



No. 40-1/2010-Sales and Mktg.-CM

Date: 22.07.2010

To,

The Chief General Manager
All Telecom Circles/Districts
BSNL

Subject: Return-Policy for de-activated SIMs available with channel partners

Kindly refer letter no. 40-1/2008-sales (Pt-I) dated 17.06.2009 vide which procedure for handling of de activated SIMs to channel partners was circulated.

It is reported by some Telecom Circles that still some de-activated SIMs are pending with channel partners for replacement, Therefore competent authority has approved following as a final opportunity for replacement of de-activated SIM:

The CGMs of Telecom Circles are authorized to settle all cases of unsold, Un-activated composite SIMs in which plan has already been closed or discontinued latest by 31.12.2010, as a one time activity as per guidelines issued vide letter in reference.

Circles are also advised to take appropriate measures in consultation with Circle IFAs, so that there is no misuse or revenue loss to BSNL due to return of these SIMs. It may also be ensured that any benefit of scheme already given to channel partners on these de-activated SIMs is adjusted from the upfront commission payable on new SIMs.

(Upendra Bakolia)
DGM (Sales & Mktg.)-CM