

No. 2-3/2012-BSNL/TR

Dated: 1st Nov, 2012

To

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


Subject: - Responsibilities of Accounts Officer (TR) consequent upon implementation of CDR Billing and Accounting System in BSNL.

Consequent upon implementation of CDR Billing and Accounting system in Landline segment in all the SSAs of BSNL across the country, the role and responsibility of Accounts Officer (TR) in the BSNL SSAs shall be as follows, in so far as CDR Billing and Accounting is concerned:

Accounts Officer (TR) shall be responsible to:

1. Download bill print file from FTP server and send the bill print file to printer.
2. Get the bills printed in time.
3. Dispatch printed bills.
4. Attend customer complaints regarding billing, settle billing related complaints as per norms prescribed by TRAI.
5. Pass adjustments (Credit/Debit) to customer bills for resolution of customer complaints.
6. Monitor payment collection from all offline and online channels, update payment in CDR data base and reconcile payments received with respect to SLR reports.
7. Take action on discrepancies in the customer data, tariff plan as and when brought to notice through RA and FMs reports.
8. Monitor Dunning activities carried by CDR data centres in respect of the concerned SSA for which dunning falls due. Study effectiveness and propose changes if required.
9. Monitor disconnection and reconnection activity-especially for failed dunning orders, in coordination with switch in charge and data centre staff.
10. Approve (after examination) the work orders received in box of AOTR regarding refunds, additional deposits, and VIP disconnection orders.
11. Pursue Defaulters for recovery of outstanding dues and initiate the process of Write off of irrecoverable revenue after observing the prescribed procedure.
12. Account for revenue in the books of accounts of SSA, based on the SLR reports and Trial Balance generated by CDR data centre.
13. Take necessary action to achieve the collection efficiency targets assigned by BSNL Corporate Office/Circle office etc.

This issue with the approval of Competent Authority.



(G. P. Verma)
GM (Finance) - CFA

Copy for information to:-

1. CMD, BSNL
2. All Directors, BSNL Board.
3. E.D. (Finance), CO BSNL ND.
4. Sr. GM (IT-CFA), CO BSNL ND.
5. GM (Finance) CM/EB/NB/RA&TP, CO BSNL ND.