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

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Faster than your thoughts 2010

No. MOB-21/CC Plg. (Pt.)/2012/5

Dated December 03, 2012

To

Chief General Manager,
Haryana, Bihar, Gujarat, Karnataka, Assam, Maharashtra, A.P., Madhya Pradesh,
Uttaranchal, Rajasthan, UP (E), Orissa Telecom Circles, Chennai and Kolkata Telecom
Districts.

Subject :- Tele verification of New Customers at Wireless Service Call Centers – regarding.

Reference is invited towards the DoT letter No. 800-09/2010-VAS dated 09-08-2012 vide which Tele-verification of the new customer has been mandated prior to its activation. For implementation of DoT guidelines, it was decided by NWO-CM Cell BSNL CO in the meetings held on dated 16-10-2012 and 05-11-2012 that the Tele verification of new customers would be carried out by using the existing contract of Wireless Service Call Centers of BSNL and the Call Center Agents shall tele-verify the name, address, etc of new mobile subscribers only after checking CLI at the GUI of the Call Center. The dialing code for new subscriber shall be 1507 for tele-verification of new CAF by Call Agent at WS Call Centers.

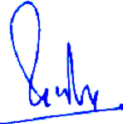
SancharSoft would be capturing the details of new customers to be activated and the tele verification, integration of CRM of the WS Call Centers is to be done with the SancharSoft. The new Customer will dial 1507, which will land him / her to the concerned WSCC for the purpose of tele verification. The WSCCs will have separate IVR Tree at WSCC. A welcome message shall provide to new customer prior to connecting him / her with the Call Agent. The tele verification would be done by Call Agent and necessary updation would be done by him / her in the CRM, which in turn would be updated in SancharSoft for further action.

Refrence invited towards the EOIs of WS Call Centers, although there exist no specific provision for the tele verification of New Mobile Subscribers in the existing EOIs, as the same was not mandated by DoT at that point of time as such not envisaged at that point of time. However, as per the new mandation by DoT and as decided in the meeting held on 16-10-2012 and approved by the competent authority the same is to done through existing WSCC and is to be done using existing contracts at existing WSCC in accordance with the terms and conditions of the running Contracts / EOIs.

Tacking stock of above, I am directed by competent authority to convey the following approvals :

- (i) The proposed work of tele verification would be carried out at the respective Wireless Service Call Center in the existing contract and M/s Sparsh BPO Services Ltd. authorized to do the work in North, East and South Zones and M/s Spanco BPO Services Ltd. in West Zone within the scope of existing P.O. in respective Zones.

- (ii) Since the work of tele verification will involve interaction with the new customer verifying his / her name, details provided for POI / POA, the AHT is bound on higher side and kept as 180 seconds for these inbound calls.
- (iii) Since the calls landing at 1507 are purely for the purpose to tele verification, these calls will be out of the purview of "Repeat Calls" SLA.
- (iv) All terms & conditions and commercials will be same as per the existing contract with M/s Sparsh BPO Services Ltd. and M/s Spanco BPO services Ltd. in their respective Zones.



(Than Singh)
AGM (VAS Tech.)
BSNL C.O. New Delhi

Copy to:- 1. Director (CM), BSNL Board.
2. M/s Sparsh BPO Services Ltd. for necessary action please.
3. Ms Spanco BPO services Ltd. for necessary action please.