



  
BHARAT SANCHAR NIGAM LIMITED  
(A Government of India Enterprise)  
Corporate Office (Revenue Management Branch - CFA)  
2<sup>nd</sup> floor, Room No. 216, Eastern Court, Janpath,  
**NEW DELHI-110 001**

No.-2-4/2012-BSNL/TR-CFA (Pt.)

Dated 31<sup>st</sup> Dec, 2012.

To

Chief General Manager,  
I. T. Project Circle,  
RTTC Building, Plot No. G-121 & 122. MIDC,  
Chinchwad, Pune- 411019.

**Subject:- Policy regarding categorisation of Landline customers in to VVIP & VIP category in Billing system and privileges to be allowed to such customers in so far as disconnection due to non-payment of bills is concerned.**

**Reference:- This office letter No.2-4/2012-BSNL/TR-CFA (Pt.) dated 9<sup>th</sup> Nov, 2012.**

Kindly refer to this office letter of even No. dated 09.11.2012 wherein detailed policy guidelines on categorisation of VVIP and VIP customers and the privileges to be allowed to such customers at the time of disconnection of telephones due to non-payment of dues were issued. It is hoped that the said guidelines are implemented at the field level in all the SSAs of BSNL and concerned ITPC Data Centres.

Recently vide letter No. 11-2/2012-CDR/IT-CFA/Vol.III dated 24.12.2012, IT Cell of CFA vertical has brought to notice that a feature viz., '**Promise to Pay**' in CRM of CDR system is available, wherein the AO of the SSA can defer the disconnection for a certain specific period to meet the specific requirement of customer with regard to allowing some more time for payment.

In this regard kindly arrange to ensure that (i) besides the aforesaid guidelines dated 09.11.2012 of CFA- Finance wing regarding privileges to VVIP and VIP customers in disconnection of telephones due to non-payment and (ii) the availability of '**Promise to Pay**' feature in CDR System referred to in the IT CFA Cell of CO BSNL mentioned above, no other feature exists or be created ( unless specially ordered by this office ) in the CDR System which is allowing or may allow any authority the power of exclusion of telephones from dunning due to non-payment of dues.

Necessary Confirmation in this regard may kindly be provided latest by 10-01-2013 for submission of the same to the Higher Management.

**(G.P. Verma)**  
**G. M. (Finance) – CFA**

Copy to :-

1. CMD, BSNL
2. All Directors on BSNL Board
3. ED (Finance) CO BSNL, New Delhi.
4. GM (Finance) CM/EB/NB/CA/IA/TP&RA, CO BSNL New Delhi.
5. Heads of all Territorial Telecom Circles/ Metro Telephone District for information and to ensure strict compliance to the guidelines issued vide this office letter of even number dated 9<sup>th</sup> Nov, 2012.
6. All IFAs of Territorial Circles/ Metro Telephone Districts/ Telecom Regions for information and to ensure strict compliance to the guidelines issued vide this office letter of even number dated 9<sup>th</sup> Nov, 2012.

