



No. 2-5/2021/BSNL/RM-I/CFA/RA

Date: 24.06.2021

To

Heads of Circles & Circle IFAs of all Territorial Telecom Circles & Metro TDs  
Bharat Sanchar Nigam Limited.

Sub: Revenue Assurance activities in CFA vertical.

Ref: 1. CO, BSNL letter No. 1-7/2010/RA-BSNL dated 25.10.2010.

2. CO, BSNL letter No. BSNLCO-IA/14/1/2021-IA-Part(1)/25866 dated 25.02.2021.

On a review of Revenue Assurance of BSNL, it is observed that adequate attention is not being paid to the available tools of Revenue Assurance. Your kind attention is drawn to CO, BSNL letters under reference regarding Revenue Assurance activities and organizational structure at Circle/BA level (available at intranet.bsnl.co.in portal). In this connection, Heads and IFAs of all Circles & Metro TDs are requested to ensure regular monitoring, followed by proactive and remedial actions by identifying root cause of all such events of revenue leakage, non-billing, short-billing etc. and resolving / removing the bottlenecks to rule out recurrence of such events.

2. Some of the items under CFA vertical requiring special focus are listed below:

- i. Rejected CDR & rejected IPDR
- ii. Zero monthly usage and zero billing
- iii. High value of credit adjustments
- iv. VVIP and VIP tagging
- v. Master-less cases
- vi. Abnormally high ISD usage
- vii. Data usage more than eligible limit
- viii. Modem not returned/collected (inactive connections)
- ix. Payment reflecting in PMS but no record in CDR
- x. Payment reflecting in billing but not in PMS
- xi. Pending orders / tasks (indoor, outdoor, MDF, OLT configuration, final testing etc.)
- xii. Discrepancies / differences between CRM and billing data (Barring Status, ISD Service, SSA Code, Product ID, Tariff ID, Plan ID, subscriber's category etc.)
- xiii. Discrepancies / differences between CRM and Clarity report (Plan ID, Network type like P2.2 / P3, modem acquisition type i.e. rental / purchased / owned, modem type, count of chargeable static IP etc.)

3. As you are aware that BSNL is passing through acute liquidity crisis and what is required is that no stone is left unturned in the quest for revenue realization. All avenues of revenue billing and realization are to be explored. Hence, it is requested to instruct all concerned at Circle / BA level to take remedial actions so that the recurrence of such lapses does not occur. Few reports can be taken from ISD FMS module ([http://10.196.220.131/isd\\_fms/](http://10.196.220.131/isd_fms/)). Some RA reports are made available by respective Data Centres to Circle/BA.

4. It is expected that suitable organizational structure is created at Circle / BA level for regular monitoring of these reported cases. This will ensure stoppage of revenue leakage, thereby enhancement in billing and collection.

(Yojana Das)  
Director (Finance)  
BSNL Board

Copy for kind information to:

1. CMD, BSNL.
2. Director (CFA), BSNL Board.
3. CGM, ITPC, BSNL.
4. Sr. GM (IA), CO, BSNL.