

**Tamilnadu Telecom Circle**  
**Information Technology Cell**  
O/o CGMT Chennai – 600002.  
Tel: 044-28584888  
Fax: 044-28584545  
Mail to:

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

Lr.no.IT/106-1/CDR/2011-12 /23

Dated at Chennai-2 the 29.08.2011

TO,  
G.M. BSNL

----- SSA.

Sub : Facility for collection of payments at franchisee counters reg.

In Tamil Nadu Circle, during the DOTSOFT System regime, some SSA's were allowing collection of bill payment at franchisee counters even after Pay By Date. Since migration to CDR System, the same facility was not extended to franchisees after Pay By Date due to system constraint. This was a source of complaint from Franchisees and they raised this issue in every meeting.

To overcome this issue, it has been decided at circle level to extend access to franchisees to view and collect the bills through the intermediate server (located at Madurai) wherein the customer bill details would be uploaded periodically. Franchisees were given access to intermediate server located at Madurai for viewing customer bill details and collect the outstanding dues and give receipts as per the local arrangement. Madurai computer section has developed an application for this purpose.

As of now, franchisees located in Madurai, Tirunelveli, Tuticorin , Salem and Dharmapuri SSAs are accepting telephone bill payments, through bill view access provided through intermediate server located at Madurai since migration to CDR.

Reconnection will be automatic in CDR after the dues are cleared for the subscribers who make payments in CSC BSNL Counters. However, this cannot be ensured for the bills paid at franchisees counters(beyond pay by date cases) since there is no provision for immediate updating of the payment details in PMS system automatically.

Therefore, payment at franchisee counters(through intermediate server) were allowed only up to Pay By Date after CDR migration in order to avoid customer dissatisfaction .

It is intimated that remaining SSAs desiring to extend the above facility i.e. landline bill collections at franchisee premises, shall make necessary infra arrangements to the franchisees through intermediate server located at Madurai.

For detailed guidance Smt Jayalakshmi, SDE(Comp), Madurai (9486102380) and Shri Senthil, JTO (Comp)Madurai (9486102446) may be contacted please.



R.MALLIGA  
DGM (IT),  
O/O CGMT, TN Circle,  
Chennai-2.

Copy to ,

1. GM(S&M-CFA)/GM(S&M-CM) -----)
2. GM TR,O/o CGMT,TN Circle, Chennai-2 -----) For kind information pl.
3. Sr GM Madurai SSA -----)
4. GM (BP & IT), O/o CGMT, TN Circle ,Chennai -2-)