Sales & Marketing-CM 219, Eastern court Corporate Office, New Delhi-1 Tel No 23326544, Fax 23326545 ddg_sales@bsnl.co.in



No.32-3/2013-14/S&M-CM

Date: 28.11.2013

To
The Chief General Managers,
All Telecom Circles/Metro Districts,
BSNL

Subject: Using common CAF for all CM Products.

It was learnt that different circles were using different CAF formats for various products. It was also reported that CAF being used was quite lengthy and was not customer friendly. The issue was also raised in various meetings in corporate office.

The matter has been examined in this office and it has been approved by competent authority that a uniform CAF format of single page as attached with this letter should be used in future (after exhausting available stock) by all circles. There is no change in Terms & Conditions to be printed on reverse side of CAF. The CDR version of modified CAF has been uploaded in download marketing section of intranet.

Circles are requested to take necessary in this regard.

Encl. - New CAF Format in PDF format

(Upendra Bakolia) Addl. GM(S&M) CM

Copy to:-

CMD / Director (CM) - for kind information please



BHARAT SANCHAR NIGAM LIMITED (A Govt. of India Enterprise) CUSTOMER APPLICATION FORM www.bsnl.co.in | Helpline 1800 180 1503

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