

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

NO: 64-73/08-BB(Pt 1)

Dt 1-5-2012

To:
CGM ,
Haryana Telecom Circle .

Sub: Penalty clause for PC bundling agreement with M/s Novatium dated 9.03.2009-reg

Ref : (i) DO No CGMT/HR/BB/565/Novatium/Part-1/9dated 20.12.2011
(ii) 64-73/08-Broadband dated 9.03.2009 (copy available on intranet)

This is in reference to the above referred letter (i) from your office wherein clear and well defined guidelines were sought for imposing penalties due to late delivery and delay in installation of PC by M/s Novatium .

In this regard, it is intimated that the case has been examined in detail at BSNL Corporate office. The clause (12) of the above referred letter (ii) regarding extension of the existing agreement with M/s Novatium for offering thin client based computing services to the customer is finalized as follows :

“ (12) *Penalty*

- (a) *For delay in supply of Nova NetPC at customer premises, penalty amount shall be Rs 100/- per customer per day subject to maximum of Rs 2500/- per customer.*
- (b) *For delay in installation/commissioning of Nova NetPC at customer premises , penalty amount shall be Rs 100/- per customer per day subject to maximum of Rs 1000/- per customer “*

The above penalty clause may kindly be utilized till further orders.

Sd/-
(A K Jain)
Sr. GM (NWP-BB)

Copy to :

- (i) All the Heads of Telecom Circles Metro districts for kind information and n/a please
(ii) M/s Novatium for information please.

