

O/o Chief General Manager,  
I.T. Project Circle.  
RTTC Bldg, Plot No. G-121 & 122  
MIDC, Chinchwad, Pune – 411 019  
Phone: 020 – 27373344, Fax: 020 - 27373101  
E-mail: cgm\_it@bsnl.co.in



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

File No: ITPCCO-41/12(11)/2/2020-Admin-Part(1) dated 11.01.2024

To,

Shri R R Balasubramanian GS AIBSNLEA,  
Flat No 6, Second Floor, Subiksha Apartment 10/41,  
Sowrashtranagar 7<sup>th</sup> Cross Street,  
Choolaime, Choolaimedu, Chennai

**Sub :** CPGRAMS complaint of Shri R R Balasubramanian.

**Ref :** (1) PG Portal Registration No DOPPW/E/2023/0059215 dated  
11.12.2023.

With reference to your CPGRAM case under reference (1), case is referred to GM WDC ITPC Pune. GM WDC ITPC Pune has addressed letter to CGMs of West Zone Circles for taking necessary action by the field units. Copy of GM WDC letter is attached please.

This is issued with the approval of CGM ITPC Pune.

*P. K. K.*  
DGM(Admn) 11/01/2024  
O/o CGM ITPC Pune.

**Encl:**

- (1) PGM WDC ITPC Pune Letter No ITPC/WDC/CDRIII/2023-24/DEC/01 dtd 15.12.2023.
- (2) DGM(CS-CSC & RN Letter No BSNLCO-COMN/11(26)/2/2020-CS CSC n RN-CFA dtd 31.08.2022.

Principal General Manager (WDC),  
RTTC Bldg, Plot No 121 &122 MIDC,  
Chinchwad, Pune - 411019  
T.No.020-27370425,  
Fax-020-27373101,02027372244



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

No: ITPC/WDC /CDR III/2023-24/DEC/01

Date: 15-12-2023

To,  
The CGM,  
MH/GJ/MP/CH Telecom Circle

Sub: - Billing of Telecom facilities provided to DOT Offices / Officers / Officials – regarding.

- Ref: 1. BSNL CO Lr No. BSNLCO-COMN/11(26)/2/2020-CS CSC n RN-CFA  
Dated 24-08-2021,22-03-2022, 27-04-2022, 31.08.2022  
2. ITPC Lr No: ITPC/CDR Corr/2021-22/6 Dated at Pune the 7 th Sep 2022  
3. Letter No. AIBSNLREA/CHQ/2023/93 Dated: 24th November 2023

Dear sir/s

In continuation to BSNL CO letters under Ref-1 and CGM ITPC letters under Ref-2, and as per BSNL CO tariff dated 31-08-2022, the list of connections working under different categories of DoT in your circle were identified. Two PARENT accounts were created in each Circle of West zone viz. "DOT Working" & "DOT Retired" and all respective child accounts were linked to these parent accounts. The invoices for these DoT connections were generated in CDR system for the billing month from Apr-2020 onwards. These invoices should be submitted for payments to the respective CCA offices under your circle on regular basis.

Kindly refer to complaints received from AIBSNL Retired Executives' Association under ref-3, as per this letter the association is complaining on discrepancy in billing of rent free RSTC connection provided to BSNL absorbed pensioners. In this view it is to inform that activity carried out by ITPC under ref 1 & 2 above was in respect of DoT connections and for "DOT Retired" category, criteria was kept as all those employees retired before 01.10.2000 and such connections were billed as per BSNL CO tariff dated 31-08-2022.

Also, it is to inform that those employees retired on or after 01.10.2000 were considered as "Retired BSNL" category and no activity was performed for these connections i.e., they are billed with rent free connections as per eligibility, considering above criteria and billing method which is different for "Retired DOT" and "Retired BSNL" employees.

If the field unit finds any data discrepancies, the corrective action may be taken by the field units after verifying all the service details at their end.

Date: 15-12-2023  
Place: Pune

PGM WDC  
IT Project Circle, Pune.

Copy for information to  
1. The CGM,ITPC,Pune

O/o PGM (CS-CSC&RN)  
605, Bharat Sanchar Bhawan  
Janpath, New Delhi 110001



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

No. BSNLCO-COMN/11(26)/2/2020-CS CSC n RN-CFA

**Dated 31.08.2022**

To

All Chief General Managers,  
Bharat Sanchar Nigam Limited,  
Telecom Circles / Telephone Districts.

**Subject: Tariff plans for Telecom facilities provided to DoT offices, officers/officials w.e.f. 01.04.2020 onwards- regarding.**

Kindly refer to the letter no. 32-2/2020-PHP dated 19.08.2021 received from ADG (PHP), DoT, all circle CGMs were instructed vide letter dated 25.10.2021 (**copy enclosed for kind reference**) with request "For claiming and receiving the payments against bills w.e.f. 01.04.2020 onwards needs to be coordinated with the respective CCA."

In this regard, it is stated that some circles desired to provide clarification for preparing the bills/claims. Therefore, it has been decided that following unlimited calls/data tariff plans may be adopted for preparing the bills in respect of telecom services provided to DoT officers/official (including retirees) w.e.f 01.04.2020 onwards.

Sr. No.	Type of line	Tariff Plan
1	DOT Office - Landline	FMC=329, Unlimited Calls (Local+STD), Ref. plan: Value All CUL
2	DOT Office - LL+BB	Fibre: FMC=2499, Speed : Up to 300 Mbps till 5000 GB, upto 30 Mbps beyond ,Free Calls: Unlimited LCL+STD; Ref. plan: Fibre Silver Plus
		DSL : FMC=2499, Speed: Upto 24 Mbps till 5000 GB, upto 10 Mbps beyond. Ref Plan : New plan
3	DOT Working Res - Landline	FMC=329, Unlimited Calls (Local+STD), ref. plan: Value All CUL
4	DOT Working Res - LL+BB	Fibre: FMC=1277, Speed : Up to 200 Mbps till 3300 GB, upto 15 Mbps beyond , Free Calls: Unlimited LCL+STD; Ref. plan: Fibre Premium Plus
		DSL : FMC=1277, Speed: Upto 16 Mbps till 3300 GB, upto 8 Mbps beyond. Free Calls: Unlimited LCL+STD; Ref. plan: Fibre Premium Plus

5	DOT Retired - LL Grp A	FMC=329,Unlimited Calls (Local+STD), Ref. plan: Value All CUL
6	DOT Retired - LL Grp B	FMC=329,Unlimited Calls (Local+STD), Ref. plan: Value All CUL
7	DOT Retired - LL Grp C	FMC=149, Free Calls: UL ONNET, Rs.149-OFFNET, Rs.1.2/- after free calls. Ref. plan: Super Value BSNL CUL
8	DOT Retired - LL Grp D	FMC=149, Free Calls: UL ONNET, Rs.149-OFFNET, Rs.1.2/- after free calls. Ref. plan: Super Value BSNL CUL

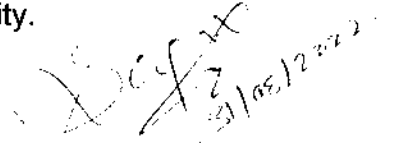
In respect of DoT Retired LL+BB or on FTTH (for JAG and above), DoT has already instructed vide letter No. 3-1/2013 PHP dated 26.06.2016.

After preparing the claim, it should be submitted for payments to following units:

S.No.	Claim in respect of Office	Office responsible for making payment directly to BSNL	Remarks
1	DOT HQ	G-I Section	Payment will be made after due / necessary verification of the claim by PHP branch PHP section will endorse a copy of sanction / disconnection order to G-I section for the purpose of record. PHP section will make an annual review and intimate changes, if any to G-I section.
2	CGCA/DG(T)/ Pr. CCA/CCA/LSA	Respective office	CCA Payment will be made after due / necessary verification of the claim by the concerned units i.e LSA/CCA after verifying the records.
3	NTIPRIT/TEC	TEC	Payment will be made after due/necessary verification of the claim by the concerned units i.e. NTIPRIT/TEC after verifying records.
4	NICF	NICF	-do-
5	WMO/RLO	RLO,WMO	-do-
6	Retired Category	Respective CCA	CCA will verify the bills of the retired DoT pensioners of the respective circle and make payment.

It is also requested to kindly the reports to this office through e mail id [adgrbsnl@gmail.com](mailto:adgrbsnl@gmail.com).for further submission to competent authority.

This issues with the approval of competent authority.

  
**(Sagare S.S.)**  
**DGM (CS-CSC&RN)**

**Encls: A/S/A**

**Copy To:**

1. DDG (PHP), DoT for information please.
2. CGM (ITPC), BSNL

O/o GM (CS-CSC&RNR.N.)  
BSB, Janpath,  
New Delhi 110001



No. BSNLCO-COMN/11(26)/2/2020-CS\_CSC n RN-CFA

Dated 25.10.2021

To

All Chief General Managers,  
Bharat Sanchar Nigam Limited,  
Telecom Circles / Telephone Districts.

Reminder 1


**Subject: Verification of claims of BSNL for service telecom facilities provided to DoT offices, officers/officials- regarding.**

Kindly refer even letter dated 24.08.2021, vide which two DoT letters no. 32-2/2020-PHP dated 19.08.2021 were enclosed. Vide this letter, it was requested,

1. To nominate a member not below the rank of DGM in a committee being formed by respective CCAs for verification of telecom service connection bills of BSNL w.e.f 01.10.2000 to 31.03.2020 in r/o telecom services provided to DoT offices, officers/officials residences (working/retired) currently pending for payment with DOT.
2. For claiming and receiving the payments of such bills w.e.f .01.04.2020 onwards with the coordination of respective CCA as given in the table.

In this regard, no report has been provided by your circle till date. Therefore, all the CGMs are again requested to kindly take necessary action in this regard and monthly report needs to be provided as per attached sheet for point no. 1 above on email id [adgrdbsnl@gmail.com](mailto:adgrdbsnl@gmail.com) for further submission to competent authority.

This issues with the approval of competent authority.

  
(Anand Khare)  
PGM (CS-CSC&RN) 25/10/21

Encls: A/S/A

Copy To:

1. CGM, ITPC for providing category wise bills to circles.
2. Sr. GM (Fin-CFA), BSNL CO for information please.

Regd. & Corporate Office Bharat Sanchar Bhawan, Janpath , New Delhi – 110001.

Website: [www.bsnl.in](http://www.bsnl.in)