



No. 2-10/2019/BSNL/RM-I/CFA/cash inflow

Date: 10.05.2021

To  
Heads of Circles & Circle IFAs of all Territorial Telecom Circles, Metro TDs and NTR  
Bharat Sanchar Nigam Limited

**Sub: Target to achieve collection of CFA revenue more than billed figure in Q-1 of FY 2021-22.**

At present, the whole Nation is passing through a grim situation for the COVID-19 pandemic and BSNL also is facing the heat both in operational and financial performance. To keep and maintain operational activities on the track, BSNL needs sufficient amount of cash inflow in a continuous manner for expansion of various services as well as to pay out regular O&M expenses including establishment cost.


2. In this connection, your kind attention is hereby invited to the following major tools available with circles for smooth operation of collection mechanism and to augment cash inflow through various channels:

- a) Pay-by-date, dunning schedule and threshold limit have been revised.
- b) SPECIAL App has been introduced for collection through cluster partners, channel partners and retired employees. Further, Rs. 20/- additional (one time) plus transaction charges as applicable for bill collection for up to one year old outstanding amount has been allowed for these partners. The proposal for extension of discount and incentive scheme for FY 2021-22 in under process for submission to MC of BSNL Board for kind consideration.
- c) CIS (Customer Interaction System) has been implemented in all zones.
- d) Funds are being arranged for expeditious payment to other TSPs for recovery of IUC dues in other circles.
- e) Instruction has been issued for delivery of outstanding bills after OGB and legal notices through cluster partners, for which Rs. 10/- per notice has been approved as delivery charge.
- f) Daily unpaid bill count data are available through email from ITPC to CGMs.

3. Heads of Circles & Circle IFAs are requested to have special focus on the following items:

- a) Special monitoring of unpaid bill count data on daily basis should be ensured for 100% collection of current outstanding. The CIS tool should be utilized for collection persuasion by duly mapping all customers with BSNL employees. Regular review for collection of unpaid bills before pay-by-date, OGB and ICB should be done.
- b) The data for FY 2020-21 received from circles regarding collection figure through incentive scheme is not encouraging. More and more partners should be enrolled in the SPECIAL App for collection of outstanding amount to make this App a game changer in FY 2021-22, as both BSNL and partner are in win-win situation under this incentive scheme.
- c) Systematic and regular persuasion for realisation of billed amount from Government and Enterprise customers should be ensured.
- d) Settlement of disputed cases with TSPs for realisation of long pending unrealised IUC outstanding should be prioritized.
- e) Functioning of customer service centres under OCSC policy should be monitored. At the same time, customers should be encouraged for more and more online / digital payment.
- f) Customers' grievances should be resolved promptly to realise billed / outstanding amount.

4. Finally, Heads of Circles & Circle IFAs are requested to utilize all ways and means and make all out efforts in a continuous manner to **achieve collection of CFA revenue more than billed figure (ABF) in first quarter of FY 2021-22** and further improve the same in future.

  
(P. D. Chirania)  
Sr. GM (Finance)-CFA

**Copy for kind information to:**

1. CMD, BSNL.
2. Director (Finance) / Director (CFA) – BSNL Board.
3. CGM, ITPC, BSNL.
4. Sr. GM (CBB), CO, BSNL.