



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001

Circle President
George Varghese
DGM, Ernakulam
Mob: 9447162900

Circle Secretary
Jithesh.K.P
SDE, Kannur
Mob: 9447707475

Circle Treasurer
Suneer.S
AO, Circle Office
Mob: 9447341693

No.SNEA/Kerala/2018-19/II/122 dated at TVM the 29th July 2020

To

Sh. C V Vinod,
Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram-33

Respected Sir,

Sub: Settlement of refund of deposit to the LL/GSM/WLL/Wimax customers through CTOPUP recharge

Ref: No.TR-I/1-170/2019-2020/105 Dtd 07.01.2020

Your kind attention is invited to the subject mentioned above. It is well known to all that due to the fall in revenue of BSNL, the security deposit of the closed land lines, Post-paid Mobile, WLL and WiMax connections are not being refunded to the customers for the last few years. Since there is no separate fund available for refund, the same situation may continue for some more years. Field officers are repeatedly complaining that CSCs and TRAs at BAs are flooded with such complaints even in this pandemic situation. It is a matter of grave concern that ultimately the image of BSNL is tarnishing among the public.

In this juncture Tamilnadu circle has introduced a new method of refunding the telephone deposit through CTOPUP recharge to the mobile number given by the customer vide under ref. The annexure attached describes the procedures to be followed while implementation. This practice seems to be beneficial to BSNL as most of our Land line customers do use BSNL mobile numbers and may opt the offer which will help to clear this huge liability of BSNL. We may offer bundled SIM, if the customer doesn't have BSNL mobile.

Hence it is requested that refund cases pending may be settled through recharging the mobile number/numbers of the customer/nominee/legal heir through CTOPUP with an amount equivalent to refund as practiced in Tamilnadu circle as an interim measure till the financial condition of BSNL is improved.

Thanking You,

Sincerely Yours

Jithesh K P

CS, SNEA Kerala Circle