



File no: 5-149A/2011-EB-1/14

**Sub: Implementation of centralised disconnection/restoration of NIC Project-  
regarding**

A meeting was held on 31-1-2013 at BSNL CO and the issue regarding centralised Disconnection and reconnection of NIC links was discussed as per the direction of Hon CMD.

Following officers were present in the meeting.

- 1) GM EB-1, BSNL CO, Shri Anoop Kumar
- 2) Sr.GM (EB-1) NCR-1, Shri P V Sabesan
- 3) Addl. GM (ITPC), Hyderabad, Shri Ram Krishnan
- 4) Addl. GM (EB-1) NCR-2, Shri R K malpani
- 5) Addl. GM (EB-1) NCR-2, Shri Sarad Trivedi
- 6) Addl. GM (EB-1) NCR-1, Sh R K Choudhary
- 7) DGM (EB-1), BSNL CO, Shri R C Sharma

It was discussed that when the connectivity is provided through VPNoBB, local bill is generated in some cases even after centralised payment is made and it causes customer dissatisfaction. In view of suggestion of Hon CMD that the possibility of centralised disconnection /restoration is to be explored. Following clarifications and suggestions were made:

1. DGM (ITPC) explained that this is happening due to wrong configuration of plan in the field. There are certain parameters which field units should take care e.g. zero security and installation charges; provisioning of other services (OUTGOING/STD/BB) on the same line which is being used for VPNoBB which causes generation of local bill.
2. Disconnection are automatic in CDR, it becomes difficult for field units (Accounts officer) to restore the connection w/o depositing the amount where services have already been availed and this is happening months after months even after several letters have been issued by NTR Unit to restore the connections and correct the plan who is owning these Projects.
3. **For the existing wrong billing**, It was suggested by GM (EB-1) CO that the list of all VPNoBB plans of NIC is to be given to ITPC by NTR. Initially ITPC will find out how many wrong plans have been implemented and what is the financial implication of waving off the outstanding amount which has happened due to wrong configuration of plan?.
4. There are two categories of corrections:-
  - a. Which can be directly done from ITPC like zero security and installation charges.
  - b. Plans which are to be corrected at SSA level like removal of outgoing/STD facility over the connection.

5. On approval from BSNL CO regarding waver off of the outstanding amount on these wrongly configured connections, ITPC will correct the plan of category 'a' in para 4 above and NTR will instruct the field units to Correct the plans of Category 'b' in para 4 above and make outstanding zero which will be monitored by NTR.
6. This one time exercise will end the existing generation of local billing and make the outstanding amount against those circuits zero and consequent disconnection problem.
7. **To avoid the future wrong configuration/billing/disconnection** following was suggested to explore by ITPC.
  - a. It was suggested by NTR that if a specific plan is configured for each NIC category where the specific parameter are made fixed which causes wrong billing, this problem can be avoided. ITCPC told that it is not possible to create as many plans as suggested because there are already many plans which cause confusion in the field.
  - b. It was suggested by ITPC that plan can be configured at circle level by EB team for each link which will directly routed to field SDO/JTO of the SSA to execute the plan however if it is been sent to wrong SDO/JTO he can send/route it to correct SDO.
  - c. This suggestion was not accepted on the ground that circle EB unit will not be able to know the correct exchange/RSU where the request should be routed and most of the routing may turn out wrong. Even field unit SDO might not be knowing who is the correct SDO for the link, in case where there are many SDOs in the field.
  - d. Based on the above suggestion at (b), it was agreed that in every SSA one dummy exchange can be opened for EB purpose. The circle EB Unit will configure the plan for every connection and route it to SDO/JTO of dummy exchange which in turn will be operated by Commercial Officer of the SSA, Who will send all the connections to respective filed SDO/JTO for execution. This plan can be implemented within the available resources. ITPC assured to explore the possibility.

  
DGM (EB-I)