Account of the Customer.
4. After entering the relevant information in CCM through the Menu, CCM at the back end pushes the request of the Customer to Trichy IN with the status as "PMF-Interim".
5. An amount of Rs.29.01(FRC Amount Rs32 minus S.tax) from the customer account will be deducted and the PMF /AF customer will be placed in 'PMF Interim Plan' with a validity of 30 days.
6. The balance amount in the previous plan will be carried forward but **the validity of the previous plan will not be carried forward. Existing STVs in the previous plan, will be carried forward** on plan change to JAIJAWAN plan
7. The tariff of the PMF Interim Plan is same as that of the existing JaiJawan plan without the freebies. The STVs/TOPUPS ,as per the Jaijawan plan, are allowed.
8. The PMF/AF customer will be placed in Jai Jawan plan, only when the customer applies RCV 97 within 30 days validity period of PMF Interim Plan period; if not, the number will be placed in GP1 subsequently in GP2 status as per the prevailing conditions..
9. To continue in this Jaijawan plan, the customer has to put RCV97 every month which extends the validity by 30 days and it is through C-TOP-UP only.
10. 3G DATA RCVs in the previous plan, if any, will **NOT** be carried forward.
11. Existing F&F numbers (& FFL number wherever applicable) in the previous plan will **NOT** be carried forward to JAIJAWAN plan. Hence, F&F numbers are to be re-registered afresh.

Activation procedure of 5 F & F numbers to be done by Jaijawan plan customer (Para Military Force/All AF Personnel) through SMS to 53733.

1. For the first 20 minutes free to two BSNL Mobile /Fixed LL/ WLL numbers , anywhere in India, the syntax is:

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**PMF <space> <1st BSNL number><space> <2nd BSNLnumber>**

(LandLine / WLL numbers to be prefixed with STD code of the Station.)

2. For 2 local F&F and 1 STD the syntax in the same sequence

**FFE<space> <1st BSNL number> <space> <2nd BSNLnumber><space><3rd BSNL number>**

(For Local call)

(For Local call)

(For STD call)

- FFE number can be Landline/ Fixed WLL/WLL with limited mobility / RUIM /GSM Mobile, **all within TamilNadu LSA (incl Chennai TD)**. Except for the mobile numbers, for Landline/ Fixed WLL/ WLL with limited mobility ,the STD code of the station may be prefixed pl.
- Rs.5 per number per occasion will be recovered for change in 5 F&F numbers.
- For change of F&F numbers, SMS to 53733 as FFM <space><old number ><space>< New number>

## **II) MNP procedure for PMF/AF Customer:- (i.e. PMF/All AF Personnel **having a mobile connection of other operators**)**

The PMF/ AF personnel having mobile connection of other operators can also change to this Special plan JaiJawan with the same number, through MNP module in SancharSoft applying the FRC32 . The freebies of the FRC32 are applicable to the PMF/AF customer. CSCs should verify the identity of the customer being PMF/ AF Personnel before allowing the change to JaiJawan plan through MNP.

All other terms and conditions are same as in the JaiJawan plan.

(K. R. Aravindavalli)

AGM(Marketing-CM)

TN Circle, Chennai-6

To

GM (NW-O CM), Trichy -1/ Coimbatore – For information & necessary action please.

GM(S&M-CM), Chennai Telephones, Chennai for information pl.

GM (F) / Sr. GM (TR) TN Circle, Chennai for information please.

DGM In charge IN - Trichy & Bangalore - for necessary action please.

DGM(NW-O)/DE Commercial, Coimbatore/ - For information & necessary action please.

Heads of SSAs, -- for kind information and necessary action please.

DGM (Sales) & AGM (Sales), Chennai-6 –For information and informing Sales Heads , franchisee managers and retail managers and other Channel partners along with commission structure as applicable.

DGM (CS), Chennai-6 - For information and informing Call Centre/Customer Service Centre Officials and ensure uploading the information on the website “tamilnadu.bsnl.co.in” .

DGM(S&M-CM)/AGM(S&M-CM), Chennai Telephones, Chennai – For information please.