



No. 1-1/2012-R&C [CFA]

Dated: 17-05-2012

Circular R&C-CFA No. 05 /12-13

**Subject: Extension in the Special Relief Scheme "SAMADHAAN" for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL - reg.**

Kind reference is invited to this office letter no. 1-1/2009-R&C [CFA] dated 11.01.2010 (Circular No. 20/09-10) conveying approval of the Competent Authority regarding **introduction of Special Relief Scheme "SAMADHAAN" upto 31-03-2010 for settlement of disputes in r/o BB usage Bills for the benefit of existing and ex-customers of Broadband Service of BSNL.**

The said scheme was further extended/modified from time to time upto 31-03-2012 vide letter no. 1-1/2009-R&C [CFA] dated 15.04.10 (Circular No. 40/09-10), letter no. 1-1/2009-R&C [CFA] dated 24-06-2010 (Circular No. 08/10-11), letter no. 1-1/2009-R&C [CFA] dated 09-12-2010 (Circular No. 45/10-11), letter no. 1-1/2009-R&C [CFA] dated 31-05-2011 (Circular No. 04/11-12) and letter no. 1-1/2009-R&C [CFA] dated 27-09-2011 (Circular No. 30/11-12).

Competent Authority has decided to extend the said scheme further upto 30.09.2012. **Accordingly, the approval of competent authority is hereby conveyed to extend the "SAMADHAAN" scheme upto 30-09-2012 in all the circles.**


All other terms & conditions of existing "SAMADHAAN" scheme shall remain unchanged.

Sd/-  
(S.L.Meena)  
AGM (T&C)-CFA

To  
All CGMs - Telecom Circles/ Metro Telephone Districts.

Copy for information to: -

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. Executive Director (Finance), BSNL.
4. All PGMs / GMs - CFA, CO BSNL.
5. All Tariff committee members [Sr. GM (NWP-CFA)/Sr. GM (NWP-BB)/Sr. GM (PDP-CFA)/GM (Finance-CFA)], BSNL C.O.
6. GM (Marketing), CO BSNL, for adequate publicity and marketing of the service.
7. GM (IT), CO BSNL – for placement on BSNL Website.
8. GM (NWP-BB)-CFA, CO BSNL w.r.t case mark: 64-133/BB/Tariff/ 11-12/Pt.2 carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
9. CGM (ITPC), Pune.
10. CGM (BBNW), New Delhi.
11. GM (BBNW), Bangalore NOC, BBNW.
12. Director General P&T audit, Delhi-110 054.
13. Guard File.

  
(S.S.Verma)  
DM (T&C)-CFA