



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Office of Chief General Manager Telecom
Kerala Telecommunications
Thiruvananthapuram 695 033

To
The BA Heads,
BSNL Kerala Circle.

No.BSNL/TR-II/ Safe custody/CORR/2017-21/42 Dated at TVM the 21.07.2020

- Sub: Customers under Safe custody with outstanding dues - reg.
Ref: (1) This office letter of even no.31 to 41 dated 03.07.2020
(2) This office letter of even no.3, 26, 27,30 dated 03.04.2020,
01.05.2020, 22.05.2020, 22.06.2020 alongwith list of customer.
(3) This office lr.No.TR-II/Safe custody/Corr/2017-18/12 dated 30.10.2018
(4) This office lr of even no.17 dated 04.12.2018

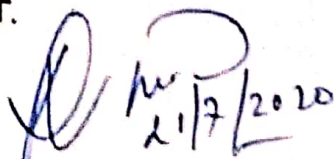
Kindly refer to this office letters cited above. Detailed list of customers under safe custody is enclosed herewith. There are about 101530 customers whose telephones are kept under Safe Custody but they are neither making payment nor renewing the safe custody period. In Kerala, the arrears under this category are ₹ 4,39,29,465 till 18/07/2020. While issuing bills in respect of Safe Custody cases, we have to make payment against GST to the Central Excise department. Therefore we are losing revenue on account of GST on safe custody cases and wasting manpower to cancel these bills to achieve revenue realization targets.

Despite payment of due GST and non realization, the connections continue to be under safe custody. The details of customers under Safe Custody may be analysed and action taken to convert the numbers to suitable plans or to continue in safe custody with regular advance payment or to close the connections after expiry of safe custody period. As per rules, safe custody is to be provided only on the request of the customer and against advance payments. Therefore, such outstanding is inexplicable.

I want the BA heads to seriously act on these matters and action taken to close safe custody or revive them must be done by this month for all more than six month old cases where outstanding is there, failing which nature of action taken to recover the GST amounts from the concerned officers may be intimated. Compliance report may be furnished to aotr5.cgmkerala@gmail.com with copy to caotrcc.cgmkerala@gmail.com by 31.07.2020.

Encl as above.

MATTER MAY BE TREATED AS MOST URGENT.


Chief General Manager
O/o CGMT, BSNL, Kerala Circle

DETAILS OF LANDLINE SAFE CUSTODY OUTSTANDING													
BA	TOTAL SAFE CUSTODY	LL&BB (BOTH) SAFE CUSTODY	LL_SAFE CUSTOMERS WITHOUT OS	UP TO 31/03/2016		2016-2018		2018-2020		2020-2021		TOTAL	
				COUNT	OSG	COUNT	OSG	COUNT	OSG	COUNT	OSG	COUNT	OSG
ERNAKULAM	14140	3011	4133	3544	3614411	4589	2380335	5397	1616411	610	230593	14140	7841750
ALLEPPEY	9064	1359	2048	1738	1868707	2726	1663526	4276	1561632	324	121920	9064	5215785
THRISSUR	16536	4444	4425	1849	809427	5159	1451617	8731	2166223	797	332327	16536	4759594
MALAPPURAM	9720	431	1834	1767	1190128	3425	1587123	4279	1527335	249	99058	9720	4403644
KOLLAM	8902	2338	2299	2277	1895912	2862	1165026	3416	906145	347	132174	8902	4099257
KANNUR	8406	1436	2085	1368	782621	2523	1130091	4011	1502558	504	275286	8406	3690556
TRIVANDRUM	5996	1102	1580	1909	1866317	1773	755831	2092	569949	222	49704	5996	3241801
KOTTAYAM	5983	1713	1644	1365	1317998	1812	984132	2526	677571	280	107155	5983	3086856
KOZHICODE	8650	1524	2084	1600	713923	2778	851052	3808	1066706	464	237633	8650	2869314
PALGHAT	7183	1717	2531	1302	548929	1582	680301	3903	1195458	396	182156	7183	2606844
PATHANAMTHITTA	6950	1661	2244	1409	677184	2143	713547	3101	624306	297	99027	6950	2114064
Grand Total	101530	20736	26907	20128	15285557	31372	13362581	45540	13414294	4490	1867033	101530	43929465