

Connecting India

IndiaBroadband²⁰⁰⁷
Linking India >>>

BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Corporate Office (Revenue Management Branch - CFA)
2nd floor, Room No. 216, Eastern Court, Janpath,
NEW DELHI-110 001

No. 2-2/2011-BSNL/TR (Pt.)

Dated: ^{9th December} ~~November~~ 2011

To

1. All Heads of Circles/Metro Telephone Districts
2. CGM, ITPC, Pune
Bharat Sanchar Nigam Limited.

Subject: - Revision of time period for permanent closure of telephone connections after disconnection due to non-payment.

The provisions regarding closure of telephones which are Disconnected due to Non Payment (DNP) as contained in P&T manual Vol (XIV) Rule 167 (C), have been under review in this office and accordingly, suggestions for extension of this time limit from 90 to 180 days were invited from all the Circles through letter of even No. dated 26-09-2011. Based on the inputs received and in view of current declining demand for BSNL landline services, it has been decided to extend this time limit of 90 days to 180 days from the date of DNP, i.e. date of barring of outgoing facility. In case of telephones which are under tariff scheme of incoming facility only, the limit will be 180 days from the date of barring of incoming facility due to non payment.

ITPC must ensure implementation of this modification in the CDR based billing system or any other retail billing system being maintained/supported by them. All Heads of Circles (HoCs) must ensure to get the said change implemented in the manual / legacy billing system(s), i.e. Trichur / DoTsoft / CSMS etc. , and in no case should such a telephone be continued in the system or records as a disconnected telephone beyond a period of 180 days from date of Disconnection due to Non Payment (DNP). Any deviation in this regard, if noticed should be viewed seriously by the HOCs and responsibility fixed.

Reference is also invited to instructions issued vide Letter No 17-1/82-TR dated 26/07/1984 which describes the actions to be taken by various functionaries after issue of such closure advice notes. It is to be noted that after implementation of Centralized IT based Billing & Customer care system for BSNL landline services, the following process should be followed:

- I. **Issue of Closure Advice Notes:** All connections that remain disconnected for 180 days or more, should be identified and advised for closure to corresponding field officer IMMEDIATELY.
- II. **Action by field officer(s) :** The field officer should take necessary action for closure of connection including recovery of instruments or other recoverable assets of the company provided to customers as part of the services offered. The execution information should be updated within one week from the date of issue of such advice.
- III. **Action by TRA** The main purpose for extending the time for permanent closure of telephones as mentioned above is to have more time available for exploring the possibility of bringing back the customer to BSNL's fold before permanently closing a connection. Every effort should be made by the field units for causing **recovery** of outstanding dues and **retention / regaining** of

customers during this period, so that the declining trend in the landline connection and revenue is stopped / controlled.

- IV. **Issue of Instructions by Circles**: In this regard it is reiterated that necessary instructions be issued to all concerned by HoCs, that Outstanding list of Closed / Disconnected telephone numbers be drawn exchange wise and pursue the subscribers with an objective of re joining / retention with BSNL. Detailed executive instructions be issued to field units IMMEDIATELY under intimation to this office.

This issues with the approval of competent authority.

ewemo
09.12.2011
(G. P. Verma)
G.M. (Finance)-CFA

Copy for information to:

1. CMD, BSNL.
2. All Directors on BSNL Board.
3. Executive Director (Finance), COBSNL.