



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

Revenue Management - CM Section
Eastern Court, R/No. 216, 2nd Floor,
Janpath, New Delhi - 110001

No. 2-133/2012-13/RM-CM/BSNL

Dated 08-09-2015

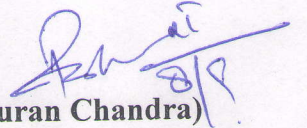
To

All CGMs/Heads of Telecom Circles/Metro Districts,
Bharat Sanchar Nigam Limited

Sub: Compensation /refund/rebate for call drops – reg.

A kind attention is hereby invited on TRAI observation regarding rising of call drop complaints from BSNL subscribers. TRAI wants from BSNL whether there is any benefit in the form of refund, rebate, concession or compensatory talk-time being extended to the subscribers in case of call drops during local / STD calls and calls made while roaming.

As desired by TRAI, it is requested to kindly arrange to provide complete details of the scheme/offer/policy of BSNL and number of subscribers to whom such compensation has been offered and the total amount of compensation offered in last two years and current year (LSA wise) directly to AGM (Regulation) BSNL CO to his e-mail id agmregln@gmail.com and a copy to this office on mail id dgmmcm@gmail.com or by fax No. 23734335 / 23734322.


(Puran Chandra)
GM (Fin) – (CM)

Copy to:

1. Sr. GM (NWO - CM), C.O. BSNL, New Delhi
2. All G.M., Nodal billing Center East/West/North/South
3. AGM (Regulation) C.O. BSNL, New Delhi, w.r.t. U.O. No. Regln/4-2/2014/1785 dated 28-8-2015