



No.9-11/2010-SCM-CM

Dated: 30<sup>th</sup> October, 2013

**Sub: Minutes of the meeting with ITPC team regarding Sanchar Soft issues.**

A meeting on the subject stated above was held on 29.10.13 in the room of GM (PP&SM)-CM in Corporate office. It was attended by the followings:-

1. Shri Prabhash Singh, CGM ITPC
2. Shri SC Sharma, GM (PP&SM)-CM
3. Shri Y.N. Singh, GM (Fin-CM)
4. Shri B Jagdeesh Kumar, GM (DC) Hyd
5. Shri Ashutosh Sharma, GM (HQ), ITPC
6. Shri Sharan Melmalgi, DGM (ITPC), Hyderabad
7. Shri Upendra Bakolia, Addl. GM (S&M)-CM
8. Shri Bhuwanendra Kumar, DGM (PP-CM)
9. Shri R.K. Goyal, AGM (S&M)-CM

The outcome of discussions is as given below:-

**1. Adequacy/redundancy of hardware:**

- a) In WZ zone, there are Database server-1, Web servers-2 (1 out of order ) and 1 load balancer. Database server has come from CMTS B&CCS as a regular arrangement pending recoupment through purchase order to be placed by CMTS Nodal Center East zone. One DB server & repair of web server is required immediately. There is also need to expand RAM in DB from 20GB to 24GB. AMC arrangement for such hardware is reported to be in place now.

Action by GM(CMTS) Nodal Center, Pune

- b) In North zone, Spare servers are reported to be available in the CMTS Nodal Center and could be used as redundant/standby database servers for SancharSoft. The existing machines are old and hence are to be checked if these needs to be replaced.

Action by Sr.GM(CMTS) Nodal Center Chandigarh

- c) There is no issue of hardware in case of South Zone and East Zone.

**2. Synchronization of POS data with that in CTOPUP:**

Daily synchronization is being done from CTOPUP into Sancharsoft system. Regarding implementation of Rural Distributor-Direct (RDD) and Rural Distributor-Franchisee (RDF), and also restriction regarding correct hierarchy creation of POS in CTOPUP, M/s PYRO has completed changes in the application i.e. no new wrong creation can happen now. However, action for correction of earlier errors is yet to be started. It was decided that exception list or error list will be generated by ITPC team using sancharsoft by 31.10.13. M/s Pyro will provide GUI based menu by 10-11-2013 to be used by SSAs to carry out rectification of such errors in POS hierarchy in CTOPUP system. It is to be ensured by all circles that the work of error correction is completed latest by 15.11.13.

**3. Direct commission/incentive payment to retailers/POS using Sancharsoft:**

- a) ITPC team confirmed that Part-A of trade scheme order dt.30.8.13 (both option I & II) have been implemented. Part B of the trade scheme is pending as it is dependent upon correction of POS hierarchy. Regarding Para-A of the trade scheme, application, designing work has been completed and the calculation of incentive amount is in progress. Defining a fixed date for the purpose will improve confidence level among franchisee and retailers as they will be certain of getting their incentive by such date every month. It was, therefore, decided that payment of such incentives to channel partners must happen on 10<sup>th</sup> of every month. Such payment of incentive calculated by Sancharsoft will be approved centrally by the CGM designated Circle Nodal officer. The computation process must be decentralised in Sancharsoft to the CGM designated Circle Nodal officers after providing required GUI, pages and procedures. ITPC will validate the data with that in IN and Tele-verification (TV) before enabling for incentive computation.

Action by ITPC team

- b) It was felt that circle-wise Sancharsoft Circle Administrators/ CGM designated Circle Nodal officers might require training to use this new application. It was decided that ITPC will compile list of all such Nodal Officers and will email them a small power point presentation explaining the whole process to be followed.

Action by ITPC team

- c) Issue regarding TDS on incentive/direct commission from retailers was deliberated. In consultation with the officials from Taxation Cell of Corporate office, it was decided that PAN number of franchisee will be mapped with all retailers working under him/her. TDS on incentive/direct commission paid to such retailers/POS will thus get clubbed with the franchisee TDS account. This is so because BSNL pays upfront commission to franchisee and direct payment to retailers is a kind of adjustment on behalf of such franchisees.

Action by all circles & ITPC Hyderabad

**4. Reverse integration from IN/VoMs to staging area of SancharSoft:**

Physical vouchers data from VoMS of IN systems working in SZ and WZ is now available in Sancharsoft via its staging area at the respective CMTS Nodal Centers. Similar reverse integration in respect of NZ and EZ is yet to start. Further processing in Sancharsoft and reporting must be completed by ITPC as early as possible.

Action by ITPC team

**5. Auto SMS alert for CAF collection:**

Application for auto SMS alert for CAF collection has been developed and implemented for Bihar and AP circles. Both of these circles confirmed when contacted on telephone. However, the Application can be put to effective use only after completion of mapping of FOS with franchisee on one hand and retailers/POS on the other hand. All circles are to carry out these activities on top priority so as to ensure completion by 10.11.13.

Action by all telecom circles

**10. Centralization of customer profile data for CTOPOP:**

- a) The hardware identified and spared for the purpose by CMTS Nodal Center, Trichy had to be used on emergency basis for e-auction server and hence the proposed work is halted at present. Additional hardware including that for web server for e-auction system is required to be arranged by CMTS Nodal Center, Trichy.

Action by GM(CMTS) Nodal Center Trichy

- b) ITPC team wanted finalization of text of SMS key words to be used for SMS based query by subscribers and response thereof. Data field structure for all IN systems across zones for the purpose also needs to be finalized. As NZ has done quite a good amount of work on customer self-care and hence it was decided that CMTS Nodal Center, Chandigarh will coordinate with all other CMTS Nodal Centers and will finalise these items.

Action by Sr.GM(CMTS) Nodal Center, Chandigarh

**11. D-duplication application and CAF data for TERM cell:**

- a) Deduplication application has been prepared and tested at Trichy but this algorithm works on Oracle 11G version of OS. There is thus need to upgrade of Oracle DBs to 11G. ITPC team will visit each Sancharsoft center and will carry out upgrades. ITPC team will confirm their schedule within next 2-3 days.

Action by ITPC team

- b) O&M of Sancharsoft has been taken over by CMTS Nodal Centers. There is urgent need for sharing with them the standard practices, Do's and Dont's so that O&M activity of Sancharsoft gets migrated smoothly. ITPC team will prepare the same and share with each of the 4 CMTS Nodal Centers/ AP Telecom Circle as early as possible latest by 10.11.13.

Action by ITPC team

- c) When ITPC team visits Sancharsoft centers for Oracle DB upgrade, the team should also carry out technical audit of Sancharsoft system and share recommendations with the respective GM(CMTS) Nodal Center.

Action by ITPC team

**12. Improvement in device bundling gift coupon application:**

- a) In addition to the existing application, Android based apps for gift coupon has been developed by ITPC. This app can be pre-loaded by device bundling partners in tablets/ smart phones. On insertion of BSNL SIM this application will automatically enable exchange of required messages for activation of freebees. DGM (PP-CM) will arrange for trial and share with all device bundling partners.

Action by DGM(PP-CM)

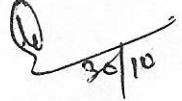
- b) Some of the device bundling partners have stated that their devices have dual SIM / IMEI provision leading to failure of freebees activation by BSNL if SIM happens to be inserted in another slot whose IMEI number is not populated in Sanchar soft application. ITPC team agreed to enable change in the application so as to provide for paired IMEI and mark both IMEI as used if either of these is triggered along with PIN through a message from the bundled devices. DGM (PP-CM) will interact with device bundling partners to ascertain whether they will be able to provide paired IMEI information to circles at the time of purchase of SUK.

Action by DGM(PP-CM)

**13. Removal of obsolete STVs/Plans from Sancharsoft and status of TOMM:**

Some work has been done in this regard but it is yet to be completed. ITPC team will review and confirm within a week

Action by ITPC Team



(R.K. Goyal)  
AGM (S&M-CM)

To-

All Participants

Copy to-

1. CMD & all Directors, BSNL Board for kind information
2. CGM, all Telecom Circles/ Districts
3. GM (Fin-CM)/ GM (Taxation)/ GM (RA)/ GM (NWO-CM), BSNL CO
4. Sr. GM (CMTS) Nodal Center, Chandigarh, Pune, Kolkata, Trichy & Hyderabad
5. DGM (PP-CM), BSNL CO