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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. MOB- 48/IN-2012/34

Dated: - May 1, 2013

To

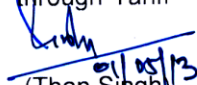
- (1) CGMs, All Telecom Circles / Metro Districts.
- (2) CGM, ITPC, Pune.
- (3) Sr. GM (Nodal Center)- Trichy/Pune/Chandigarh/Kolkata.
- (4) Sr. GM (PP-CM)/ GM (Finance-CM), BSNL CO New Delhi

Subject:- Implementation of Tariff Order Management Module in Sancharsoft for execution of tariff plans - reg.

Reference:- (1) BSNL C.O. letter No. MOB-48/IN-2012 dated 11.10.2012.
(2) BSNL C.O. letter No. MOB-48/IN-2012 dated 27.02.2013.

Reference is invited towards the subject cited above and this office letter mentioned at (1) above vide which detailed guidelines for implementation of Tariff Order Management Module developed by ITPC, Pune were issued. Subsequently, vide this office letter mentioned at (2) above, this office has mandated use of Tariff Order Management Module with effect from 01.03.2013 and stipulated that no request through offline process like FAX, E-mail or post should be entertained for the purpose of configuring tariff plans.

2. Recently, this office has come across number of cases wherein the customers complained that they did not get talk value, what has been displayed on website or announced through Call Centre IVRS. It was mainly due to non-coordination / non-synergy of data available at BSNL portal, C-Top Up System, IN System and WS Call Centres. On review, it has been found that the aforesaid instructions with regard to implementation of Tariff Order Management Module have not been implemented in Zones. This being a serious situation, It is once again reiterated that hence forthwith no request through any of the offline processes should be entertained by IN Incharges for configuration of new tariff plans in their systems. Circles as well as Corporate Office should mandatorily ensure that all new tariff plans are sent through Tariff Order Management Module for creation at all the relevant nodes / points.


(Than Singh)
AGM (VAS Tech)

Copy to:-

- (i) CMD and all Directors, BSNL Board for information please.
- (ii) Sr. GMs / GMs, BSNL Corporate Office - for information through intranet.
- (iii) Sr. GM, ITPC, Hyderabad.
- (iv) M/s. Sparsh BPO Services Ltd and M/s. Spanco BPO Services Ltd.
- (v) M/s Pyro Network(P) Ltd, Hyderabad