



BHARAT SANCHAR NIGAM LIMITED
(Government of India Enterprise)
7th Floor, Revenue Assurance, Corporate Office
Janpath, New Delhi.

NO.1-7/2010/RA/BSNL/PART

Dated 11-7-2013.

To

All Heads of Territorial Circles and Metro Telephone Districts
Bharat Sanchar Nigam Limited.

Sub: - Implementation of BSNL HQ orders in respect of Annual/Biennial Plans.

Ref: - Lr.no.3-11/2009-R&C (CFA) BSNL dated 27-5-2013

Kindly refer to the above letter and letters connected with Annual Plans/ Biennial issued by Corporate Office from time to time in which approval for withdrawal of the Plans like Plan- 600 & Plan -1000 in Rural Area and Plan-1200, Plan-1800 & Plan-2160 (Biennial) in Urban Area, Plan 600-special(Rural), Plan 1200-special(Urban) and Plan-2160 special (Urban) were issued.

Instructions were issued vide BSNL Corp. office letter under reference that “customers should be informed well in advance of the expiry of the committed period of the existing plans through available means so that option is exercised by him to migrate to any other suitable plan / General Plan. In cases where no request is received for specific plan from the customer before the expiry of committed period of the existing plan, such customers shall be billed under General Plan applicable to the exchange concerned automatically”.

It has come to notice that circulars issued in this respect are not followed by some SSAs and there is no proper mechanism at Circle Level to confirm with SSAs whether the instructions issued by BSNL Corp. Office are implemented or not.

Hence, it is requested to kindly ensure that the orders issued by BSNL Corp. Office which are required to be implemented by way of an action to be taken by the SSA are implemented scrupulously, and monitored effectively by the circles. This is essential to avoid any unnecessary queries from the customers, surrender of connections and loss of revenue.

(K.R.Tiwari)
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Copy for kind information to :

1. Director (Finance / CFA), BSNL Corp. Office, New Delhi.
2. Executive Director (Finance), BSNL Corp. Office, New Delhi.
3. General Manager (Finance) – CFA, BSNL Corp. Office, New Delhi