

No. 26-07/2020-T&C-CM

Date: 29.08.2020

Circular T&C-CM No. 31/20-21

To

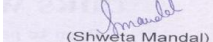
All CGMs- Telecom Circles/ Telephone Districts

Sub: Rationalization of SIM replacement charges of under GSM mobile services.

Kindly refer to this office order no. 26-07/2020-T&C-CM dated 28.02.2020 (93/19-20). The competent authority has decided the following under GSM mobile services-

“SIM replacement cost of Rs.50 which will be taken in cash from customer. On successful SIM replacement through BSNL sales channel i.e. Franchisees/retailers; Rs.10 will be deducted from the balance of C-Top-Up SIM of the channel partners (i.e. franchisee/retailer) through which SIM replacement is being done.”

2. All other terms & conditions will remain same.
3. This may be brought to the notice of all concerned for taking necessary action in this regard. Press note and proper advertisement as deemed fit may be made. Circles may also send SMS conveying the above tariff to the customers.
4. This circular is issued based on the approval of ECT vide Approval No. 4444 dated 28.08.2020 in P&P-CM cell file No. BSNLCO-PPCM/11/1/2020-PnP-CM. Queries/clarification/ feedback in respect of above tariff may be addressed to Product and Pricing- CM Section, C.O., BSNL, New Delhi and monthly feedback may be sent on hqcm.pp@gmail.com, hqcm_pp@bsnl.co.in.


(Shweta Mandal)
Dy. Manager (T&C-CM)

Copy to:

- 1) CMD, BSNL.
- 2) Directors- CM/CFA/EB/HR/Fin, BSNL.
- 3) All PGMs / GMs, BSNL C.O.
- 4) GM (CIT) - for making necessary updation in website and place in news item.
- 5) PGM (Sales & Marketing) - for marketing initiative.
- 6) PGMs/GMs (All Zone Nodal Center for info. and n/a pl.).
- 7) Director General P & T Audit, Delhi- 110054.
- 8) OL Section –for Hindi version.
- 9) Guard file.