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ITPC

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

No. ITPC/ CDR Project/meeting /2010-11/40

Dated at Pune the 22.08.2011

Minutes of meeting held at O/o CGM ITPC Pune on 17.08.2011 to review the billing of VPN Service and other corporate customers post CDR project implementation

A review meeting to discuss matter related to billing of VPN service and other corporate customers post CDR project implementation was held on 17/8/2011, in the conference hall O/o CGM IT Project Circle Pune under the chairmanship of Shri T K Sen CGM ITPC Pune. The list of participants is attached along with this letter as Annexure -I. Following scenarios were discussed

1. **Only VPNoBB**: NIB shall do the bill. Nodal billing authority (like NTR, Gurgaon SSA etc.) shall take feed file from NIB for issue of bill, collect the payment from customer and coordinate with NIB for all post billing operations like dunning, disconnection, reconnection etc.

In CDR system, VPNoBB plans are to be configured with zero bill in CRM to facilitate issuance of work order.

2. **NMEICT Plan**: NIB shall do the billing; once in a year for the 25% part (this is in addition to the 75% component) which is payable by individual Educational Institution; CDR Data centre shall take the billing feed file from NIB and do the billing for individual customer in the month of December for all the NMEICT plans. NIB will generate this feed file for 25% charges.

In CDR system, NMEICT plans are to be configured in CRM to facilitate issuance of work order. NIB shall give the billing feed file at zonal level for CDR SSAs and upload the invoice in the portal for non-CDR SSAs. CDR billing system will add these VPN over BB charges as debit charges to the individual customers while issuing December bill.

- (a) If the customer has not paid the bill, landline should be disconnected and AO SSA shall give manual advice to NIB for VPN disconnection. That means the customer will go through the normal dunning process for LL.
- (b) This procedure shall be implemented from Dec 2011 onwards. All SSAs should see that customers are billed for the 25% charges to be paid individually upto Dec 2011 by feeding debit charges in the LL billing system - CDR or non-CDR. In Dec 2011 the CDR system will get the feed file for 25% charges from NIB and create a debit for these charges for the individual customers for the year Dec 2011 to Dec 2012.

3. **VPNoBB - only VPN with LL (but without internet)**

- a. **Centralized payment for both LL (only I/C) and VPNoBB :** In CDR system configure zero based plans; NIB shall do the billing for LL fixed charges along with VPN charges; Nodal authority to take the bill from NIB portal; take the payment and coordinate with NIB for all post billing operations like dunning, disconnection, reconnection etc. Centralized billing should continue for subsequent months/years from the nodal authority only. E.G : e-governance; Nodal authority is NTR.

b1. Centralised payment for both LL (any plan) and VPNoBB : NIB shall do the billing for VPN part and CDR Datacentre shall do the billing for LL part ; for LL part single bill shall be generated for all the services under the same billing account at each zonal billing centre for each circle. For existing accounts ES bill shall be generated circle wise for the LL portion. A nodal officer from the circle coordinating with All India nodal authority should create ES bill for LL services availed by the customer so as to have a single bill for LL Portion.

These bills are to be pushed to All India Nodal agency through e-mail. All India Nodal agency has to combine all the bills received (from CDR and NIB). In this case one bill for VPN will be given by NIB and number of LL bills will be produced by CDR system depending upon the number of circles where the Corporate customer has LL services with VPN combined manual invoice shall be issued to the Corporate Customer by the all India nodal agency .

b2 . Centralised payment for VPNoBB and SSA based payment for LL charges (any plan for LL): NIB shall do the billing for VPNoBB and CDR to do the billing for LL; Normal dunning process to continue in CDR and NIB.

4. **All India Customer with centralised billing for BB, VPNoBB and LL :**

- a) Designated All India Nodal agency (say, NTR or any other SSA like Gurgaon, Bangalore etc.) shall collect the required deposit amount along with the necessary details from the customer; This will be a manual process outside the CDR system
- b) The All India Nodal agency shall raise the ATC to the concerned Circles where the services are requested and has to send the requested service details specific to that Circle and bill schedule date through mail.
- c) Nodal officer of each Circle (EB cell) shall be provided one CRM CSR and PMS terminal (of that zone) for generation of Orders and feeding the payment details (received through ATC). The circle nodal officer is responsible for creation of orders for provision of the services in that circle.
- d) After getting ATC details from the All India Nodal Agency, Circle Nodal officer initiates the following steps for generation of Orders.

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Centralized Order Generation by circle nodal officer (under GM(ER) of circle office:

- i. Creation of single Billing Account to the Corporate Customer with the specified Bill schedule date. There shall be separate billing accounts for each Rural and Urban categories as per the requirement. This is for accounting purposes. The billing address shall be the address of the All India Nodal Agency instead of corporate customer. The bill dispatch option through e-mail only. So there can be two billing accounts and two invoices every month for each circle from each zonal system (in case there are both rural and urban connections).
 - ii. Creation of Services under this billing account with demand note amount Rs. 0 for all the services except one service for which demand note will be raised with total deposit or advance payment required for the all services in that circle.
 - iii. Payment for the demand note raised shall be made through PMS by giving ATC details. In case of combination of urban and rural, the ATC amount has to be split and then fed into PMS against the two demand notes accordingly.
 - iv. Generation of work orders for the requested services and forwarding to the concerned SSAs for further necessary action. In case of any order cancellations / modifications the SSA Commercial Officer has to reissue the same based on the information provided by the circle nodal officer.
 - v. With the above procedure, we shall be creating hierarchy accounts circle wise with a single billing account and multiple services. The advantage is that the revenue gets accounted for circle wise.
- e) Bill Generation and Payment processing.
- i. In CDR system, configure plans with LL & BB tariff and VPN charges nil; CDR shall do billing for LL and BB (Single Bill shall be generated for all the services under the same Billing Account at each zonal billing centre for each circle. These bills are automatically pushed to All India Nodal agency through e-mail)and NIB shall do the billing for VPN.
 - ii. All India Nodal Agency to download the billing feed file from NIB for the VPNoBB services.
 - iii. All India Nodal agency has to combine all the bills received and a combined manual invoice shall be issued to the Corporate Customer and collect the payment and coordinate with NIB for all post billing operations like dunning, disconnection, reconnection etc for VPN.
- f) Once the All India nodal agency receives the payment from the customer once again it has to raise the ATC to the concerned Circles and Circle Nodal officer shall feed the payment details through PMS.

- g) Disconnection process shall be as per the existing CDR system. However, to avoid normal disconnection, the customers may be flagged with VIP category so that the dunning can take place with AO(TR) intervention.

Note : (i) Instead of circle nodal officer, we can also have nodal officer per zone for creation of customer accounts and generation of work orders and subsequent billing and accounting functions. The disadvantages are that (a) revenue will be accounted for against the main billing account - to whichever SSA it belongs to (b) coordination between circles will be more difficult than coordination within circle.

- (ii) Whenever All India ES solution is deployed, it can be used to combine all these invoices to issue a single invoice to the customer and also to take centralized payment and further accounting automatically.

Manual process involved - to be handled by All India nodal agency

- i. Generation of demand note and accepting payment.
- ii. Segregation of services circle wise and intimation of services details to circle nodal agency.
- iii. Combining all invoices received from circles and issuing a combined invoice to the corporate customer.
- iv. Receiving payment against the combined invoice and raising ATC to the circles.
- v. Splitting of the received amount circle wise and raising ATC
- vi. Circle Nodal agency - (a) to accept the ATC received from All India nodal agency and inputting the payments - for demand note and subsequently for invoices.
- vii. Generation of advice notes SSA wise as per the mail received from the All India agency.

5. BB customer without VPN but centralized billing :

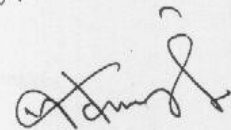
- (a) With LL usage charges - NIB shall do the billing for BB (for All India) and CDR shall do the billing for LL as is being done now individually or by using ES depending on the agreement.
- (b) Without LL usage charges - NIB shall do the billing and issue centralized bill; CDR to configure zero based tariff; Nodal billing authority to take the invoice from NIB portal and issue to customer and take the payment. No action by SSA. E.G : Hughes systems; Nodal authority - Gurgaon SSA. Action by Data Centre : - change plan of Hughes to zero plan.

Important note :

- i. In general, all VPN connections shall be billed by NIB and all LL and BB connections shall be billed by CDR system. Exception is where the agreement with the customer includes charges for all in which case NIB shall do the billing and CDR system to configure a zero based tariff plan. Example for exception : Rs. 770/- per month per connection which includes BB FMC and LL FMC (without OG).

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- ii. Wherever LL usage charges are involved, the LL part shall be billed by CDR system only(both FMC and usage of LL)
- iii. All backup lines provided like Dial VPN, backup for MPLS VPN etc; to be configured with zero based tariff plan in CDR system .Wherever charges are specified, the above two principles are to be followed.

This is issued with the approval of the competent authority .


/ATUL KUMAR KARELIYA /
DY.GENERAL MANAGER (IT)
IT project Circle ,PUNE

- Copy : 1) DIR (CFA) , BSNL CO for information please.
2) CGMs Territorial Telecom Circles in BSNL for information and necessary action please .
3) CGM,BBNW,New Delhi for information please
4) Sr. GM IT-CFA BSNL CO for information please.
5) Sr. GM EB BSNL CO for information please.
6) Sr. GM(BB-NWP),BSNL CO for information please
7) Sr. GM IT-CFA BSNL CO for information please.
8) Sr. GM EB BSNL CO for information please.
9) All the officer participated in meeting (through email)

ANNEXURE -I

List of participants during the CDR Project review meeting
to discuss the billing of VPN Service and other corporate customers post CDR project
Implementation

1. Shri T K Sen CGM ITPC, Pune
2. Shri Madhav Punde GMF Pune
3. Shri Sanjay Mittal Sr. GM HQ&ERP
4. Shri Ramchand Sr. GM DC Hyderabad
5. Shri V Balasubramaian GM DC Pune
6. Shri N C V L Narsimham Sr. GM Broadband, NIB Bangalore
7. Shri Brahmaiah DGM P3, NIB Bangalore
8. Shri Shri Atul Kareliya DGM IT -III Pune