

GM (CS&CSC-CFA)  
BSNL CORPORATE OFFICE  
Room No. 7, IR Hall Eastern court,  
Janpath, New Delhi-110001.  
E-mail ID: gmcsrnbnsnlco@gmail.com  
Mob. 9868217444

भारत संचार निगम लिमिटेड  
Bharat Sanchar Nigam Limited  
A Govt. of India Enterprise  
BHARAT SANCHAR NIGAM LIMITED  
A Govt. of India Enterprise

File No 16-2/2019-20/CSC-OUTSOURCE

Dated: 17.11.2020

To

The Chief General Managers,  
Bharat Sanchar Nigam Limited,  
All Territorial Circles/Metro Districts.

Subject:- Cheque acceptance procedure in OCSC-

The competent authority in BSNL has approved the procedures suggested by ITPC circle in respect of accepting the cheque in OCSC as following.

1. Customer will make payment at OCSC, the counter Agent will accept the cheque and enter details Viz Phone NO, Account no (Auto), Amount (Auto), Cheque no. Email and mobile number (For receipt), Date of Cheque /DD.
2. The user will be given printed acknowledgement with details entered by the user and with a remark "amount update in BSNL is subjected to Cheque realization"
3. The OCSC will generate Cheque/DD statement for bank remittance, this will contain necessary details viz Cheque no and Date, amount, phone no etc and BSNL Bank details as configured in the OCSC Portal for that CSC.(Remittance Format will designed as per the Bank requirement). The statement would include Receipt no. & Date, Cheque no, Bank Name, Cheque amount, Telephone number etc.
4. The Franchisee will be required to deposit the Cheque in the nearest designated bank of BSNL, take an acknowledgement for the remittance on the duplicate of the remittance Slip.
5. The Franchisee will update the Remittance date in OCSC Portal and file the acknowledgement remittance slip in the file in the CSC for future inspection/verification.
6. The Cheque Deposit Details is made available to AO TR of the SSA, for verification of cheque realization. AO shall have login to approve/update cheque collection status in a single web page with check box (for realized, rejected and not known). Once AO confirms the realization of the amount the OCSC will push the payments to PMS with the details as per PMS requirement with original date of Cheque payment in the counter and date of Cheque Realization/Confirmation by AO, mode of payment Cheque/DD. AO(TR)/deeded officer would continue as nodal officer for payment collection through cheques.

**File No.BSNLCO-CS/20/1/2020-CS\_CSC n RN-CFA**

7. All Rejected Cases, Customer will get an SMS informing that his connection is liable for disconnection due to cheque bounce and Link to make online payment to avoid disconnection.
8. PMS shall allot separate transaction channel ID for Cheque payments pushed from OCSC, which can be used for second level reconciliation.
9. This process ensures that all cheque payments are pre-validated and updated with original date of payment, customer will not have to pay late Fee as payments are accepted with the date of deposit of the cheque and also there is no manual input except for Counter receipt generation.
10. All existing processes for dishonored cheques would continue as it is for cheques collected through OCSCs.
11. Suitable charges as approved from competent authority shall be paid to OCSC partner on per cheque basis and shall be intimated after approval.

ITPC shall also ensure the following.

1. The date of cheque shall not be after date of entry i.e. a provision should be enabled to bar post dated cheque collection.
2. The date of cheque shall not be more than 15 days prior to date of entry i.e. a provision should be enabled to bar collection of outdated cheque.
3. Availability of BDS to AO should be in same format as created manually by AO. to reconcile with BRS generated by the Bank, as done in exiting system with no change in existing system.

  
(M.K.Pandey)  
GM (CS&CSC-CFA)

**Copy to-**

**CGM, ITPC- For implementation**