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

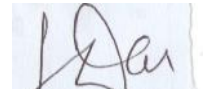
No. 3-4/2017-R&C [CFA]

Dated: 13-12-2017

**Circular R&C-CFA No.196/17-18**

**Sub: - Replacement of Instrument Free of cost for existing customers-regarding.**

1. The Competent Authority on recommendation of Tariff Committee-CFA has decided for replacement of instrument free of cost by CLIP instrument subject to following conditions:
  - (i) ***New CLIP Instrument may be provided free of cost to customers, who has paid last six months bill for Landline/Combo connection with total amount of Rs.3600/- or above & having Landline for last three years.***
  - (ii) ***On receipt of written request from the customers, commercial officer shall issue OB in CDR system for replacement of instrument to the customer at zero cost after verifying the paid bill amount of last six months & date of opening of connection to verify that connection working since last three years.***
  - (iii) ***CLIP instrument to such customers shall not be changed free of cost again before three years from the date of change of CLIP instrument.***
2. The Circles should ensure to comply with all regulatory requirements.
3. The above instructions shall be effective ***from 18-12-2017 on PAN India basis.***
4. The circular is issued based on approval of the competent authority in PDP-CFA unit file No.8-57/PDP-CFA/2015-16 for any clarification /correspondence in respect of aforesaid scheme, matter may be taken up with PDP-CFA unit of BSNL CO New Delhi. Phone No.011-23322692.

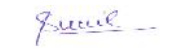
  
AGM (T&C) CFA

To

**ALL Heads of Telecom Circle/Metro Telephone districts.**

**Copy for information to: -**

1. CMD, BSNL.
2. Directors (CFA / CM / ENT / HR / FIN) on BSNLs Board.
3. Executive Director (Finance/CA/CN/NB), BSNL.
4. PGM (Regulation), BSNL CO, New Delhi- for necessary action.
5. All Tariff committee members [PGM (NWP-CFA)/GM (NWP-BB/(PDP-CFA)/Sr.GM (Finance-CFA)], BSNL CO.
6. Sr.GM (CIT), CO BSNL - for placement on BSNL Website.
7. GM (NWP-BB/PDP)-CFA, CO BSNL w.r.t case mark: 8-57/PDP-CFA/2015-16 Tariff carrying the approval of the Competent Authority in the matter. It is requested that necessary action may be taken regarding website updation.
8. AD OL for Hindi version.
9. CGM (ITPC), Pune for necessary changes in CDR/billing systems.
10. CGM (BBNW), BSNL, CTS Compound, Netaji Nagar, New Delhi-23.
11. GM (BBNW), Bangalore NOC, East Telephone Exchange Building, Lazar Road, Near Bangalore east Rly Station Bangalore.
12. Director General P&T Audit, Shyam Nath Marg, Near Old Secretariat, Delhi-110 054.
13. Secretary, TRAI-for information pleases.
14. Guard File.

  
DM (T&C) CFA