

File No. BSNLCO-COMN/18(11)/8/2020-CS_CSC n RN-CFA-Part(2)

Dated: 05.09.2022

To,

The Chief General Managers,
Bharat Sanchar Nigam Limited,
All Territorial Circle & Metro Districts.

Subject:- Clarification on the queries from Gujarat Circle – regarding OCSC & Aadhar Works issues.

Mail:1 ; Dated 23-August -2022 - Request to provide separate consolidated commission structure in respect of OCSC partners for BSNL products and services.

S.No.	Query	Clarification
1	As per the Policy of outsourcing operation and maintenance of BSNL CSC, the commission structure of CM Franchisee policy for CM Products and CFA Franchisee Policy for CFA products and services is made applicable and the changes if any made in respect of commission structure for CM Franchisees or CFA Franchisees, the same applies to Outsourced CSCs. The Sales commission is withdrawn for sale of copper landline (not having broadband) and DSL (Copper) Broadband connection by reformulating sales commission for CFA Franchisee Policy as per letter BSNLCO-CFAO/11(14)/3/2020-CFA-Part(1), Dated 31.03.2022 and the same is made applicable to Outsourced CSCs, where walk in customers are visiting and taking new copper landline (not having broadband) and DSL (Copper) Broadband connection. In this case, OCSC partner has to complete the activity for booking of new connection and not getting any the commission which is demoralizing OCSC Partners.	For charges of all connections booked in OCSC, a committee is already formed that will submit the recommendations and accordingly decision will be issued.

Mail:2 ; Dated 17-August -2022 – BSNL Corporate office has allowed channel partners other than OCSCs vendors such as BSNL DSAs, Franchisees, RDs to undertake Aadhar activities vide letter (BSNLCO CS/18(11)/15/2020-GS_CSC n RN CEA dated 27.04.2022). In this regard, please arrange to provide clarification on

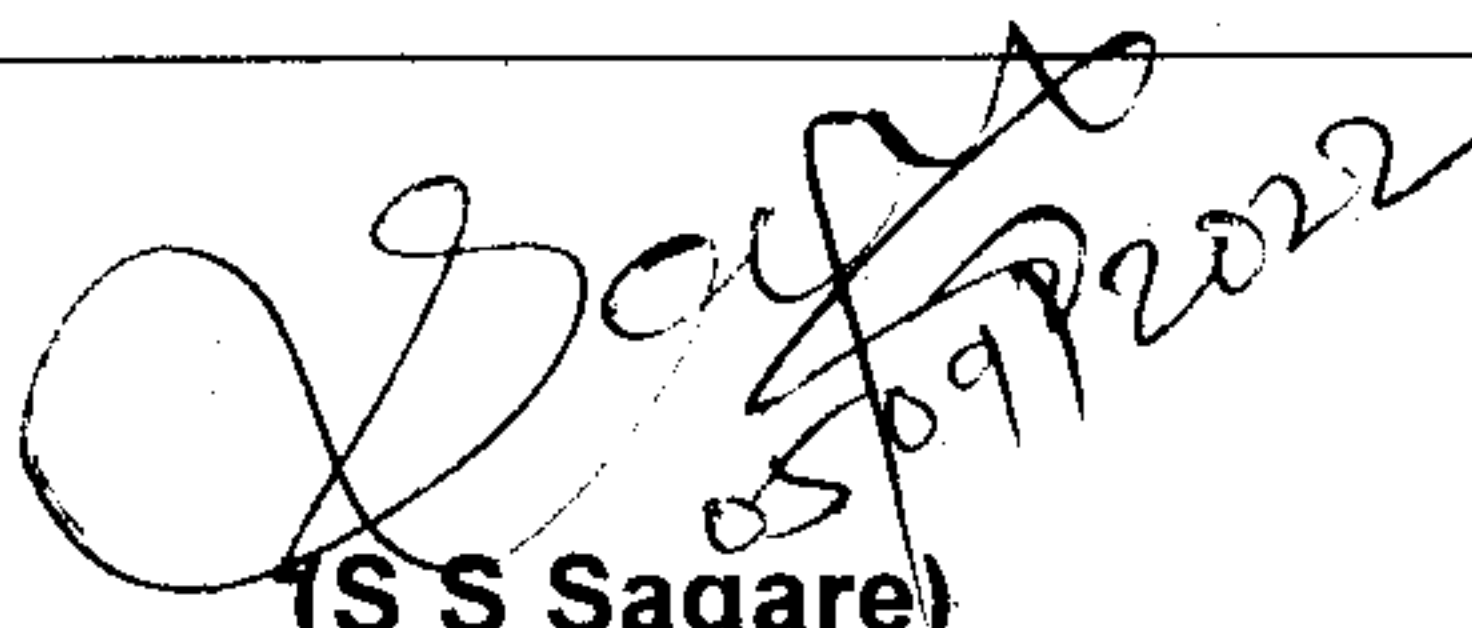
S.No.	Query	Clarification
1	Can existing OCSC partners/vendors undertake aadhaar activities in any in-house CSC or BSNL exchange premises?	The existing OCSC partners/vendors undertake Aadhar activities in the allotted OCSC only. However, CGMs/BAs heads are authorized to

		allot/allow existing OCSC partners/vendors to do Aadhar works at nearby BSNL exchanges premises, where footfall is expected to be more, but to follow the guidelines of corporate office Letter No BSNLCO CS/18(11)/15/2020-GS_CSC n RN CEA dated 02.06.2022.
2	Can existing OCSC partners/vendors be allowed to do aadhaar activities in other OA/BA of circle	CGM may decide on case to case basis
3	The clarification given vide letter referred at 2, will be applicable to OCSC partners/vendors as well (if agreed on point no 1 or 2)	Yes
4	Please provide detailed guidelines with format of agreement to appoint a partner to carry out only Aadhaar related activities.	Circles are authorized to make an agreement based on BSNL/UIDAI Aadhar policy orders with consultation with circle IFAs.

Mail:3 ; Dated 17-August -2022 - Regarding discrepancy in payment of commission to Outsourced CSC partners in respect of Aadhar related activities.

S.No	Query	Clarification
1	As per the guidelines, all the circles have to upload monthly dashboard reports of Aadhar activities carried out during the month in OCSC Portal. On the basis of the dashboard report uploaded, the invoice in respect of each outsourced CSC partner is being generated as per the configuration made by ITPC. On the generation of invoices for outsourced CSC Partners, several complaints from OCSC partners regarding the discrepancy in calculation of commission as it shows less count of activity than the actual count of activity done by them and the amount deposited by them in BSNL account.	The discrepancy in the actual count/successful attempts and releasing Less Assistance Fee Rs.50/- instead of Rs.100/- etc is already taken up with UIDAI (copy enclosed). A reminder will be sent to UIDAI in this regard. Till the time matter is resolved by UIDAI, the commission will be paid only on the successful activity as shown in UIDAI reports and assistance amount as received/will receive from UIDAI.

This is issued with the approval of competent authority.


(S S Sagare)
DGM (CS&CSC-CFA)