

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

No: 64-431/CFA Business Committee/2016-17

Dated: 20.06.2017

To

**Chief General Manager
All Telecom circles/ Telecom Districts**

Subject: Grant of rent rebate in case of deficiency in service to retain the customers and to bring back the disconnected customers -Reg.

1. In order to retain the customers and bring back the disconnected customers, it has been decided that Heads of circle can decide/grant rent rebate in case of deficiency in service (not only the phone out of order etc) in the form of increased usage beyond the tariff plan etc which can be an upgrade from lower plan to higher plan at the tariff of the lower plan for that particular month or fortnight during which the services were affected.
2. You are requested to take immediate necessary action and send monthly compliance report to this office by 10th of every month through Fax and email at agmnwpbbco@gmail.com
3. This has the approval of Dir (CFA).

Anil Jain
CGM (NCNGN)

Copy to:

- i) Dir (CFA) for information please
- ii) GM (NWP-BB)/ GM (NWP-CFA) for information please
- iii) GM (Fin-CFA), BSNL C.O.