Department of Telecommunications
(TERM Wing)

No. 8-54/2016-TERM Dated: 12-/01/2017

To,

The DDsG
All TERM Cells

Subject: Clarification on the issue of levying of penalty in case of "other than monthly CAF verification"

Kindly take reference to the instructions issued by DoT HQ vide letter no. 800-20/2010-VAS dated 18.11.2010. In this regard, the following is clarified with immediate effect:

2. Financial penalty for the regular monthly 0.1% sample CAF audit (0.2% sample quarterly audit for J&K, NE & Assam) is to be calculated using prescribed graded penalty slabs as per instructions dated 24.12.2008 and subsequent clarifications on it vide letter no. 800-32/2011-VAS dated 26.04.2013.

3. Financial penalty for additional bulk samples of at-least 0.01% under "other than monthly CAF audit" is to be calculated using prescribed graded penalty slabs as per the instructions dated 18.11.2010 i.e considering the bulk sample CAF as sample size.

4. Financial penalty in case of individual complaint is to be calculated by adding these CAFs in the Monthly Sample Size.

5. Financial penalty for investigation of cases by extracting samples after analysis of database based on any input like, name/ father's name/ POI or POA number/ name or code of distributer or franchisee/ or any other parameter of database, is to be calculated by taking the sample size as the total customer database of the TSP on which the analysis was carried out.

This is issued with the approval of competent authority.

ADET (TERM-I)

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