

Bharat Sanchar Nigam Ltd.

(A Government of India Enterprise)

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No. 26-14/2011-T&C-CM

Date: 12.07.2011

Circular T&C-CM No. 36/11-12


Sub: Clarification on special "Jai Jawan" pre-paid plan and "Rakshak" post-paid plan under mobile services -reg.

Kindly refer to this office order of even No. dated 10.06.2011 vide which special pre-paid tariff plan "Jai Jawan" and postpaid plan "Rakshak" for all paramilitary forces and all armed forces personnel was issued. In this connection, in response to queries raised by field units, the following clarifications are issued.

Queries	Clarifications
i) Whether top-up voucher is allowed for increasing usage value under Jai Jawan plan?	i) Yes. The customer of Jai Jawan plan can use all top-up vouchers for increasing the usage value only and no validity will be extended. For extension of validity, special RCV of Rs.99 is to be used, with which the customer will get 30 days validity and usage value of Rs.75.
ii) Whether the customer of Jai Jawan plan can use all STVs?	ii) Yes, the customer of Jai Jawan plan can use all STVs.
iii) Whether Jai Jawan/Rakshak Plan can be extended to Retired personnel/Ex-servicemen also?	iii) No, this facility is available for serving employees only.
iv) Whether this plan is applicable to State Armed Forces?	iv) No. As of now, the plan is applicable to Central Armed Forces.
v) What is the alternate document which can be accepted if photo copy of Identity Card can't be submitted by paramilitary personnel due to security reason?	v) In case photocopy of the Identity Card can't be submitted by the paramilitary personnel, then the Officer In-charge should certify the official & attest the photograph.

2. This may be brought to the notice of all concerned for taking necessary action in this regard.


3. The impact of above tariff needs to be analyzed and feed back submitted on monthly basis to BSNL HQ for future reference on Fax No. 011-23329125 and e-mail – prema@bsnl.co.in or skmohakud@bsnl.co.in.


(Prema Krishnamachari)
Dy. General Manager (T&C)

To
All CGMs- Telecom Circles/ Telephone Districts.

Copy to:

- 1) CMD, BSNL.
- 2) Directors- CM/CFA/E/HR/F, BSNL.
- 3) ED-F/CA/NB, BSNL.
- 4) All PGMs / GMs, BSNL C.O.
- 5) GM (IT) - for making necessary update in website and place in news item.
- 6) Sr.GMs (Marketing)/(Sales)- for marketing initiative
- 7) GMs (CMTS/CDMA-Billing Centre).
- 8) Director General P & T Audit, Delhi- 110054.
- 9) OL Section –for Hindi version.
- 10) Guard file.


(Subrat Kumar Mohakud)
Dy. Manager (T&C)