

General Manager (S & M - CM)

Sales & Marketing - Consumer Mobility

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भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)



No.GM/S&M-CM/t-224-/Promotion and Tariff of CTOPUP /11-12/14 dted, the 21.07.2011

To

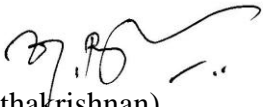
All Heads of SSAs,
Tamil Nadu Circle.

Sub: -Manual Procedure for CTOPUP - Reg

The following manual procedure as suggested by IN Trichy will be followed for Ctopup reversal till Pyro is ready with the new BSNL CO process.

1. Eligible Ctopup reversal entries populated in pyro web will be processed by Trichy IN.
2. IN will pull only populated reversal cases from pyro web and perform amount and validity reversal
3. Data Recharges, STV, FRC, Booster, and Migration vouchers will be rejected by M/s.Pyro so reversal not allowed.
4. While performing reversal at IN, if sufficient balance not available then those cases will be rejected with reason as “Insufficient Balance”.

Reversal will be done subject to customer who is having sufficient balance at time of reversal. Normal time for reversal is 36 hours since it is manual work. No retailer will be permitted more than 3 reversals in a month. Hence please advice caution and proper entry of numbers. Kindly advice all retailer/Franchisees that they must contact the customer for whom money has gone wrongly and tell him to keep the amount by appealing to him politely.


(K.Rathakrishnan)
Deputy General Manager (Sales)
Tamil Nadu Circle.

Copy TO: Sr.GM(TR), O/oCGM, TN, Chennai.

2. All AGM(sales)/AO(sales), TN circle
3. All Franchisees of TN circle.