



No. 1-4/TM/BBF/BillDesk-Excel Dated at ND, the 24.02.2012

To

All Heads of Telecom Circles.

Subject: Modifications in procedure for updation of payments made through BSNL Portal in the Landline and GSM billing systems.

Reference: This office letter No. 2-1/BBF/2003/8 dated 26/03/2007.

Kindly refer to letter No. under reference vide which 'Operational Procedure for funds flow, reconciliation and the Data/SRC updating at the zonal billing centers and the associated circles for Cellone bill payment on the BSNL portal on pan India basis' were circulated.

In continuation to the above letter and in reference to CGM, ITPC, Pune letter No. ITPC/CDR Project/BSNL CO/2011-12/32 dated 24/11/2011, the following modification in the operational Procedure **only** for updation of payments shall be used. These changes are being made keeping in mind that the customers of all migrated SSAs, post implementation of CDR Project, can now avail the facility of making payment of their Landline telephone bills through BSNL Portal. In regards to this, CFA branch at the BSNL CO, has also issued instructions to allow payment of bill through portal **beyond pay by date.**

In order to avoid delay in updation of payment received at the portal to the respective billing system leading to charging of late fee to customers and customer dissatisfaction. The following modification to procedure is as follows:

Sl. No.	Earlier procedure	Modified procedure
1.	b) The payments will be enabled through the M/s IndiaIdeas.com Limited (BillDesk) Payment Gateway. The payment shall be received up to the pay by date only.	b) The payments will be enabled both through M/s IndiaIdeas.com Limited (BillDesk) Payment Gateway and M/s Tech Process Limited (TPSL). The payment shall be received up to and beyond the pay by date.
2.	c) For each individual transaction attempted through the portal on day 'T', M/s IndiaIdeas.com Ltd. (Bill Desk) will provide a real-time transaction success/failure confirmation. A log of all such transactions (R1) shall be kept by the portal team for use in the transaction wise reconciliation with the bank wise reconciled MIS (R2) provided by M/s IndiaIdeas.com Ltd. on Daily basis	c) When a transaction is successful portal generates a receipt for the customers. Portal online payment success and receipt generated payments only will be updated in the respective billing system. The bank integrator should communicate to the portal of any complaints like wrong account payment, fraud case, well within the 48 hours of transaction date.



Sl. No.	Earlier procedure	Modified procedure
3.	<p><u>Duties of the Portal Team</u></p> <p>The BSNL Portal Team ('PT') will reconcile the MIS report (R2) with its database (R1), update all records in the file as 'Success' at its end and provide a Zone-wise MIS (Z1) in the lock-box format for upload into the billing system by the Zones.</p>	<p><u>Duties of the Portal Team</u></p> <p>Portal team, based on the reconciliation of MIS report R2 with its successful transaction list will send a payment reversal action in case of wrong updation which will be accepted by the respective billing zones and payment will be reversed by the billing system.</p> <p>Payment success reported at the portal but not reported in the MIS report R2, the amount for such transactions should be remitted to BSNL by the bank integrator. Transaction success at portal shall be final for remittance of amount and the integrator should submit the MIS report R2 on T+2 days.</p> <p>Transactions which are initiated at portal will be automatically made to "Failed" by portal on the third day. If such transaction are reported as success in R2 after third day penalty shall be imposed from date of transaction of transaction to integrator.</p>


(C.S. GUPTA)
DGM (BF III)

Copy to:

1. CGM/GM (F)/GM controlling BSNL Portal, Hyderabad for information and necessary action please.
2. CGM, ITPC, Pune/Hyderabad.
3. GM(CA), BSNL CO, New Delhi for information please.
4. Addl.G.M (IT-CFA), BSNL CO, New Delhi for information please.
5. M/s Indiaideas.Com.Limited for information and necessary action please
6. M/s TPSL, for information and necessary action please.
7. All Circle IFAs.
8. All Head of CMTS Zones.