



No. 4-31/2019-20/BSNL-TR/Post VRS arrangement

Date: 23rd April, 2020.

To

1. CGM, ITPC, BSNL, Pune
2. Heads of all Circles & Metro TDs, BSNL
3. IFAs of all Circles & Metro TDs, BSNL

Sub: Centralized TR activities in post-VRS scenario.

To streamline the existing TR activities after bulk voluntary retirement of officers/officials under BSNL Voluntary Retirement Scheme, 2019, it has been decided by BSNL Management to centralize / reorganise TR activities of all verticals as below for optimum utilization of available manpower after VRS, without diluting the efficacy of billing and collection mechanism of BSNL:

S. No.	Items of work	Post-VRS working method / arrangement
1	Bill printing	1. 'Go Green' options are to be maximized to minimize volume of bill printing. 2. Centralized bill printing is to be done at circle/zonal level, preferably using outsource model.
2	Bill dispatch	Circle will organize logistics for delivery of bills to customers. Bill printing and dispatch should be carried out preferably by same agency to avoid delay.
3	Collection at counters & Post Offices	This activity is SSA/BA-centric. Soft copies of payment particulars from Post Offices are to be used for updating in PMS at SSA level. Later on, we may centralize it.
4	Billing complaints redressal	1. The customer can lodge complaints at call centre or may physically come to CSCs. 2. At CSCs, there should be no executive level (first) interface with public. A well groomed and trained front desk staff should be designated as contact point at CSC wherever required. CSC outsourcing policy has already been issued and can be harnessed suitably. 3. At each CSC, there should be a phone line made available for accessing call centres. 4. This front desk staff should be equipped to respond to common queries related to commercial & TR matters, and should be enabled to raise a docket in the system. 5. A team of suitable number of officers/officials is to be deployed centrally at circle level for redressal of complaints. 6. An on-line mechanism for registering all complaints received manually/ electronically / call centre etc. needs to be maintained for uniformity and central disposal at Circle level.
5	Credit Limit Monitoring	Credit Limit Monitoring needs to be done at circle level based on the reports received from data centres.

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S. No.	Items of work	Post-VRS working method / arrangement
6	Sub-ledger preparation	Historically, Sub-ledger is utilized for monitoring of outstanding, collection efficiency, ARPU, deposit receivables at BA level. It was also tool for revenue recognition in the books of accounts. With the implementation of CDR systems, Trial Balance is being generated from the CDR which is to be used for revenue recognition and accounting. Regarding outstanding management, Web-based Sub-ledger has already been created based on CDR system data. Hence, Sub-ledger for CFA & EB services in foxpro system can be dispensed with. All revenue figures to be communicated to any authority outside BSNL need to be given by Corporate Accounts section using ERP figure. TR section of the Corporate Office will prepare the Sub-ledger in the existing format using Web-based Sub-ledger. However, circles are expected also to prepare Sub-ledger and monitor recovery using Web-based Sub-ledger.
7	Recovery / pursuit	CIS (Customer Interaction System) developed by Punjab Circle is to be implemented & followed by all circles. Circle level TR team will work on it. However, in-house mechanism / agency hiring for contacting the subscribers needs to be developed by reviewing the availability of staff in the circle. Possibility of utilizing factoring services, post-incoming barring, needs to be explored by circles.
8	LBM / HPC	The work is to be done centrally at Circle level using software tool, preferably CIS. Existing procedures may be reviewed accordingly.
9	Notices	CIS tool is to be used for issuing notices. Activities of issuing legal notice and notices for Lok Adalat and Telephone Adalat may be kept at SSA level.
10	Reports	All reports are to be generated and reviewed at Circle level.
11	IUC, Port, Infra, USO subsidy etc. - billing & realization	These works are to be done at Circle level only.
12	Sundry Debtors reconciliation	Circle TR team will perform this activity.
13	Revenue accounting (feeding to Trial Balance)	This can be done by Circle team. Circle team needs to do booking and accounting of revenue in SSA / BA books.
14	Issue of duplicate bill	It is to be handled at SSA level. Go-Green options are to be maximized.
15	Facing TR audit matters	Circle TR team will perform these activities.
16	GST matters on TR billing	Circle TR team will deal this matter.
17	Billing & Accounting for NMEICT & Govt. Projects (NOFN/BharatNet, LWE etc.)	Circle TR team will perform these activities.
18	Enrollment of customers under NACH	TR team of Circle / BA / SSA will perform this activity.

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S. No.	Items of work	Post-VRS working method / arrangement
19	ES billing and handling EB Customers	Circle TR team will handle it with the help of call centre.
20	Giving credit for rent rebate, wrong billing etc to customers	Circle TR team will perform these activities. However, rent rebate work may be kept at SSA level keeping in view the present position of fund availability.
21	TR Refunds	Refund work may be kept at SSA level keeping in view the present position of fund availability. The refund has to be done through direct transfer to bank account only.

All Circle IFAs are requested to take special initiative to implement and utilize CIS (Customer Interaction System) duly mapping officers / officials for each and every activity therein, to ensure efficient outstanding monitoring mechanism and improve cash inflow.

Further, all Circle IFAs are requested to send confirmation on implementation of above-mentioned procedures including CIS (Customer Interaction System) to email id dgmfinca@gmail.com positively.

This has the approval of the competent authority.


(P. D. Chirania)
Sr. GM (Finance)-CFA

Copy for kind information to :

1. CMD, BSNL.
2. Director (Finance), Director (HR), Director (CFA), Director (CM) & Director (EB) - BSNL Board.
3. All PGMs / Sr. GMs / GMs, CO, BSNL.