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Connecting India

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Corporate Office (Revenue Management Branch-CFA)
2nd floor, Room No.216, Eastern Court, Janpath,
NEW DELHI-110 001.

To
1. All Heads of Telecom Circles/ Metro Telecom Districts,
2. CGM, NTR.
Bharat Sanchar Nigam Limited.

No. 2-39/2002-BSNL/TR

dated 03-2011

Subject: Fixation of threshold limit for disconnection of Rural and VPTs connections.

Kindly refer to this office letter No. 2-39/2002-BSNL/TR/Pt.I dated 18.05.2010 in which threshold limit of Rs. 100/- (inclusive of Service Tax and Surcharge payable, if any) was fixed for disconnection of all category of PCOs including VPTs (excluding VPTs provided on DSPTs, for which threshold limit of Rs. 500/- has already been fixed vide this office Circular No. 2-7/2007-BSNL/TR dated 15.04.2009).

2. Kind reference is also invited to this office letter No. 2-32/87-TR (BSNL) dated 19.08.2003 in which instructions were issued that "the telephones may not be disconnected for non-payment of dues if the outstanding dues (inclusive of Service Tax and Surcharge payable, if any) are less than double the Fixed Monthly Charges (FMC) chargeable for the concerned billing period, or Rs. 500/-, whichever is lower."

3. With reference to the above instructions a proposal for enhancement of threshold limit for disconnection of Rural DELs and VPTs for non-payment of dues has been under consideration of this office. The said proposal has been considered and it has been decided to enhance the threshold limit for disconnection of Rural DELs and VPTs (other than VPTs provided on DSPTs) to the extent as indicated below.

1	Threshold limit for VPTs (other than VPTs provided on DSPTs) for disconnection on account of non-payment.	Rs. 200/- (inclusive of Service Tax and Surcharge payable, if any).
2	Threshold limit for Rural DELs for disconnection on account of non-payment.	Fixed monthly charges for two months or Rs. 200/- (inclusive of Service Tax and Surcharge payable, if any) whichever is higher.

4. The threshold limit for disconnection of Urban DELs for non-payment of dues shall remain the same as mentioned in earlier instructions dated 19.08.2003 reproduced at para 2 above.

5. The necessary modifications may be incorporated into the billing software in use. It may be ensured that before disconnection mandatory APRS/Telephonic reminder or reminder through CDR system, (whichever facility is available) is given to customer.

ch memo
08-03-2011
(G. P. Verma)
GM (Finance-CFA)

*CA/TK
circulated to
SSAs thro
intranet.
16/3/11*

Copy to:

Encl NO: TR/1-1/Rulings/2010-11/89 dt dt ch-2 the 19-3-11

forwarded to all Heads of SSAs for information and necessary action please.

Copy to : Intranet

V. J.
Chief Accounts Officer TR,
to CGM BSNL TN Circle,
Chennai - 2