

भारत संचार निगम लिमिटेड

(भारत सरकार का उद्यम)

मुख्य महाप्रबंधक कार्यालय

मा.सं -ई अनुभाग , दूसरा मंज़िल

केरल दूरसंचार परिमंडल

तिरुवनंतपुरम - 695033

**BHARAT SANCHAR NIGAM LIMITED**(A Govt. of India Enterprise),
OFFICE OF THE CHIEF GENERAL
MANAGERH.R - E SECTION, 2ND FLOOR

KERALA TELECOM CIRCLE

TRIVANDRUM - 695 033

No. HR-E/11-5/2020-21/3**Dated at Trivandrum, the****05/05/2020****विषय/Sub:- Looking after arrangement in the cadre of CAO - reg.****संदर्भ/ Ref:- BSNL Corporate Office Lr.No. 1-6/2018-Restg(Pt.) dated 27-12-2019**

The following looking after arrangement is ordered in the cadre of CAO with immediate effect, as per the instructions and conditions contained in BSNL Corporate Office letter referred above.

Sl. No.	Name (Sri./Smt.)	HR No	BA
1.	Krishnankutty U.M	199202506	Kottayam
2.	Radhika. R	199409644	Kozhikode
3.	Anil Kurian	200400561	Kannur

The officers above are to be posted as CAO (Billing & Revenue Assurance) with duties as detailed in the Annexure. This will be in addition to any other duty assigned by the BA Head.

The looking after arrangements are ordered for a period of 3 months or till further orders, whichever is earlier and the officers shall be reverted to the basic cadre automatically by the BA without waiting for orders of reversion from this Office.

As the above arrangements are made as per looking after arrangement instructions in pursuance of Corporate Office order cited above, the officer will continue to draw the same pay and allowance presently drawing and no extra remuneration is payable.

In case any Vigilance/ Disciplinary case is pending/ contemplated against any of the officer or any punishment like stoppage of increment is current, the looking after arrangement should not be given effect to and the fact may be intimated to this office immediately.

Charge reports may be furnished to all concerned.

This is issued with the approval of the competent authority.

उ.म.प्र (मा.स) DGM (HR)

मु.म.प्र.दूका, भा.सं.नि.लि, केरल परिमंडल, तिरुवनंतपुरम-33

O/o CGMT, BSNL, Kerala Circle, Trivandrum-33

Tel: 0471-2302222 Fax: 0471-2306060

E-Mail: dgmhrkerala@gmail.com

प्रतिलिपि प्रेषित/Copy to:-

- The officers concerned
- BA Heads Kottayam, Kozhikode & Kannur.
- PGM (F) / GM (Vig) Circle Office, TVM
- ERP/ GF/Kerala Intranet

Regd. Office / Corporate Office : Bharat Sanchar Bhavan, Harish Chandra Mathur Lane, Janpath, New Delhi-110 001.**Website: www.bsnl.co.in**

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Annexure I

Duties of CAO (Billing and Revenue Assurance) in BAs

Responsible for leading a team dealing with all works related to Billing and Revenue Accounting and Assurance viz.

- 1) Billing activities of all services and resolution of Billing complaints and billing adjustments, service requests, barring, unbarring, reconnection and disconnection, monitoring of zero billing cases and unbilled cases, adjustment of deposits in CDR, refund related activities, Pursuing mobile number capturing and email updation in CRM, Reminding customers through IVRS and Manual calling for payment of bills and online payment of bills.
- 2) All accounting activities of Telecom Revenue including incorporating of CDR and LC to SAP, Accounts closure works, sundry debtor reconciliation, Review of CDR Trial Balance and taking up the accounting issues with Data centre, preparation of SLRs, revenue share payment to LCOs and WIFI, accounting of C-TOP up balance given to franchisee in respect of telephone bill collection, GSM Bills and FTTH, accounting of FRC/ MNP/ Trade/ CAF/ FOS commission of Franchisees in GL Accounts and acting as GST nodal officer pertaining to TR section.
- 3) PMS Related activities such as Payment updation and scheduling of all offline channel payments through channels such as banks, Friends, Akshaya, Billdesk, Updation of telephone bills payments through RTGS/NEFT payment from state, central and corporate customers in respect of CDR, GSM and Leased circuit bills and issuing of payment receipt on daily basis, Sharing of monthly bill data of registered customers with third party collection agencies like FEDPAY, SIB, BILL DESK, FRIENDS and AKSHYA and its payment updation, reconciliation of recoverable from channel partners between recovery register and CDR Trial Balance
- 4) OSP related activities such as collection of outstanding dues of all service, arranging Field visit by TRI or TR Team, issue of notice to defaulters, issue of RRs, conducting LBM, HPC, Special Mela drives, Lok Adalath, adjustment of deposit against outstanding, attending Customer complaints with respect to Revenue Recovery/ Legal Adalat and settling it either by discount scheme or by issuing withdrawal letters, achievement of OSP and Project Aishwarya targets.
- 5) Revenue assurance activities including monitoring of and plugging ITPC revenue leakage reports as extracted from ITPC, monitoring of OGB, ICB, Masterless cases, error CDR, Nil CDR/IPDR, monitoring of heavy calling customers, monitoring of threshold limits in Basic and GSM, Monitoring of dunning fall out cases, Monitoring of discount cases, Review and reconciliation of balance under TR – Refund/CM refund with subsidiary report, Disposal of customer complaints, PG Cases, Clearing of alerts in CRM and Attending RTI queries
- 6) Sales and marketing related activities such as issuing Ctopup/ RCV/ Sims/ CBP to Franchisees and sales monitoring, after verification of payment made by the franchisees and CSCs, clearing of errors in sale orders, sales and Marketing of products through melas.
- 7) Timely furnishing of all TR related reports to management and Circle office.