

S&M-CM Cell
BSNL Corporate Office,
Eastern Court,
New Delhi-110001
Fax:011-23326703
Email:ctopup.bsnlco@gmail.com



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

F.No: MOB-17/CTOPUP-2011

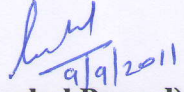
Dated: 09/09/2011

To,
The Chief General Manager,
AP Telecom Circle
Hyderabad

Subject: Clarification regarding roaming facility on C-TOPUP number.

Kindly refer to your letter no. TA/Sales&Mktg CM/4-12/10-11 dated 29-08-2011 regarding barring of roaming facility to C-TOPUP SIMs. The issue has been examined and it is observed that

1. The barring of roaming facility on C-TOPUP SIMs may cause inconvenience of calls and messages even to genuine business channel partners and they might have to have another SIM with roaming facility and might not be from BSNL. This will cause loss of revenue.
2. It is felt that such cross selling might be from E-PIN franchisees. As C-TOPUP system for South Zone is in Hyderabad, you may kindly get circle wise report about authorization of talk value based on payment by each of the E-Pin franchisee and bifurcation of recharge/topup done for such circles. The concerned erring E-PIN franchisee may be called to explain for such act and be asked to correct the process.
3. In case of C-TOPUP SIM based franchisee & retailers report from the system for franchisee/retailer of TN indicating recharge of AP numbers may be obtained and based on ABC analysis of wrong doers, report be sent to TN circle for action. In addition, RM and FM of AP circle be made more vigilant while visiting premises of retailers and franchisees in the circle.


(Beerabul Prasad)
Addl.GM (SCM-CM)

Copy to

1. CMD/All Directors BSNL Board
2. CGM, All Telecom Circles