

Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

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No.26-11/2007-R&C

Date: 23.09.2013


Circular T&C-CM No. 43/13-14

Sub: Waiver of C-Top-up SIM replacement charges -reg.

Kindly refer to this office order of even No. 07.01.2010 and orders/clarifications issued from time to time vide which the charges relating to replacement of defective C-Top-up SIM have been issued. Now based on feedbacks received from field units it has been decided by the competent authority to waive off the C-Top up SIM replacement charges with the following terms and conditions:-

- i) Replacement charges for C-Top up SIM is waived off in genuine cases only i.e. if the defect in the C-Top up SIM is due to technical reasons beyond the control of C-Top-up retailer/franchisee etc.
- ii) In case, there is a loss of SIM or the defect in SIM is due to negligence of customer, replacement charges of Rs.20 may be taken from the C-Top-up retailer/ franchisee etc. for replacement of C-Top up SIM.

2. The above tariff is applicable to both prepaid and postpaid C-Top-up plans.
3. The above revision will be implemented with effect from **01.10.2013**.
4. This may be brought to the notice of all concerned for taking necessary action in this regard. Circles may also send SMS conveying the above offer to the franchisees/retailers.
5. This circular is issued based on approval in P&P-CM cell file No. 2-2/2012-P&P-CM (Pt.III). For queries/clarification/feedback in respect of above tariff, the communication may be addressed to Product and Pricing- CM Section, C.O., BSNL, New Delhi at hqcm.pp@gmail.com, hqcm_pp@bsnl.co.in for further review of the scheme.



(N. S. Dhami)
AGM (T&C-CM)

Ph. 011-23327658

To
All CGMs- Telecom Circles/ Telephone Districts.

Copy to:

- 1) CMD, BSNL.
- 2) Directors- CM/CFA/EB/HR/Fin, BSNL.
- 3) ED-Fin/CA/NB, BSNL.
- 4) All PGMs / GMs, BSNL C.O.
- 5) GM (IT). for making necessary update in website and place in news item.
- 6) Sr. GM (Sales & Marketing)- for marketing initiative.
- 7) GMs (CMTS/CDMA-Billing Centre).
- 8) GM (VAS-Tech)/GM (NWO)/PGM (Regulation), BSNL C.O.
- 9) Director General P & T Audit, Delhi- 110054.
- 10) OL Section –for Hindi version.
- 11) Guard file.


(Subrat Kumar Mohakud)
Dy. Manager (T&C-CM)