

Revenue Management-CM Section
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No. 2-37/2012/RM-CM/BSNL

Dated: 07-01-2015

To

The Chief General Manager BSNL,
Maharashtra/Madhya Pradesh/Gujarat/Chhattisgarh Telecom Circles.

Sub: Reconnection of permanent disconnected GSM (post-paid) connections without clearance of outstanding dues -reg.

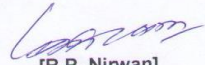
I A Cell had conducted IA inspection of O/o GM CMTS WZBC in February, 2014. During inspection, IA Cell observed that:

Many GSM connections, which have been permanent disconnected, have been reconnected by the field units without clearance of the outstanding dues. While doing so, the field units forgot to do pure process in the absence of which these numbers are not coming under OG/IC barring process in the next billing cycle.

In reply of above, the CMTS WZBC has submitted that:

It has been observed that many accounts have been reconnected after permanent disconnected without clearing the past outstanding dues. Some of the numbers have even been converted into pre-paid. All such numbers are in collection with all events (OG, IC and PD) completed. As a result the same won't come in collection again. The concerned SSA officials will be wholly responsible for such wrong reconnection. The intimation has already been given to circles/SSA to stop such unauthorized action and recover the outstanding dues accumulated against such account without delay.

In view of above you are requested to take suitable action against such unauthorized reconnection and issue suitable instructions to stop such type of occurrences in future. You are also requested to follow the instructions issued time to time by BSNL Corporate Office New Delhi strictly in respect of disconnection and reconnection.



[R.P. Nirwan]
DGM (RM)-CM

Copy to:

GM CMTS West Zonal Billing Centre, Pune.