

 <p>Connecting India <b>India Broadband</b> 2007 Linking India</p>	 <p><b>BHARAT SANCHAR NIGAM LIMITED</b> (A Government of India Enterprise) Corporate Office (Revenue Management Branch - CFA) 2<sup>nd</sup> floor, Room No. 216, Eastern Court, Janpath, <b>NEW DELHI-110 001</b></p>
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To

All Head of Telecom Circles/Metro Telecom Districts.  
Bharat Sanchar Nigam Limited.

No.2-1/2005-BSNL/TR

Dated: 20th November, 2012

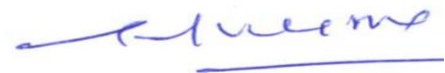
**Subject: Settlement of No-master (Master less) cases for Wire line and Broadband connections in CDR system-regarding.**

Kind reference is invited to this office letter No. 11-2/2012-CDR/IT-CFA Vol.III dated 14.11.2012 from Director (CFA) regarding settlement of No-Master cases for wireline and Broadband connections in the CDR billing system, to ensure that none of the working connections remains un-billed. Needless to mention that non-billing of such cases results in (1) non-reflection of earned revenue in respect of these connections in the books of accounts and (2) accumulation of amount due for recovery from the customers of these connection and (3) non- realization of the dues in time from the concerned customers. Moreover, it has been noticed that consolidated bills for the amount due from the customers of such connections when raised do not get realized promptly and the chances of customer turning a defaulter instead of paying the amount due for the services utilized get augmented.

In order to avoid such a situation, it is imperative that not a single working connection gets reflected as a No-Master case in the CDR System. In fact there is no scope for appearance of 'No-Master' cases in the CDR system, if the prescribed procedure for opening of new connections or transfer/ shift of connections from one area (Circle or SSA) to another is meticulously followed. No connections whether new or under shift from one place to another should be opened unless the detailed address of the customer is fed in the billing system to ensure timely billing and recovery of dues from the customer.

It is, therefore, urged (i) to ensure that proper procedure for opening of connections be followed in all SSAs under your control so that fresh No-Master cases do not come up henceforth and (ii) to settle/clear all the No-Master cases as on 12-11-2012 already communicated through letter No-11-2/2012-CDR/IT-CFA Vol. III dated 14.11.2012 by the target date i.e.,26.11.2012, fixed by Director (CFA).

A compliance report with a certificate that the cases pointed out through letter dtd.14.11.2012 from Director (CFA) mentioned above have been cleared may be provided latest by 30.11.2012.



**(G.P.Verma)**  
**GM (Finance)-CFA**

Copy to:

1. CMD BSNL for information.
2. Director (CFA) BSNL Board for information.
3. CGM (ITPC) Pune for information with a request to make available list of No-Master cases (if any or Nil report) in respect of all the Circles at the close of each month by 5<sup>th</sup> of the following month to this office for further action.