

No. 2-2/2011-BSNL/TR/Pt-2

Dated 28<sup>th</sup> February, 2013

To

All Heads of Telecom. Circles/ Metro Telephone Districts,  
Bharat Sanchar Nigam Limited.

**Subject: - Closure of Accounts against inactive (suspended) numbers-regarding.**

The General Manager (DC), ITPC, Pune vide his letter No. A-2/ITPC/CDR Corr./2012-13/4 dated 20-02-2013 addressed to Manager (IT-CFA), CO BSNL, New Delhi and copy to GM (Finance-CFA), Revenue Management-CFA branch, CO New Delhi on the subject cited above has intimated that below mentioned number of Permanent Disconnection Orders are pending with the concerned Commercial Officers of the SSAs, in West Zone of CDR. It has also been mentioned that in WEST Zone Permanent Disconnection Orders are generated currently after 90 days from the date of OG bar and the CDR system transfers these Permanent Disconnection Orders (PDs) to the work list of concerned Commercial Officer of SSA for their approval but the concerned Commercial Officers have kept them pending for a long period.

| Circle Name    | Count  | Os_Amount (Rs.) |
|----------------|--------|-----------------|
| Chhattisgarh   | 18239  | 61460867        |
| Gujarat        | 42992  | 94437942        |
| Maharashtra    | 75663  | 139769437       |
| Madhya Pradesh | 107399 | 411477312       |

**Similar position might be in other Circles/Zones.**

In this context it is to make clear that unless the Permanent Disconnection Orders are completed, pendency of refund cases will not be reduced. The process of pursuit of recovery of outstanding telephone dues also does not get started due to non finalisation of account of the customers and non adjustment of Security Deposit (if available) against outstanding dues. Needless to mention that pendency of such type of work order for an un-reasonable long period without any justified reason shows negligence towards duty by the concerned official/executive, for which responsibility needs to be fixed. **It is therefore; desired that the following actions may please be ensured by the Heads of Circles.**

1. Heads of Telecom. Circles mentioned above namely Chhattisgarh, Gujarat, Maharashtra and Madhya Pradesh are requested to examine the cases of pending PDs with reference to the date of pendency and reasons for non completion/delay in completion of work orders may be ascertained and intimated to this office besides taking appropriate action for the pendency.
2. Heads of Telecom. Circles/ Metro Telephone Districts other than the four mentioned above may also examine pendency of PDs in all the SSAs under their control and ascertain & intimate the reasons thereof besides taking appropriate action for the pendency.
3. All the Heads of Circles/ Telephone Districts will please ensure that all the pending work orders of Permanent Disconnection of telephone connections due to non payment of telephone dues are got cleared immediately, in any case not later than seven days from the date of issue of this letter. (This is being uploaded on intranet.bsnl.co.in portal also).

**A report on compliance be submitted by 12<sup>th</sup> March, 2013.**



28-02-2013

(G. P. Verma)

GM (Finance-CFA)

**Copy to:-**

1. Sr. G.M. (IT-CFA), CO BSNL, Bharat Sanchar Bhawan, HC Mathur Lane, Janpath, New Delhi for information and necessary action.
2. CGM, ITPC, Bharat Sanchar Nigam Limited, Chinchwad, Pune for information and submission of Circle wise counts of PDs and amount outstanding in respect of other Zones along with the information whether it may be possible in CDR System that Permanent Disconnection Orders after 90 days from the date of OG barr, due to non payment of telephone bills be generated and approved automatically without transferring these work orders to the work list of concerned Commercial Officer/ SDE indoor/SDE Outdoor of the SSA.