



Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)
Tamil Nadu Telecom. Circle, Chennai-600 002.
Telephone Revenue Section

To
The PGM / GM,
All SSAs, Tamilnadu Circle,

NO.TR/P.Kuber/2011/19 dated @ Chennai – 600 002, the 10.05.2011

Sub: - Recast of buckets – Project Kuber-to be made over to the Private Recovery Agents –as on 31.12.2010 – reg.

It is brought your kind notice that as per the existing instructions under the scheme "Project Kuber", fresh list of outstanding dues should be given to the private recovery Agents once in 3 months, as every month new cases of outstanding will be added in Bucket -1, Bucket-2 and Bucket -3.

Already all the SSAs have recast the bucket –wise out-standing dues as on 30.09.2009 duly tallied with the Sub-ledger of September 2009. All SSAs have now migrated to CDR billing. However, the work of recasting of buckets could not be done so far, due to initial billing problems.

Now, the SSAs are requested to furnish the following information to this office after making over of the fresh list of outstanding dues to the recovery agents as on 31.03.2011.

1. Details of bucket-wise outstanding dues made over to the private recovery Agents. (No.of cases and amount)
2. The action taken by the SSA on unsatisfactory performance of Agents.
3. The action taken by the SSA to appoint new Agents in place of the recovery Agents who were no longer willing to continue.

Since the realization of outstanding dues under Project Kuber is not satisfactory in most of the SSAs barring a few, I request you to bestow your personal attention in assessing the performance of the existing recovery agents and to appoint fresh Agents in case the existing Agents have quit. Also please arrange to collect the outstanding dues through "In House Teams," since this is a better alternative and success in many SSAs during 2010-2011. Necessary Targets may also be fixed for the same progress of which may please be monitored and intimated to this office please.

Feed back and suggestions may kindly be sent to the undersigned for appraisal to CGM and for providing necessary feedback to BSNL Corporate office. Further, any other suggestions to increase the collections of old outstanding, are welcome.

Sujata Venkateshwaran
13/5/11
Sr. General Manager (TR)
O/o CGM, BSNL, T.N.Circle,
Chennai – 2.

Internet Site