

सूचना प्रौद्योगिकी सेल  
Information Technology Cell  
मुख्य महाप्रबंधक का कार्यालय,  
O/o Chief General Manager  
तमिलनाडु दूरसंचार परिमंडल  
Tamilnadu Telecom Circle  
चेन्नई /Chennai – 600 002



भारत संचार निगम लिमिटेड  
(भारत सरकार का उद्यम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Government of India Enterprise)  
BSNL 3G ))) BSNL LIVE  
Faster than your thoughts 2010

**No. IT/C106-1/CDR project/ 2012-13/**

**19th June 2013**

**To**

All Head of SSA,  
BSNL,  
TamilNadu Circle.

**Sub:** Automatic disconnection of VIP category in CDR system - reg

**Ref:** 1. CO.Ir.No. 11-2/2012-CDR/IT-CFA/Vol.IV dated 20/05/2013

2. ITPC. Letter No.Sr.GM-DC/Hyd/Dunning/13-14/15 dated 21st May 2013.

With reference to the above cited letters regarding automatic disconnection of VIP connections, the VIP numbers disconnection will start on 30<sup>th</sup> June,2013 (ie invoice date starting from 5/5/2013 +55 days as per guide lines of CFA-finance wing of BSNL CO), if the OS is due for more than 55 days or as and when the OS becomes due for more than 55 days on a subsequent day.

The status of outstanding dues (OS greater than Rs.200/-) as on date for bills issued prior to May 2013 is given in the Annexure.(SSA wise count). The total count is 804 and the outstanding amount is Rs.52,50,154/-.Complete details are available in the dunning portal.

It may please be noted that the VIP dunning list consists of important customers from organizations like police, judiciary, local bodies, state and central Govt. department etc.

So once again it is requested to take necessary actions for the recovery of the OS dues from concerned VIP customers and avoid inconvenience and disconnection of services on their telephone numbers, as the automatic dunning is scheduled to start from 30<sup>th</sup> June, 2013 onwards.

Encl: as above

---signed--

**General Manager (BP and IT),**

O/o CGMT, Chennai-2.

Copy to:

1. GM (TR), Circle Office, Chennai-2 – for kind information.

## VIP count and OS status as on 19/06/2013

SSA_NAME	Count of phone_no	Sum of OS amount in Rs.
CBT	15	162150.07
CDL	10	94369.95
DPI	64	200029.91
ERD	29	91404.52
KKD	13	109832.09
KUM	58	501255.44
MDU	81	290577.96
NGC	61	363913.3
OTY	140	795837.79
PDY	27	399643.46
SLM	1	323.75
TNJ	62	643916.94
TRY	59	307451.77
TTN	34	136205.07
TVL	46	195227.67
VGR	88	927376.26
VLR	16	38638.9
Grand Total	<b>804</b>	<b>52,58,154.85</b>

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**BHARAT SANCHAR NIGAM LIMITED**  
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No. 11-2/2012-CDR/IT-CFA/Vol. IV

30.05.2013

To  
CGMs  
All Telecom Circles and Metro Districts

**Subject: - Implementation of automatic dunning for VIP category in CDR System - information and action by circles, regarding.**

1. As per CGM ITPC letter no. ITPC/CDR Project/CDRII/BSNL CO/2012-13/72 dated 19/04/2013 (Copy enclosed), the process for VIP customer dunning has been implemented in CDR System for the invoices which are generated on or after 5<sup>th</sup> May, 2013. However, the dunning for eligible VIP customers shall start after 30<sup>th</sup> June, 2013 (i.e. invoice date starting from 05.05.2013 + 55 days as per guidelines of CFA-Finance wing of BSNL CO).
2. ITPC has already been sent a detailed letter to all CGMs about the implementation of VIP dunning process in CDR system along with the present status of VIP customer count and associated outstanding amount so that recovery of outstanding dues can be ensured by the circles before automatic dunning starts.
3. You are requested to take necessary action for the recovery of the outstanding dues from concerned VIP customers and avoid inconvenience and disconnection of services on their telephone numbers, as the automatic dunning is scheduled to start from 30<sup>th</sup> June, 2013 onwards.

Encl: As above

  
20.5.13  
Deepak Garg  
Addl. GM(IT-CFA)

Copy to:

1. Director (CFA) for kind information please..
2. CGM ITPC Pune
3. GM (Fin-CFA), BSNL CO

General Manager(DC),  
IT Project Circle, Data Centre,HD,  
Telephone Exchange Building,  
O.U. Campus, Jamai Osmania,  
Hyderabad – 500 007  
Ph.:91-40-27072277 FAX 40-27073399  
E-mail: [vbs@bsnl.co.in](mailto:vbs@bsnl.co.in)



**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**V.BALASUBRAHMANYAM**  
G.M.(DC) ITPC,HD

No.ITPC/Sr.GM-DC/Hyd/Dunning/13-14/15

Dated: 21<sup>st</sup> May, 2013

To  
CGM  
AP/TN/KTK/KL/CN circles

**Sub:** Implementation of automatic dunning for VIP category in CDR System..reg.  
**Ref:** 1.ITPC/Sr.GM-DC/Hyd/Dunning/13-14/7 of 2<sup>nd</sup> May, 2013  
2.ITPC/Sr.GM-DC/Hyd/Dunning/13-14/13 of 15<sup>th</sup> May 2013.  
3.Corp letter no. 11-2/2012-CDR/IT-CFA/Vol.iv of 20.05.2013.

With reference to above letters and the latest letter from Corporate office as referred in S.No 3 above , it is to inform you that

1. The process for Automatic VIP customer dunning will be implemented in CDR Systems for the invoices which are generated on or after 5<sup>th</sup> May, 2013. The dunning for eligible VIP customers will start after 30<sup>th</sup> June 2013 (Bill dt. 5.5.2013+55 days) as per Corporate office orders (and **not on 27<sup>th</sup> May 2013** as mentioned in referred letters 1 & 2 above).
2. The status of outstanding dues (OS greater than Rs.200) as on date for bills issued prior to May 2013 is as follows:

CIRCLE	COUNT OF ACCOUNTS			COUNT OF SERVICES			SUM OF OUTSTANDING AMOUNT IN RS.		
	as on 1st May	as on 15th may	as on 21st may	as on 1st May	as on 15th may	as on 21st may	as on 1st May	as on 15th may	as on 21st may
AP	10613	5521	3685	11550	6128	4158	32551676	20053841	13869701
CN	53	31	31	53	31	31	665444	511892	510275
KL	2066	1449	1117	2091	1471	1138	6561991	5297718	3657259
KT	7757	2540	1963	8558	2700	2097	26173480	10732977	8951640
TN	2766	2589	1567	2981	2786	1676	17177369	15864090	11154304
<b>TOTAL</b>	<b>23256</b>	<b>12130</b>	<b>8363</b>	<b>25234</b>	<b>13116</b>	<b>9100</b>	<b>83129960</b>	<b>52460518</b>	<b>38143179</b>

Complete details of outstanding is also available in the Dunning Portal and is refreshed on daily basis.

For bills issued starting 5th May, 2013, the details of outstanding VIP customers will be extracted immediately after pay by date and sent to respective AO TRs Inbox in CRM as per number range. The list will be available in the **My assigned Request** → **My dunning activity** view of CRM . AO TRs have to pursue with the customers to clear the outstanding amount. On 55th day (ie.after 30th June, 2013) all the VIP telephones which have outstanding dues will be disconnected automatically.

As the VIP OS list contains many important customers like Police, Judiciary, State and Central Government, all out efforts may be taken for recovery of dues well in time to avoid inconvenience caused due to disconnection of these services.

It may please be noted that there will not be any extension of implementation date or effective date.



( V.BALASUBRAHMANYAM )  
G.M.(DC)ITPC,HYD.

Copy for information to:

CGM ITPC, Pune  
GM(F) ITPC, Pune  
GM(Fin)AP, TN, KER, KTK, CN  
Circle Coordinators