

O/o Sr. GM (Finance)- Enterprise  
Corporate Office, Bharat Sanchar  
Bhawan, H.C. Mathur Lane ,Janpath,  
New Delhi-01  
Tel. No. : 23320090, Fax: 23329125



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

No. 28-16/2017-RM/2017/Discount/Ent.(Fin.)/

Dated: ०९ .08.2017

To

The Chief General Manager Telecom,  
All Territorial Telecom Circles/Metro Districts/STP & NTR  
ITPC Pune, BSNL.

**Sub.: Introduction of Discount & Incentive Scheme for realization of old outstanding of Closed Connections in respect of Leased Circuits.**

BSNL Management Committee of the Board vide item No. 330.04 in their 330<sup>th</sup> meeting held on 28<sup>th</sup> July, 2017, as conveyed vide letter no. BSNL/SECTT/EXTRACT/330/MCB/04 dated 2<sup>nd</sup> August, 2017 by CS. & CGM. (Legal), CO, BSNL, has discussed and approved the proposal of **discount scheme to customers & incentive scheme to BSNL Staff for realization of old outstanding dues of closed connections of private category in respect of Leased Circuits**

Accordingly approval of the Management Committee of BSNL Board is hereby conveyed to all heads of circles for discount scheme to customers & incentive scheme to BSNL staff for realization of old outstanding dues of closed connection from private category customers in respect of leased circuits. All concerned circles are requested to take immediate action in this regard as follows:

**(A) Discount Scheme - Discount Scheme for realization of Outstanding dues of Leased Circuits closed connections:**

The feature of the Discount Scheme may be as under:-

- (i) This discount scheme shall be applicable for more than 3 years old outstanding to all closed/ex-customer (defaulter) of Leased Circuit connections of Private category customers **excluding Central Govt. Departments, State Govt. Departments/ State and Central PSUs & Local Bodies.**

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The detailed breakup of >3 years old O/s and period against closed connections of leased circuit is tabled below.

Age of O/s as on 31.03.2017	Bill Period	Total O/s. (Closed + Working) as on 31.03.17	₹Crore	
			If Circuit re-connect	If Circuit Not re-connect
>3 to 5 ears	01.04.12 to 31.03.14	163.44	35%	25%
5 to10 Years	01.04.07 to 31.03.12	149.12	45%	40%
>10 Years	Up to 31.03.2007	95.21	50%	45%

Circle-wise/year-wise break-up of the outstanding dues may be obtained from the leased circuits SLR for the month of March 2017.

- (ii) **CGMs are empowered to give +5% discount over and above this on case to case basis depending on prospect of realization of O/s and reconnection of the leased circuits.**
- (iii) **The scheme is launched for a limited period with immediate effect up to 31.03.2018.**
- (iv) Wide publicity should be given to the scheme prior to its launch so that the attention of maximum number of defaulter get attracted.
- (v) While publicizing the scheme, specific mention should be made about the date of launch of scheme and its periodicity. It may also be mentioned in the advertisements that the relief being allowed through the scheme is a onetime measure only.
- (vi) In case the defaulters against whom Court cases are pending come forward to avail the scheme, the same can be allowed as an out of Court settlement but such Court cases shall be withdrawn only after the outstanding dues are fully settled under the scheme.
- (vii) The cases getting settled under the discount scheme due to efforts of the staff in persuading the defaulters shall be accounted for under the discount scheme only.

**(B) Incentive Scheme - Incentive Scheme for Staff & Executives for recovery of leased circuits outstanding in respect of closed connections of Private Category:-**

Apart from above, for more than 1 Year old outstanding of closed Leased Circuits, the incentive scheme for staff & executives for recovery of leased circuits outstanding in respect of closed connections is also introduced on the same pattern of Landline including WLL and CMTS services with the incentive rates as follow:-

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Sl	Age of outstanding dues	Billing Period	Incentive payable to Staff	
			With LC reconnection	Without LC reconnection
1	Up to one year old	01.04.16 to Till date	Nil	Nil
2	> 1 year to 3 years old	01.04.14to 31.03.16	10%	5%
3	More than 3 years old	Prior to 31.03.2014	15%	10%

The other features of the scheme and conditions for grant of incentive are as follows:-


- (i) The incentive shall apply to closed Leased Circuit connections of private category customers only. The Head of SSA in consultation with IFA may deploy any category of suitable staff from the different stream available in BSNL from line staff to STS who are found suitable for the work of recoveries and are able to give result in the recovery of outstanding. (For example-CAOs, AOs, JAOs and other staff in TRA section come directly in contact with customers and are often able to convince the customers in case of doubt about the veracity of bill). It is left to discretion of head of SSA and IFA to distribute the amount of incentive among officials who contribute to the realization of outstanding till they are wiped out from the outstanding list.
- (ii) **The scheme is launched for a limited period with immediate effect up to 31.03.2018.**
- (iii) To encourage more recoveries there will be no ceiling on total amount that can be granted to an Individual. Incentive may be distributed among all persons contributing to the recovery for that particular case.
- (iv) In case of recovery is made through cheque, the incentive amount will be payable only after realization of cheque.
- (v) The incentive will not be admissible in case the outstanding are reduced by adjustment of the amount under deposits/excess payment at the credit of the defaulter.
- (vi) The staff to whom the incentive is granted will not be entitled to any other payment such as OTA/honorarium etc. for the same purpose.
- (vii) The age of outstanding dues shall be determined with reference to the date of bill and date of receipt of payment.
- (viii) **This incentive scheme shall be applicable to all closed/ex-customer (defaulter) of Leased Circuit connections of Private category customers excluding Central Govt. Departments, State Govt. Departments/ State and Central PSUs & Local Bodies.**

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Heads of Circles are requested to give wide publicity to these schemes among the SSAs and staff to ensure success of schemes and speedy recovery of old outstanding dues. The effectiveness of the schemes may be watched by the Internal Financial Advisor at circle level by a systematic review of the exiting outstanding and the clearance thereof under the incentive scheme. The result of such review may be intimated to this office through email at ID: [ebfinancecobsnl@gmail.com](mailto:ebfinancecobsnl@gmail.com) latest by 15.10.2017 for further appraisal to Management Committee of the BSNL Board besides sending a hard copy thereof in the following format:-

₹ Lakh

Sl	No. of cases settled	Amount realized	Discount granted	Amount of incentive paid	Total amount Settled (Year wise)	
					Year	Amount
1						
2						

  
9/8/12

(P.C. Bhatt)

Sr. G.M. (Fin.)-Ent.

**Copy to:**

1. CMD, BSNL, New Delhi.
2. All Directors BSNL Board, Corporate Office, New Delhi.
3. All Executive Directors, BSNL, Corporate Office, New Delhi.
4. All PGMs, Sr. GMs, GMs, BSNL, Corporate Office, New Delhi.
5. Asstt. C&AG (Comm), 10-Bahadur Shah Zaffar Marg, New Delhi-110002.
6. G.M. (Finance-Corporate Accounts) & GM (Finance- Taxation), BSNL Corporate Office, New Delhi with request to kindly issue suitable Accounting Guidelines in this regard, in conformity with GST rules and other audit & statutory obligations.