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

No. 2-7/2021/BSNL/RM-I/CFA/CDR

Date: 02.08.2021.

To  
Heads & IFAs of all Telecom Circles and Metro TDs  
Bharat Sanchar Nigam Limited.

**Sub: Timely updation of payments in PMS of CDR System.**

It is being reported that payments accepted under various channels are being updated with certain delay in PMS leading to customers' dissatisfaction and audit qualifications. Required actions to be taken for updation of payment through following payment channels, wherein the delay has been noticed, are detailed below:

**1. FTTH Wallet Payments:**

Huge delays are observed in respect of FTTH Wallet payments where customers make the payments through the Apps like PayTM, Gpay, PhonePe, Amazon etc. Portal Team (CGM, ITPC) has to take up with the concerned agency to ensure that payments should reach BSNL within the agreed time limits. Portal team has to validate thoroughly and ensure that duplicate payments are not pushed to PMS.

**2. OCSC Cheque/DD Payments:**

After acceptance of payment by the OCSC Franchisee, lots of delays are noticed in these cheques getting deposited into BSNL Bank Account. Further delays are also noticed on the part of the AO (Cash) of the SSA in approving the realization of such deposited cheques in the OCSC Application. Overall, delays of more than 10 days are observed in this particular payment channel. SSAs are advised to educate the OCSC Franchisees for avoiding delays in depositing the cheque, as provision of barring of cheque deposit facility of OCSC, if cheques are pending, also have been implemented by ITPC.

AO (Cash) of SSA has to ensure that only the realized Cheque / DD payments are approved after thorough cross-verification of Cheque / DD amounts with that of payments available in OCSC Portal, as quite a few duplicate payments are noticed.

**3. PMS Cash Counters operational in every SSA:**

It is to be ensured by AO (Cash) of every SSA that the PMS Cash Counter Users POST the payment batches on day-to-day basis into PMS without any delay.

**4. Post Office Payments:**

As and when the soft copy of payment details are shared by the Post Office, SSA needs to upload and POST the same immediately in PMS.

**5. ECS/NACH Payments:**

As and when the soft copy of payment details are shared by Sponsor/nodal bank, SSA needs to upload and POST the same into PMS immediately.

**6. State Govt. Channels:**

**a) Meeseva in Andhra Pradesh & Telangana Circles:**

The AO (Cash) of SSA should upload Meeseva payments on daily basis in PMS, using database upload.

**b) Karnataka ONE & Bangalore ONE in Karnataka Circle:**

Karnataka BSNL Circle team has to ensure with Karnataka One team that the payments are pushed on daily basis to BSNL Portal database.

**c) E-Mitra in Rajasthan Circle:**

Rajasthan Circle Team has to ensure that the payments are pushed on daily basis to BSNL Portal database.

**d) Friends & Akshaya Channel in Kerala Circle:**

As and when the soft copy of payment details are shared by these agencies, SSA needs to upload and POST the same into PMS immediately.

**7. Electronic Fund Transfer:**

Delay is observed mostly because customers do not share telephone/account details after transferring the amount to BSNL bank account. The concerned AO should follow up with the customer, collect the telephone/account number details and post the payments immediately in PMS.

**8. Bank Payments (South Indian Bank & Federal Bank):**

These banks auto debit the amounts from the bank accounts of the customers who have enrolled for auto debit. Banks would consolidate the payments and share the soft copy with AO of SSA. The AO in turn would upload and post the payments into PMS. As and when the soft copy of payment details are shared by these Banks, SSA needs to upload and post the same into PMS immediately.

**9. All India Portal Payments:**

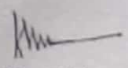
Customers make payment through BSNL portal website/BSNL mobile app and other portal offline channels like PayTM, GPay, PhonePe, AmazonPay etc. Such payments get updated in Portal database first. Later on, PMS would pull the payments from Portal database and post in its database.

It is observed that portal offline payments are updated with a certain delay (more than 5 days in few cases). The Portal team should take up the matter with concerned agency to update the payments within the allowed time frame (i.e. T+1 days).

**10. CBP Wallet Payments:**

BSNL All India Portal team has to ensure that the payments are updated without delay.

This has the approval of Director (CFA), BSNL Board.

  
(P. D. Chirania)

Sr. GM (Finance)-CFA

**Copy to:**

1. CGM, ITPC, BSNL, Pune – for necessary action, please.
2. Sr. GM (IA), CO, BSNL – for kind information.

PMS updation

Regd. & Corporate Office: Bharat Sanchar Bhavan, H. C. Mathur Lane, Janpath, New Delhi-110001

dated 02.08.2021 Page 2 of 2

To  
F/TR/Corporate  
All ITPC  
BA/SSA  
For necessary action