



No.: 64-44/2013-VVoBB/SIS

Dated 05.01.2015

To.

1. Chief General Manager,
Gujarat Telecom Circle,
Ahmedabad.
2. Chief General Manager,
Rajasthan Telecom Circle,
Jaipur.

Ref:

1. Rajasthan Telecom Circle letter no. KW/EB/03-23/VVoBB/2012-13/29 dated 24.07.2013.
2. Gujarat Telecom Circle letter no. BBP/VVOBB/Pt(4)/13-14/91 dated 20.02.2014.

Sub: VVoBB service in North Zone and West Zone provided by M/s SIS – Clarification regarding refund of security deposit/Advance payment etc., reg.

1. Kindly refer to the letters from Rajasthan Telecom Circle & Gujarat Telecom Circle mentioned above (Annexed with this letter) whereby this office was informed about some payment related complaints that the circles are receiving from customers like refund of security deposit/ Advance payment collected for providing VVoBB services.
2. In this regard, the competent authority has decided the following:
 - 2.1 Possession of the soft switch installed by the vendors (M/s SIS or M/s ITI Ltd.) for VVoBB services should be taken by BSNL as per the agreement clause 4.3.6 of Schedule IV.
 - 2.2 Refund of the security deposit/Advance payment to the customers may be done as below:

Sl. No.	Scenario	Remarks
1	Refund of the amount deposited with BSNL by the customers against the VVoBB service as security for CPEs.	Refund of security may be allowed in such cases. However the refund is to be made only after recovery of all the equipments/CPEs from the customer. Also any pending amount for the usage of the service is to be deducted before making the payment to the customer.
2	Refund of the amount deposited with BSNL by the customers against the VVoBB service as advance payment for CPEs.	Refund of advance payment may be allowed in such cases. However, the refund is to be made only after recovery of all the equipments/CPEs from the customer. Also any pending amount for the usage of the service is to be deducted before making the payment to the customer.
3	The customer has purchased the CPE directly from the vendor/market on outright purchase basis and has also made the payment directly to the vendor without BSNL coming into picture.	The committee recommended that in such cases BSNL does not have any responsibility to refund. BSNL customers may be apprised about the same.

4	The vendor has appointed distributor/sub-franchisee to sell the VVoBB products showing them the agreement with BSNL. The vendor has got certain amount as security deposit and device charges from them.	The committee recommended that in such cases BSNL does not have any responsibility to refund.
5	Any other case regarding refund.	The committee recommended that in such cases the circle may take necessary action as per the prevailing rules. Circles may refer specific cases requiring any clarification to Corporate Office.
Note: Refund to the customer as suggested above has to be made only on written request from the customers.		

Encl: as above


 (Radhey Shyam)
 AGM (BBVAS-CFA)

Copy to:

CGMs of all other Telecom Circles and Telecom Districts

Chief General Manager
Gujarat Telecom. Circle
8th Floor, A-Block, Telephone Bhavan,
C.G. Road, Navrangpura,
Ahmedabad - 380 006.
Tel: 079 - 26480681
Fax: 079 - 26480683

भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED
A Govt. of India Company

BBP/VVOBB/Pt(4)/13-14/91

Dated 19.02.2014.

To
Manager (IT- CFA)
7th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi-01

Sub: VVoBB service to BSNL customers - information on various issues related to VVoBB services post termination of the Franchisee agreement with M/s SIS.

Ref: No.64-44/2013-VVoBB/SIS dated 06.02.2014.

This is with reference to above referred letter wherein, it was requested to provide information regarding various issues being faced with respect to VVoBB services to BSNL broadband customers post termination of the Franchisee agreement with M/s SIS.

In this regard, this is to intimate that the main issue faced by broadband customers with respect to VVoBB service is refund of security deposit of video phones. Some complaints have been received from field units for refund of security deposit (Copy enclosed as annexure I and annexure II).

This is for your kind information and further requested to issue guidelines regarding refund of security deposits.

This has the approval of competent authority.

Encl: As above.

(Y.C.Shah)
AGM(BB P&R)
O/o Chief General Manager Telecom
Gujarat Circle, Ahmedabad

Pl Compl and Int. Inf.

27/2/14

Dm/SCM-IV

Room No. 20,
20 CGMT, Rajasthan
Sardar Patel Marg, Jaipur-302008
0141-2373940, Fax: 0141-2374888

भारत संचार निगम लिमिटेड
भारत संचार निगम लिमिटेड
कार्यालय मुख्य महा प्रबंधक दूरसंचार

राजस्थान परिभइत
सरदार पटेल मार्ग, सी - स्कीम, जयपुर - 302 008

No. KW-LB-03-23-VVoBB-2012-13-29

Dated: 24-07-2013

The G.M.(IT-CFA)
BSNL CO. New Delhi.

Subj- Regarding VVoBB services of BSNL through M's Sai InfoSystem (India) Limited.
Ref- Agreement between M's SIS and BSNL CO new Delhi signed on dated 05-05-2009 and extended vide BSNL CO letter No. 64-44/09-Broadband/SIS(Pt-4) dated 27-06-2012.

With respect to the above cited subject it is stated that VVoBB services to the EB customers have been provided through M's Sai InfoSystem (India) Limited, but from last 20-30 days no support have been provided by them.

This circle is receiving many complaints from the customers as well as from SSA's regarding the VVoBB service. M's SIS is not able to attend the complaints. This office has also tried to contact to executives of M's SIS, but all communicated numbers of M's SIS are not reachable/ out of service.

Following business of VVoBB service has been finalised by the Jaipur SSA alone for the EB corporate customers.

Sl. No.	Name of Customer	Type of Business	Order for no. of locations		Approx. Volume including IPW cost Annually	Business including	D/Note paid by Customer for VVoBB equipment in Rs.
			Received	Commissioned			
1	Deptt. Of Science & Technology	Virtual class room solution	51	51	83 Laes		83,27,390/-
	Department of Forest	VVoBB normal	21	17	8 Laes		3,91,755/-
	General Admn. Department	VVoBB normal	94	27	37 Laes		Rented
2	Directorate of Local Bodies	VVoBB Normal	198	143	79 Laes		In process
	Public Health Engineering dept	VVoBB Normal	67	47	26 Laes		In process
3	Directorate Of Agriculture Marketing	VVoBB Normal	58	22	23 Laes		Rented
	Office of the Commissioner of Industries	VVoBB Normal	40	29	16 Laes		Rented
	Statistics Control Bureau	VVoBB Normal	17	0	6 Laes		Rented
	State Development Commission Corp. (RSRDC)	VVoBB Normal	2	2	0.8 Laes		Rented
4	Rajasthan State Mines & Minerals Ltd	VVoBB Normal	2	2	0.8 Laes		Rented
					279.6 Laes		

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Registered office: Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001

Documents and Settings \ s Desktop EB cell.doc

2(NP-213)
31/7/13
31/7/13
AGMK/NP-213
21/07/13
21/07/13

Form No. 20.
O/o CGMT, Rajasthan
Sardar, Patel Marg, Jaipur-302008
0141-2373940, Fax: 0141-2374888

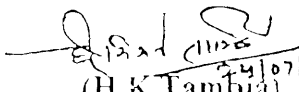
भारत संचार निगम लिमिटेड
राजस्थान क्षेत्रीय कार्यालय
कार्यालय मुख्य महा प्रबंधक दूरसंचार.

राजस्थान परिमंडल
सर्दार पटेल मार्ग, सी. स्कीम, जयपुर - 302 008

Rajasthan Telecom Circle has taken advance payment against the provisioning of VVoBB service for the various government departments but unable to commission the VVoBB service without the support from MIS.

Therefore, it is requested to kindly look in to the matter and issue necessary guideline instructions regarding VVoBB services.

This is issued with the approval of the CGMT Rajasthan Circle, Jaipur.


(H.K. Tambia)
Asstt. General Manager (EB)
0141-2373940

Copy to:-

1. PPS to Director (Enterprise), BSNL Corporate Office, New Delhi.
2. The GM(NWP-CFA), O/o CGMT, Jaipur, for kind information and n/a on the matter.