



No. DGM(O)/CBT/CAF/ /2011-12/69.

Dated the 6-2-2012.

To:
All Heads of SSAs.
Tamil Nadu Circle.

Sub: Address pending cases – Regarding.

Kindly refer to the various communications issued from this office through letters and e-mails on the need of making data entry of address pending cases in the Sancharsoft to avoid penalties likely to be imposed by the TERM CELL.

As per H/Q orders and TERM cell guidelines, any number working without Address and CAF is liable for a penalty of Rupees 50,000 and any number working without proper identity proof and Address proof is liable for a penalty of Rs 1000/-. The penalty will be imposed on the field units concerned.

Despite sincere efforts by the operation wing, there is no appreciable reduction in the number of address entry pending cases.

In order to help the field CAF Managers make address entries, a separate Web based module has already been introduced by the Sancharsoft Team, Coimbatore. In spite of these efforts by the Sancharsoft team, field units do not make use of this tool to reduce the address pending cases.

In order to clear all the address entry pending cases, the following procedure is going to be implemented.

- **Franchisee wise address pending cases for activations up to 31-12- 2011, list will be uploaded in the Tamilnadu BSNL Intranet Portal immediately. Field units are requested to send the lists to the Franchisees concerned.**
- **20 days' time will be given to complete the data entry.**
- **Every day, Franchisees have to make data entry for atleast 1/20th of the pending cases to continue the activations.**
- **Otherwise SMS activations will be barred. For e.g. if 2500 cases are pending against a franchisee, he should do data entry for 125 or 150 cases every day. If the data entry count is less than 125 , the SMS based activation will be stopped next day.**

..continued..

Connecting India



- **The same will be enabled only when he completes the pending entries.**
- **This is equally applicable for CSRs also.**
- **This process shall be completed by February end.**
- **In March, data entry is to be completed for the current activations.**
- **From April first onwards, no franchisee will be allowed activations, if he has any data entry/CAF verification pending for connections activated 21 days earlier from the current day.**

If Address entry pending for old cases (up to 30.09-2011) still continues after Feb 2012, then as per TERM cell guidelines, it is proposed to update the no address entries pending cases in Sancharsoft, with the address of the of SIM STOCK holder (respective Franchisee) thru' whom the sim was sold. This includes the retailer and sub franchisee in that Franchisee tree concerned .(i.e the address will be updated with main Franchisee address for retailer activations) .To start with, the SMS based activation is withdrawn to stop further accumulation .

Off- line tool is made available via front end of Sancharsoft to facilitate the Franchisees to make address entry for pending cases and facility is also made available to CSC/CAF Managers to make address entry for all numbers via regularisation menu from front end of Sancharsoft to avoid penalty by TERM cell.This facility is extended to all CSC in TN circle.

Care will be taken to avoid CAF commission to Franchisee if the address entry pending case pertains to that franchisee is made by any CSC via regularisation menu.

It is therefore requested that all concerned may kindly be informed of the above procedure and co-operation of field units is solicited to complete the entry of address pending cases to avoid penalties likely to be imposed by the TERM CELL for no address/CAF cases.

This is issued with approval of the competent authority.

Matter Most Urgent.

Deputy General Manager (NW-O-CM),
For Sr. G.M(NW-O-CM),
Coimbatore -641011.

Copy to:

1. CGM, BSNL, Tamil Nadu Circle, Chennai – for kind information.
2. GM(S&M)-CM, Tamil Nadu Circle, Chennai.600 006 – for information.

Connecting India