



BHARAT SANCHAR NIGAM LIMITED
[A GOVT. OF INDIA ENTERPRISE]
O/O CGM. TAMILNADU CIRCLE, CHENNAI-2

To
The DGM(F)/DGM(TR),
O/O The PGM / GM.,
BSNL,
All SSAs

NO.TR/CMTS/TARIFF RULINGS/2010-11/12 DATED AT CHENNAI-600 002. THE 29/10/2011

Sub:- Special Relief Scheme "SAMADHAN" for 2G Mobile Data Services-reg.


Ref:- CO ND letter No. 2-124/2010/RM-CM/BSNL DATED 07/10/2011

Kindly refer to the letter cited above(copy enclosed) regarding approval of Special Relief Scheme "SAMADHAN" for 2G/3G Mobile Data Services.

An immediate action may please be taken to settle the disputed bills and realize the 2G /3G data Services outstanding dues,as per the Terms and Conditions referred in letter cited above.

A compliance report on the implementation of this scheme with the amount realized may be furnished to this office by 7/1/2012.

Encl : as above


[C.ARUMUGAM]
DY. GENERAL MANAGER (TR-II),
O/O CGM. TAMILNADU CIRCLE,
CHENNAI-2

Revenue Management- CM Section,
Corporate Office
216, 2nd Floor Easter court Bldg.
Janpath New Delhi-1110001
E-mail: cornoffice_trcmts@bsnl.co.in



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
IndiaBroadband²⁰⁰⁷
Linking India

No.2-124/2010/RM-CM/BSNL

Dated: 07/10/2011

To,

Chief General Manager / IFA
All Territorial Circles / Metro Districts, BSNL.

Sub: Special Relief Scheme "SAMADHAN" for 2G/3G Mobile Data Services – reg.

A kind reference is invited to this office circular of even No. dated 30/09/2011 regarding Special Relief Scheme "SAMADHAN" for 2G/3G Mobile Data Services, wherein the circles have been addressed to give feedback with reference to number of disputed cases, nature of dispute, reason for dispute and suggestion for proposed settlement scheme.

As per the feedback received from the Circles the proposal has been examined by this office and approval of the competent authority is hereby conveyed for Special Relief Scheme "SAMADHAN" for 2G/3G Mobile Data Services. The terms and conditions of the scheme for settlement of the disputed bills is furnished below:

- (1) Parallel to SAMADHAN Scheme of Land Line, the aggrieved customers of 2G/3G data Services can be allowed to apply any of higher slab data plan of 2G/3G postpaid category with its effect implemented from a previous date .
- (2) However, the customer may be asked to commit to remain in the chosen higher plan for a period of three months after the aforesaid settlement by paying three months FMC in advance.
- (3) The above SAMADHAN scheme will be effective for a period of three months from 07/10/2011 to 06/01/2012.

An immediate action may please be taken to settle the disputed bills and realize the 2G/3G data Services outstanding dues. A compliance report on the implementation of this scheme with amount realized may be furnished to this office by 15/01/2012.


(D.Mohanakrishnan)
DGM(RM)-CM

