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

Lr.no. C102-9/CDR Project/2010-11/Pt dated at Chennai -2 the 25.1.2011.

TO

All SSAs Heads,
BSNL , TN CIRCLE.

**Sub: Payment of Landline bills at Franchisee counters
after migration to CDR Module -reg.**

In Tamil Nadu Circle, before migration to CDR, some SSA's were allowing bill payment at franchisee counters even after pay by date. Subsequent to CDR migration, there are some issues in the acceptance of bill payments at franchisees counters due to BSNL Corp Office guidelines.

During the recent franchisees meet, many of the franchisees requested to extend similar facility to other SSA's also. Further, there was a demand to allow bill collection after pay by date.

Based on this, ITPC Hyderabad has been requested for extending Direct PMS connectivity to BSNL franchisees so as to allow telephone bills collection even beyond pay by date. But, the same was not agreed by BSNL CO/ ITPC Hyd citing the security policies & franchisee policy guidelines issued by BSNL Corporate Office, New Delhi vide their letter no.11-2/2009-CDR/IT(Vol II) Pt dated 22.12.10.

Since BSNL C.O/ITPC Hyd has taken a decision of not to extend the direct access to any of the subsystem of CDR due to security policies and also as per the franchisee policy guidelines issued by BSNL Corporate office, it has been decided at Circle level to extend the access to franchisees to view and collect the bills through the Intermediate Server(located at Madurai).

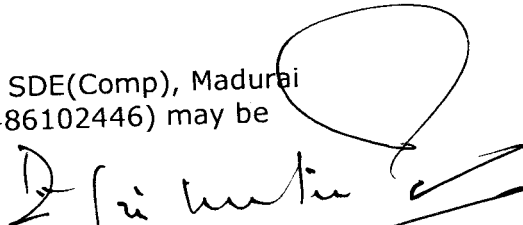
As of now also, telephone bills are being accepted at franchisee counters in some SSAs through the Intermediate Server. Franchisees were given access to intermediate server located at Madurai for viewing customer bill details. Madurai Computer section has developed an application for this purpose.

Reconnection will be automatic in CDR after the dues are cleared. 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. To avoid customer dis-satisfaction, payment at franchisee counters (through Intermediate Server) are allowed only up to pay by date after CDR migration.

As of now, around 15 to 20 franchisees located in Madurai, Tirunelveli, Tuticorin and Salem SSAs are accepting telephone bill payments, through bill view access provided through intermediate server located at Madurai since migration to CDR.

It is requested that remaining SSA s desiring to extend landline bill collections facility at franchisee premises can make use on the similar lines i.e. through intermediate server located at Madurai .

For further guidance in this regard, Smt Jayalakshmi, SDE(Comp), Madurai (9486102380) and Shri Senthil,JTO (Comp),Madurai (9486102446) may be contacted pl.



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3. Sr GM Madurai SSA.