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BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Corporate Office (Revenue Management Branch - CFA)
2nd floor, Room No. 216, Eastern Court, Janpath,
NEW DELHI-110 001

Dated: 17-01-2012

No. 2-2/2011-BSNL/TR (Pt.)

To

1. **All Heads of Circles/Metro Telephone Districts**
2. **CGM, ITPC, Pune**
   Bharat Sanchar Nigam Limited.

Subject: Revised instructions on extension of incoming facility in respect of telephones disconnected due to nonpayment of dues from 15 days to 30 days and stopping billing of Fixed Monthly Charges (FMC) after disconnection – regarding.

Kind reference is invited to this office Circular of even No. dated 26.09.2011 conveying the decision taken by the Corporate Office on the activities mentioned under the subject.

In this context the matter has been re-examined in this office and it has been decided to withdraw the instructions regarding stoppage of billing/ charging Fixed Monthly Charges (FMC) from the date of disconnection of outgoing facility and to revert back to the earlier procedure of not billing FMC from the date of disconnection / withdrawal of incoming facility.

Item No.2 of the letter under reference relating to **Extension of incoming facility facility in respect of telephones disconnected due to non-payment from existing 15 days to 30 days** may, therefore, be read / substituted as indicated Column 3 in the Table below:

S.No.	Instructions conveyed earlier through letter of even No. dated 26-09-2011.	Revised instructions to be implemented consequent upon re-examination of the case.
1	2	3
(a)	**Incoming facility on numbers (telephones) disconnected due to non-payment should be provided for a period of 30 days instead of 15 days (as per existing rule).** *During this additional period of 15 days, the units are expected to find out the reasons for non-payment of dues by the customers and explore all the possibilities to motivate such customers to pay the dues and assure them of improved services, if their dissatisfaction with the services has been a reason for non-payment, which may lead to ultimate exit from BSNL.*	**Incoming facility on numbers (telephones) disconnected due to non-payment should be provided for a period of 30 days instead of 15 days (as per existing rule).** *During this additional period of 15 days, the units are expected to find out the reasons for non-payment of dues by the customers and explore all the possibilities to motivate such customers to pay the dues and assure them of improved services, if their dissatisfaction with the services has been a reason for non-payment, which may lead to ultimate exit from BSNL.* *(No change to the instructions dated 26-09-2011)*
(b)	**Fixed monthly charges should not be billed beyond the date of disconnection of Outgoing facility, to avoid generation of fictitious ABF.**	**Fixed monthly charges should not be billed beyond the date of disconnection of Incoming facility, to avoid generation of fictitious ABF.** (Change *to the instructions dated 26-09-2011:* FMC not to be billed beyond the date of withdrawal of Incoming facility instead of beyond the date of withdrawal of Outgoing facility).
(c)	**In case of restoration of services within a period of 90 days from the date of disconnection of Outgoing facility, the Fixed monthly charges should be billed from the date of restoration.**	**In case of restoration of services within a period of 180 days from the date of disconnection of Outgoing facility, the Fixed monthly charges should be billed from the date of restoration. FMC in such cases shall not be chargeable beyond the date of withdrawal of Incoming facility upto the date of restoration.** (Change *to the instructions dated 26-09-2011:* The change from 90 days period to 180 days period is due to extension of period for permanent closure of telephones disconnected due to non-payment from 90 to 180 days, for which separate instructions have already been issued vide letter of even No. dated 09-12-2011).

The revised instructions appearing in Column 3 of the Table above may be brought to the notice of all concerned and go scrupulously followed /implemented immediately and this office informed about the compliance of instructions.

(G. P. Verma)
G.M. (Finance)-CFA

Copy for information to:

1. CMD, BSNL.
2. All Directors on BSNL Board.
3. ED (Finance) CO BSNL.

(PTO)

Endt NO: TR/1-1/ Rulings/2011-12/13 dt at ch-2 the 17-2-12

forwarded to All PGM / GMs / FAs / DGM CTRs of all SSAs in Tamilnadu circle for information and necessary action please.

Dy. General Manager [TR-1]
o/o CGM BSNL TN Circle,
Chennai - 2