

KERALA CIRCLE  
Doorsanchar Bhavan  
PMG Junction  
Trivandrum-695 033



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

To  
All BA Heads,  
BSNL Kerala Circle.

**No. TR /93/REFUND CORR/2020-21/4**

**dated at Trivandrum the 04.08.2020**

Sub:- Refund of TR deposits through CTOPUP, accepting bill payment etc

It is learnt from BAs that many requests from subscribers are being received for refund of Telephone deposit of their closed connections and BAs are not able to refund the same. Due to the present financial crunch, BSNL Corporate Office, ND is not allotting fund for TR refund. In order to overcome this situation, the Competent authority has decided to implement the following for one month, to begin with.

1. BAs should encourage the customers to collect the TR refund amount in the form of CTOPUP or adjust the refund due towards bill payment of FTTH/LL/BB/GSM postpaid connections.
2. It should be ensured that this is done only after getting the written consent from the concerned customer.
3. IFAs of the BAS should monitor the same personally and furnish a certificate to this effect on monthly basis with details of number of cases settled in such manner with amount. If not a 'NIL' statement should be sent.
4. Procedure for accounting of TR refund through CTOPUP or to adjust the TR refund to the existing BSNL landline/FTTH/GSM postpaid connections is attached as **Annexure I**.

Feedback on the above may be sent to [caotrcc.cgmkerala2@gmail.com](mailto:caotrcc.cgmkerala2@gmail.com).

Encl:- As above.

Chief Accounts Officer (V)  
O/o CGMT, BSNL, Kerala Circle

## ANNEXURE I

### I. Procedure for accounting of refund of TR deposit through CTOPUP

1. The "KR" document ( Vendor Credit Balance) created for refund deposit is to be identified for which refund is proposed to be made through CTOPUP. The document may be converted to "SA" type using **TCODE - "F-04"**. This is to ensure that no payment is made to the subscriber against the "KR" document.
2. Retail sale of CTOPUP is to be made by CSC to the mobile number provided by the subscriber for the exact amount of deposit refund due to the subscriber.
3. "RV" and "DY" documents are created on Batch Admin Posting at the end of the day. This would be created for the entire amount of retail sales done during the day. The amount of Sales done would reflect in **GL 2510000002**.
4. While remitting the amount to the Bank using **TCODE -"ZFI011"** the amount of CTOPUP issued in-lieu of deposit refund should be reduced from the remittance made to the bank. "ZB" type document would be posted. The amount of CTOPUP issued would remain as open item — **Debit under GL 2510000002**.
5. The debit balance under **GL 2510000002** as stated in point 4 above should be cleared with the vendor credit balance available in the "SA" document noted in point 1 above.
6. Finally refund payment posting is to be updated in **CDR-PMS** module by the respective AO (cash)

### II. Procedure to transfer TR refund to existing BSNL landline/FTTH/GSM postpaid connections

1. Complete all refund process including document number generation.
2. Document number may be transferred to AT settlement account **1311106** from vendor using **f-04 T code**
3. Update the payment to required BAN through PMS using AT channel.
4. Schedule the payment updated in PMS
5. Make Cheque entry in CRM manually (this is not needed for GSM)