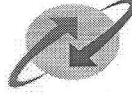


605, Products & Pricing-Consumer Mobility  
Bharat Sanchar Bhawan, New Delhi-1  
Tel No: 23329722 Fax 23329723



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

No.2-2/2014-P&P-CM(Pt.)/8

Dated: 12<sup>th</sup> September, 2014

To

The Chief General Manager,  
J&K Telecom Circle,  
Srinagar.

**Subject: Free calls and SMS to BSNL customers in Srinagar area.**

In order to extend helping hand to stranded people and also to facilitate relief operations during natural calamity being faced in the Srinagar area, it has been decided to allow free calls(local as well as STD) and free SMS service to all those BSNL customers who will be using BSNL's mobile network in the Srinagar area. Required configurations in the zonal IN system at Chandigarh for this purpose have already been completed yesterday night. This free calls and SMS facility should continue for 10 days from today.

2. Further, there shall be no incoming/outgoing barring for postpaid customers for one month from the date of issue of letter. However customer going above 500%threshold limits to be intimated daily to Corporate Office RM-CM Cell.
3. The above arrangement will enable stranded BSNL customers of the affected area as well as rescue teams from Northern Zone area to communicate without depleting their balance or bothering for usage charge.
4. This may kindly be given wide publicity including through Cell Broadcast system.

( S.C. SHARMA )  
G.M.(P&P-CM)

Copy to:

1. CMD and all Directors, BSNL Board.
2. Sr.GM(NWO-CM)/GM(NWP-GSM).GM(Fin.CM), BSNL CO.
3. GM(CMTS) Nodal Center, Chandigarh.