

*Cheriyath Jyothi B.Sc., M.B.,B.S.,
theCloister, nr rockPark,
Venkode P.O., Thiruvananthapuram – 695028.*

No.info/11/2802028/3

October 31, 2011.

*REQUEST: RESTORE SERVICES ON PHONE No.472-2802028 WITH IMMEDIATE EFFECT
(ACCOUNT NO. 9027696381: CUSTOMER ID:4013847942)*

A. please restore all services available on my land line telephone no. 472-2802028 with immediate effect. The matter may be treated as most urgent.

B. This request is being made in the context of the recorded message I am getting from my home phone, no.472-2802028 that the line has been taken out of service due to non-payment of bill. That simply is not right.

I. What I can make out is that services to phone no.472-2802028 has been cut off on the pretext of not paying a sum of rs. 1305.81 vide “bill” no.o-120544380,06092011.

i) I have first hand information from your own staff in your accounts department that “bill” no.o-120544380,06092011 did not exist anywhere on your own computer system till as recently as the third week of october 2011. So there was no way I could have paid it before the due date of 27.9.2011.

ii) I came to know of the existence of “bill” no.o-120544380,06092011 from a document i received by post from your accounts officer on the 31st October 2011 (The envelope that carried the “bill” shows that it was posted on 2011.10.29). By this time the line has already been taken out of service for “non-payment” of “bill”.

The least one would expect is that I would be given reasonable time after presenting the bill to make payment; but you were in a desperate hurry to take the line out of service !

II. I have strong doubts about the genuinity of bill” no.o-120544380,06092011 for august 2011 copy of which, as received by me, is enclosed herewith.

i) “bill” no.o-120544380,06092011, does not have the customer ID or the account number; nor was

there an address in the print out - my name has been written in hand on it.

ii) As mentioned earlier, "bill" no.o-120544380,06092011, though supposed to be dated 06 september 2011, was not traceable anywhere on your own computer system at least, till as recently as the third week of october 2011.

Besides, I feel that "bill" no.o-120544380,06092011, is a highly inflated one. Incidentally all usage data for my account for august 2011 has been completely erased from your "selfcare" website – for obvious reasons ?

What I make out is that the document sent to me by post on 20111029 was probably concocted some time in late october 2011 to suit your convenience and could be a fake.

D. in the above context I find your taking my telephone no.472-2802028 "out of service due to non-payment of bill" completely unwarranted and highly irregular.

E. I would like to request you to kindly see reason and

I. restore the services to my home telephone no. 472-2802028 with immediate effect, and

II. allow me reasonable time after presenting the bill to pay any out-standings.

Enclosure :-

copies of

a. document vide para B. II. , and

b. my letter No.info/11/03 of October 22, 2011 to the accounts offr bsnl

(C. Jyothi)

to

the accounts officer (TR-1))

BSNL telecom district,

thiruvananthapuram

copy to -

the princiapal general manager,

thiruvananthapuram telecom, - for information

trivandrum - 695001

viceman verses

