



TR/CMTS/Inspection of CSCs/CSRs/2012-13/7 DATED AT CHENNAI 600 002, THE 18-06-2012

To
PGM/GM, BSNL,
SSA: Coimbatore/Coonoor/Cuddalore/Dharmapuri/Erode/Karaikudi/Kumbakonam/
Madurai/Nagercoil/Pondicherry/Salem/Thanjavur/Trichy/Tirunelveli/Tuticorin/
Virudhunagar/Vellore.

Sub:- Inspection of CSRs/CSCs/AO (CMTS) - Misappropriation of Stock of BSNL -
Preventive measures to avoid fraudulent activities - reg.

Ref: 1. Letter no. DGM (CA)/CMTS/Misc/2010-11/15 dated 19-05-2010 from GM (S&M) CM,
addressed to all Heads of SSAs.

2. Minutes of CMTS meeting with IFA's held on 22 and 23-05-2010.

3. Lr. No. CAO/IMPCS/CSRs/CSCs Inspection Vig/2010-11/3, dated 31-05-2010

4. Lr. No. TR/CMTS/Meeting/08-10/32 dated 19-06-2010.

5. Lr. No. CAO/IMPCS/CSRs-CSCs/Inspections Vig/2010-11/4 dated 09-07-2010.

Kind reference is invited to the letters cited under reference, where in the detailed procedures were laid down for inspection of stocks available with CSRs/CSCs/AO (CMTS) and requested all the IFAs to furnish a monthly statement of inspections conducted in the Proforma and send the same to Circle Office on or before 15th of every month.

On review of the enclosed annexure, it is disheartening to note that most of the SSAs have not done inspections of CSRs/CSCs/AO (CMTS) stocks as stipulated in the above referred letter. The stocks of AO (Sales/CMTS) are not inspected by AO (Planning) in SSAs like Coimbatore, Karakudi, Kumbakonam and Thanjavore for the year 2011-12. Likewise inspection of CSRs/CSCs not conducted by AO (CMTS)/CAO/DGM (F) in Kumbakonam SSAs. Further it is observed, that based on report received from SSAs, wherein the shortage of stocks have been reported, the SSAs (especially Vellore, Cuddalore) are not at all replying to the queries from Circle office in spite of repeated reminders with regard accounting of shortages and whether the same has been made good or whether the same has found and accounted.

1. The instructions with regard to number of inspections to be conducted by the concerned are listed below:-

a. As per the decision taken and conveyed vide letters under reference above, DGM (F)/DGM (TR), CAO (CMTS)/AO (CMTS/Sales) of all the SSAs should conduct inspection of atleast 5 CSRs/CSCs in a month. In case, the number of CSRs/CSCs is less than 5 in any of the SSAs, all the CSRs/CSCs are to be inspected.

b. The Vigilance section should inspect a minimum of 10 CSRs/CSCs in a month.





2. The various points/items are to be checked during the inspection of CSRs/CSCs/AO (Sales)/CMTS/Franchisee Manager by the Inspection team: -
- Detailed verification with regard to Maintenance of stock, Distribution, Sale of SIM/Recharge Coupons/CTOPUP vouchers.
 - They have to physically verify the stock and sale registers of SIM Cards/Recharge coupons and should satisfy that the sale proceeds are remitted to CMTS Collection account on the same day. Also to verify whether the daily list of sales/collections are prepared and sent to AO (Sales)/AO CMTS on day to day basis.
 - During inspection the cash on hand should be verified and the same should tally with sales of the day plus previous day's collection after remittance to bank.
 - To ensure that stocks of different cards received in the CSRs/CSCs are taken to stock register on the same day of receipt and the same tallies with the physical stock available and stock available in Sancharnet. All the stocks should be updated in Sancharnet on daily basis. Stock register for each type of Prepaid/postpaid, CTOPUP, Booster cards and Recharge coupons are to be maintained separately. Likewise separate register to be maintained for credit allotment of stocks of all types. The information of quantum of supply made to the CSRs/CSCs may be obtained from the AO (CMTS)/AO (Sales) before going for inspection.
 - It is mandatory that the SDE/JTO in-charge of the CSR/CSC/Sales team verify stock on daily basis and endorse a certificate that the stock of cards of all denominations tallies with the register balance. It is also equally important and mandatory for the SDE/JTO in-charge to verify cash book, Daily sales register duly authenticating the same for having checked the correctness and closing balance at the end of the day on day to day basis.
 - It is mandatory to inspect whether the cash book/daily sales register/Remittances register is maintained properly.
 - Whether the register for cancellation of receipts is maintained and all the cancelled receipts in original are pasted in the register.
 - To check and ensure that remittance was already made for atleast 80% of product supplied earlier. The CSR/CSC which have not remitted at least 80% of product sold earlier but requesting for recoupment should be inspected immediately by the AO (Sales)/AO (CMTS). While recouping the AO (Sales)/AO (CMTS) should insist for details of challans for amount remitted to the bank.
 - To inspect, whether any lift² expired/time barred cards available at CSR/CSC, and if found any immediate action should be taken to send the same with full details to the AO (CMTS)/AO (Sales) for further necessary action as per the orders in force.





- j. While checking the CTOPUP transactions made by Sales Teams, the check on the mechanism of transfer of stock from the Account Officer to Mother CTOPUP SIM with AGM (Sales) and not given to any other person.
- k. Check whether transfer of amount from the Mother CTOPUP SIM held by the Team leaders is done after necessary proof is given by the Sales Team Leader with regard to amounts received from the sales channel like DSAs after sale made from the CTOPUP SIM has been remitted to BSNL.
- l. Check the duration between transfer of amount from Sales team leader's CTOPUP SIM to the particular DSA and time of remittance of amount to the BSNL. In such cases, if the time is more than 24 hours, the detailed information to be brought to the notice of Circle Office Vigilance Officer/SSA Heads.
- m. Check for availability of CTOPUP SIM with any other person in Sales Team other than AGM/SDE or JTO by taking the CTOPUP Tree Matrix statement from AO (Sales). In case CTOPUP SIM are given to non-executives, the same must be immediately withdrawn.

In this connection, SSA Heads are requested to instruct the officers concerned suitably to adhere to the instructions issued by Circle office in this regard scrupulously, so that misappropriation of BSNL money can be avoided by effective monitoring.

(MOHAMMED ASHRAF KHAN)

Chief General Manager,
TN Circle, Chennai-2.

Encl: as above.

Copy to:-

General Manager (S&M), CM,
O/o CGM, TN Circle, Chennai
General Manager (S&M) CFA,
O/o CGM, TN Circle, Chennai.
DGM (Vigilance),

O/o CGM, TN Circle, Chennai-2 - with instruction to give suitable instructions to Vigilance Section of SSAs to carry out inspection as stipulated above and to send the report to Circle Officer on or before 15th of every month.



DETAILS OF INSPECTION REPORT ON AO (SALES) CONDUCTED BY AO(PLANNING)

Sl.No.	Name of the SSA	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Total
1	COIMBATORE													0
2	COONOR								1					1
3	CUDDALORE								1				1	2
4	DHARMAPURI						1							1
5	ERODE				1	1								2
6	KARAIKUDI													0
7	KUMBAKONAM													0
8	MADURAI		1		1		1				1		1	5
9	NAGERCOIL	1	1			1						1		4
10	PUDUCHERRY								1					1
11	SALEM			1	1	1	1	1			1			6
12	THANJAVUR													0
13	TRICHY					1								1
14	TUTICORIN	1					1							2
15	TIRUNELVELI	0	0	1		1								2
16	VELLORE	1		1		1	1	1		1	1		2	9
17	VIRUDHUNAGAR								1					1
	TOTAL	3	2	3	3	5	5	2	4	2	3	1	4	37

DETAILS OF INSPECTION REPORT OF CSC/CSRS CONDUCTED BY AO(CMTS),CAO(CMTS),DGM(F)

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Sl.No.	Name of the SSA	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Total
1	VELLORE	4	3	3	4	7	4	4	3	3	3	0	2	40
2	MADURAI		3			5	5	3	1	3	3	3		26
3	THANJAVUR					7					5	6	8	26
4	NAGERCOIL					6			4			7	8	25
5	TUTICORIN	2	3	2	1	2	2	2	1		1	1	2	19
6	KARAIKUDI		4	5	1		1	3				1	1	16
7	CUDDALORE			2	2	1		4			1			10
8	ERODE				1	2	2	1	2	1	1			10
9	TRICHY				3					2		4		9
10	TIRUNELVELI	1		6	2									9
11	COIMBATORE						2		2		1	2		7
12	PUDUCHERRY				2	2			1				1	6
13	SALEM	2							3				1	6
14	VIRUDHUNAGAR	2					1		2					5
15	DHARMAPURI		1			2								3
16	COONOR													0
17	KUMBakonam													0
	TOTAL	11	14	18	16	34	17	17	19	9	15	24	15	217