

O/o Chief General Manager, I.T. Project Circle
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IITPC

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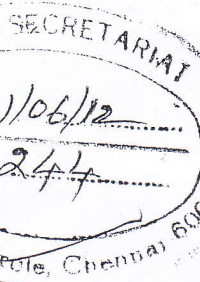


भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

117A
PA/CGM

IITPC/CDR project /BSNL CO/2012-13/25

Dated 31-05-2012



To,

The GM (Finance-CFA)
BSNL CO (Revenue Management Branch-CFA)
Janpath, New Delhi-110 001.

GM(OT)
GM(TR)

Subject: Review of policy for providing itemised call details to wire-line subscribers.

Ref: BSNL CO Ltr. No. 2-8/2008-BSNL/TR/ dated 26-4-2012.

Kindly refer to the letter cited under reference above wherein guidelines for providing itemised call details to wire-line subscribers were issued .

The parawise reply /comments are furnished for your reference please .

1. Practice of **printing of call details by default** (if followed by any unit) in the bills to customers, will be discontinued **w.e.f. 1st May , 2012.**

IITPC comment : It is being implemented for bills of usage of May 2012 and onwards .

2. Customer will be provided STD (including 180 seconds pulse rate calls) and ISD call details **free of cost**, after obtaining written request from customer by CSR, or CO or AO (TR) of the Area, and authorization from the Commercial Officer who will make such authorization after signature matching verification.

IITPC comment : CDR system is already configured to facilitate provision of STD call details (including 180 seconds pulse rate calls) and ISD call details free of cost . Detailed procedure for handling such is known to SSA staff . However procedure document is being shared with Circles /SSAs .

3. In case customer gives written request for providing details of local calls also, the same shall be **provided on charge basis @ Rs.25/- (rupees twenty five) per telephone connection per bill.** The written request can be made by the customer to CSR/Commercial Officer or Account Officer (TR) of the Area, the same will be authorized by the Commercial Officer who will make such authorization after signature matching verification.

IITPC comment : CDR system being account based system can facilitate provision of local call details on charge basis at account level only . Accordingly system has been configured to charge @Rs 25 /- (rupees twenty five) per customer account basis (instead of per telephone connection per bill) in case customer opts to get local call details on regular basis. However , request for providing local call details on one time basis has to be handled by SSA staff by downloading the same from CRM of CDR system and charges can be collected though next bill by putting debit adjustment

4. The STD call details can be down loaded free of cost by the customer from web self care portal of BSNL.

IITPC comment : Yes , it is feasible to download call details (all type STD/ISD/LOCAL) from web self care of CDR system .

Regd & Corporate Office : Bharat Sanchar Bhavan, Harish Chandra Mathur Lane-14B, Janpath, New Delhi-110 001
Website: www.bsnl.co.in

Document to all SSA
Le STD (TR)
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5. ITPC will develop a work-flow in this regard in all billing systems including CDR system so that Commercial Officer/CSR/Account Officer(TR) on receipt of written request from the customer for provision of call details can generate request in billing/CRM SYSTEM AND Commercial Officer shall be able to authorize the same after due verification etc. The CSR/CO/AO(TR) on receipt of authorization shall provide the call details to customer against written request received earlier.

ITPC comment : Present workflow available in CDR system facilitates registration of customer request for provision of detail calls in CRM . However , requirement of authorisation by commercial officer has to be handled by SSA staff on manual basis.

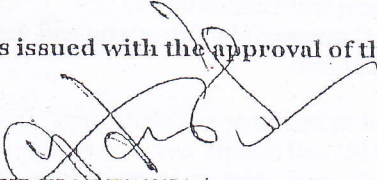
6. ITPC will also develop software patch in all accounting systems to debit the charges in customers billing account as per point 3 above.

ITPC comment : Already covered in para (3) comment .

7. All other necessary provisions for above shall be ensured in IT systems by the ITPC Pune.

ITPC comment : It is proposed to utilise existing provision in CDR system as explained above to avoid any expenditure on software development by SIs of CDR Project .

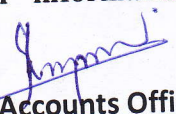
This is issued with the approval of the competent authority.


/ATUL KARELIYA/
Dy. General Manager (IT-III)
IT Project Circle ,Pune

- Copy : 1)The CGMs Telecom BSNL territorial circle with a request to give intimation to BSNL customer through suitable message in telephone bill .
2)The Sr. GM DC South /East /North /West zone with request to implement the guidelines in consultation with Circles/SSAs. || *

Endt No TR-1/1-170/CDR Billing Instructions/ 2012-13/13 dated @ Chennai-2 the 08-06-2012

Forwarded to
PGMs/GMs/IFAs/DGM(TR)s of all SSAs in Tamil Nadu Circle for information and
necessary action please.


Chief Accounts Officer(TR)
O/o CGM BSNL T N Circle,
Chennai-600 002.