

BSNL CORPORATE OFFICE  
Customer Services - CFA Cell,  
Room No. 15, IR Hall, Janpath,  
New Delhi-110001.  
Ph:011-23710274  
Fax: 23711522  
Email: [dgmcspsc@gmail.com](mailto:dgmcspsc@gmail.com)  
Mob- 9868216777



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

No. 2-1/2014-PHA

Dated: 07 -10--2016

To


The Chief General Manager,  
Bharat Sanchar Nigam Limited,  
All Head of Telecom Circles/Metro Telephone Districts,

Subject: - Modification in Terms & Conditions of Customer Application Form (CAF) for new Landline Telephone Connection- reg.

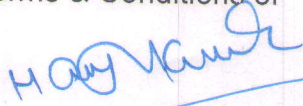
Kindly refer to this office letter of even number dated 12-05-2016 (Available on intranet), whereby modified Landline CAF was issued. Now as per TRAI's Audit Report on Metering and Billing System(2016-17) Action Taken Report (ATR) modification in some clauses of "Terms & Conditions" of landline CAF has been made (as per Annexure- A attached herewith).

Therefore, it is requested to kindly get the Terms & Conditions of T&C of Landline CAF with modified caluses be printed and CAF available on the websites of the circles may also be updated accordingly.

This is issued with the approval of the competent authority.

  
(R.L. Bairwa)  
DGM (CS & CSC-CFA)

Copy to: - Sr. GM (CIT), BSNL COI., for necessary, modification in Terms & Conditions of landline CAF of BSNL website.

  
(Harish Kumar)  
AGM (PHA)



Annexure - A

| Para No. | Descriptions of clauses in existing CAF   | Proposed modification in clauses as per TRAI Guidelines   |
|----------|---|---|
| 1.1      | Before a customer is enrolled for any telecommunication service, he shall be provided the detailed information relating to the tariff applicable for that service.  | In this regard, the instruction was already circulated to all field units of BSNL vide letter No.2-2/2010-PHA Dated 19-01-2011. Now, it is again reiterated to all field units to get signed copy of tariff information form from new customers and keep it with CAF.   |
| 3.2      | BSNL reserves of the right to terminate the services in the event of non-payment of bills issued by BSNL in accordance with the tariff plans opted by the customer and the extent of usage or any default on the part of customer.  | BSNL reserves of the right to terminate the services in the event of non-payment of bills issued by BSNL in accordance with the tariff plans opted by the customer and the extent of usage or any default on the part of customer. <b><u>A prior notice with reasonable time will be provided to customer before terminating his/her services.</u></b>  |
| 5.2      | The present rate of deposits, connection charges, monthly rental charges, call charges and other payable charges are set out in the tariff schedule as notified by BSNL. BSNL shall have the option to vary the tariff charges for value added services, supplementary service and any other condition of services retrospectively or from future date and the same shall be binding on the customer. | The present rate of deposits, connection charges, monthly rental charges, call charges and other payable charges are set out in the tariff schedule as notified by BSNL. BSNL shall have the option to vary the tariff charges for value added services, supplementary service and any other condition of services <b><u>prospectively and the same shall be binding on the customer on prior notice.</u></b> |



BSNL CORPORATE OFFICE  
Customer Services - CFA Cell,  
( PHA Section)  
10th floor, East Wing,  
Chandralok Building,  
36, Janpath, New Delhi-110001.  
Ph: 2371 0274 Fax: 2371 1522  
Email:



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

No.2-2/2010-PHA

Dated: 19.01.2011

CIRCULAR No. 01 /2011-PHA

Sub: Issue of Welcome Letter on opening of New Land Line Telephone Connection - regarding.


Reference is invited to this office circular No.10 issued under letter No. 2-09/01-PHA dated 30.04.2001 vide which it was prescribed to issue a Welcome Letter in addition to the oral welcome on telephone to the new customer of Land Line Telephone Connections.

Matter has been reviewed in the light of observations in this regard made by TRAI Audit in various circles and it has been decided that the financial implications of the Tariff plan opted by the customer should also be intimated in the format 'C' along with the Welcome Letter as given in TRAI's Direction No. 301-26/2003-Eco dated 02.05.2005.

The revised specimen of Welcome Letter and a copy of TRAI's Direction No. 301-26/2003-Eco dated 02.05.2005 are enclosed here-with.

Necessary instructions in this regard may be issued to all concerned for implementation of the above-mentioned customer friendly initiative and compliance report to this office.

Hindi version of this letter will follow.

  
[Yogesh Kumar]  
Dy. General Manager [CS-CFA]

To

All Chief General Managers  
Telecom Circles/ Metro Telecom Districts and other Administrative units  
Bharat Sanchar Nigam Limited

Copy to:

1. PS to Chairman & Managing Director, BSNL
2. All Directors of BSNL Board
3. All EDs, BSNL.
4. All PGMs/Sr. GMs/ GMs /Company Secy., BSNL CO., New Delhi.
5. BSNL Intranet site.
6. DM [Translation] for Hindi translation.
7. Guard File

  
[J.K. Malik]  
Asstt. General Manager [PHA-CFA]



Sub Divisional Engineer (.....),  
 Telephone Exchange.....  
 .....Pin.....  
 Telephone No. ....  
 Fax No. ....  
 Email:.....



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

No.....

Dated.....

To

Mr./Mrs/Ms.....

.....

.....

.....Pin.....

Dear Sir/Madam,

I have the pleasure to welcome you to BSNL's Network. I thank you for reposing confidence in services rendered by BSNL.

I would like to inform you that a Telephone No.....has been opened on date.....under the Tariff Plan.....against your request for telephone connection. The details of the financial implication for the plan chosen by you are given in annexure.

While it will be our endeavour to provide a quality service to your satisfaction, we would also welcome your valuable suggestions to further improve the services. We look forward to your continued patronage.

Our customer grievance redressal mechanism is as follows:-

1. Complaint booking Telephone Nos. (Toll free) - 198 / 1500 / 1800-345-1500.
2. SSA Level Nodal Officer - Shri....., Designation.....  
 Address.....  
 T No.....FAX No.....
3. Circle Level Appellate Authority - Shri....., Designation.....  
 Address.....  
 T No.....FAX No.....

Officers mentioned at S No. 2 & 3 may be contacted in case of non-redressal of complaint within 3 days time at S No. 1 & then within 10 days time at S No. 2 respectively.

Assuring you our best cooperation and service for all time to come

Yours sincerely,

Name [ ..... ]  
 Sub-Divisional Engineer

**OUR MOTTO - YOUR SATISFACTION**

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**SPECIMEN**

**BHARAT SANCHAR NIGAM LIMITED**  
**(A Govt. of India Enterprise)**

.....  
.....

No.....

Dated.....

To

Mr./Mrs/Ms.....  
.....  
.....

.....Pin.....

Dear Sir/Madam,

I have the pleasure to welcome you to BSNL's Network. I thank you for reposing confidence in service rendered by BSNL.

I would like to inform you that Telephone No.....has been opened on .....under the tariff plan.....against your request for telephone connection. The details of the financial implication for the plan chosen by you are given in annexure.

It will be our endeavour to provide a quality service to your satisfaction, we would also welcome your valuable suggestions to further improve the service. We look forward to your continued patronage.

Assuring you our best cooperation and service for all time to come

Yours sincerely,

Encls: As above.

( )  
Sub-Divisional Officer  
O/o.....  
.....Exchange  
.....

**OUR MOTTO - YOUR SATISFACTION**