



IndiaBroadband²⁰⁰⁷
Linking India >>>

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Office of the CHIEF GENERAL MANAGER, TAMIL NADU CIRCLE,
CHENNAI 600 002

To
The DGM(F)/DGM(TR),
O/O The PGM/GM.BSNL.,
All SSAs

NO.TR/CMTS/WIMAX RULINGS/2011-12/24 DATED 03/3/2012

Sub : Special Relief Scheme "Samadhan" for settlement of disputes in respect of High usage bills of WIMAX and 2G/3G Mobile data services for the Benefit of existing and ex-customers of BSNL – reg.

Ref : DGM(RM)CM.CO.ND.lr.no.2-124/2010/RM-CM/BSNL dt.15/2/2012

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Kind reference is invited to the Corporate office circulars regarding the Special Relief Scheme 'Samadhan' for settlement of disputes in respect of high usage bills of WIMAX and 2G/3G Mobile Data Services for the benefit of existing and ex-customers of BSNL.

The customers with outstanding bills may be allowed to apply for any of higher plan of 2G/3G postpaid category with its effect implemented from a retrospective date. The customer may be asked to remain in the chosen higher plan for a period of three months after the settlement of dues by paying three months FMC in advance.

The scheme is valid upto 30/6/2012. Hence, action may be taken to settle the disputed bills of WIMAX and 2G/3G Mobile Data plans immediately.

A report on number of cases settled under this scheme with the amount realized may be furnished to this office by 15/3/2012. This may be given utmost importance in view of the impending Closure of Accounts.

Encl : Relevant orders of Samadhan scheme
8 orders


DY. GENERAL MANAGER(TR-II),
O/O CGM. TAMILNADU CIRCLE,
CHENNAI-600 002