



No. 2-Misc/2008-BSNL/TR-CFA

Dated: 16-06-2021.

To
All Heads and IFAs of Telecom Circles & Metro Telephone Districts,
Bharat Sanchar Nigam Limited.

Subject: Extension of Discount scheme & Incentive scheme for collection through cluster partners, channel partners and BSNL retired employees for defaulters under Basic (including PCOs & VPTs)/WLL and CMTS (Postpaid) services for realization of outstanding dues against closed connections (excluding Government/Government Departments, other Government enterprises and Lease lines) from 01-04-2021 to 31-03-2022.

Reference: CO, BSNL letters:

1. No. 2-Misc/2008-BSNL/TR-CFA dated 04-09-2020.
2. No. 2-Misc./2008-BSNL/TR-CFA (Vol.-I) dated 11-01-2021.
3. No. 2-Misc./2008-BSNL/TR-CFA (Vol.-I) dated 24-02-2021.

A proposal for further extension of discount and incentive scheme for one year from 01-04-2021 to 31-03-2022 for collection through cluster partners, channel partners and BSNL retired employees was placed before the Management Committee of the BSNL Board for kind consideration.

The Management Committee in its 435th meeting held on 07-06-2021 has approved the proposal for extension of discount and incentive scheme from 01-04-2021 to 31-03-2022 for collection through cluster partners, channel partners and BSNL retired employees.

The Discount and incentive scheme is extended from **01-04-2021 to 31-03-2022** with the discount structure indicated hereunder:

Table A: Discount Scheme

Sl. No.	Age of outstanding dues as on 31-03-2021	Rate of Discount to the Customer
1	Up to 1 (one) year old	Nil
2	> 1 year old to 2 years old	10%
3	> 2 years old to 3 years old	25%
4	>3 years old to 5 years old	30%
5	>5 years old	50%

Note: This scheme will be applicable in case the customer approaches directly.

Table B: Incentive Scheme

Sl. No.	Age of outstanding dues as on 31-03-2021	Incentive to the partner / discount to customer	
		Partners*	BSNL customer
1	Up to 1 (one) year old	Rs. 20/- #	Nil
2	> 1 year old to 2 years old	10%	Nil
3	> 2 years old to 3 years old	25%	Nil
4	> 3 years old to 5 years old	30%	Nil
5	> 5 years old	30%	20%

*Note: Partners mean cluster partners, channel partners and BSNL retired employees.

#Rs. 20/- additional (one time) plus transaction charges as applicable for bill collection [vide letter No. 2-Misc./2008-BSNL/TR-CFA (Vol. I) dated 24-02-2021].

These partners are authorized to collect the outstanding amount using CBP wallet system. Circles need to prepare age-wise outstanding to share with cluster partners, channel partners and BSNL retired employees for collection of outstanding amount through the incentive scheme. The detailed guidelines have already been issued for using defaulter bill App for partners vide letter under reference at Srl. No. 2.

The features of the discount and incentive scheme are as follows:

- 1) The schemes shall be applicable to ex-subscribers (defaulters) of BSNL under Basic (including PCOs & VPTs)/WLL services and CMTS for the phones disconnected up to 31-03-2021 (excluding Government/Government Departments, other Government enterprises and Lease lines). In case the customer directly pays the outstanding 'or' through Lok Adalats, the discounts shall be given as per the Scheme.
- 2) The discount scheme (Table-A) is extended for the period 01-04-2021 up to 31-03-2022.
The Incentive Scheme (Table-B) is extended for the period 01-04-2021 up to 31-03-2022.
- 4) The outstanding dues may be allowed to be paid up to three equal monthly installments for the cases having outstanding up to Rs. 15000/- (fifteen thousand) and not more than five equal monthly installments for the cases having outstanding above Rs. 15000/- (fifteen thousand).
- 5) In installment cases, the amount of discount applicable should be adjusted in the last installment.
- 6) The scheme will be applicable only to defaulters of private connections, irrespective of whether they are desirous of restoration of their phones or not.
- 7) It should, however, be made clear to the customer in writing that allotment of the same indicator i.e., the indicator of the disconnected phone for which the dues are being cleared, cannot be guaranteed. Efforts should however, be made to provide the same indicator wherever possible.

- 8) Fresh deposits as applicable need to be taken from the customer desirous of restoring their phones, in case the deposits have already been adjusted.
- 9) All such customers whose phones are restored under the scheme after allowing payment of outstanding dues in installments, shall have to pay their fresh regular bills timely, besides the monthly installments.
- 10) On receipt of full payment (less admissible discount) from the party, a clearance certificate should be issued to the party/ex-subscribers (defaulter) clearly indicating that the account against the particular connection against which defaulter has made payment, has been settled by grant of discount to the party to the extent of Rs...../- and on receipt of payment of balance amount of Rs...../- in lump sum or in installments from him/her.
- 11) Connection should be restored on receipt of full payment (less admissible discount) or on receipt of payment on first installment. The cases where full payment (less admissible discount) is received in cash, can be restored with STD/ISD facility (if required by the customer), subject to realization of applicable amount of security deposit, if not already available at the credit of customer. In case of cheque payments, the action for restoration of telephone should be taken only after realization of the cheque.
- 12) In case the payment is received in installments, the connection should be restored without STD/ISD facility after receipt of payment of first installment in cash or in case of cheque payment after realization of cheque. STD/ISD facility in such case may be provided (on request of customer) after realization of all the installments in cash or realization of cheques in case of cheque payment.
- 13) In case the defaulters against whom court cases are pending come forward to avail the scheme, the same can be allowed as an out of court settlement, but such court cases shall be withdrawn only after the outstanding dues are fully settled under the scheme.

All the Heads of Circles / Metro Telephone Districts are requested to instruct the staff suitably to put in concerted efforts for the success of the scheme by way of effecting maximum recovery of outstanding dues from defaulters. The discount should be allowed as per prescribed rate only. The SSA-wise progress should be monitored personally by the CGMs & Circle IFAs and prompt remedial action should be taken in the event of non-performance as well as improper rate of discount, wherever noticed.

Circles are hereby requested to use the channel partners for collection of outstanding using incentive mechanism for which defaulter's bill app has already been provided. More and more partners should be enrolled in the SPECIAL App for collection of outstanding amount to make this App a game changer in FY 2021-22, as both BSNL and partner are in win-win situation under this incentive scheme.

Circles are requested to send a monthly progress report on achievement made under this **Discount Scheme (Table-A)** and **Incentive Scheme (Table-B)**, to this office to email id kuberbsnl1@gmail.com latest by 15th of the next month to which progress report is related (e.g. report of April, 2021 latest by 15th May, 2021) in the prescribed format (**Annexure-A**).

Encl.: Annexure-A.


(P. D. Chirania)
Sr. GM (Finance) – CFA

Copy to:

1. CMD, BSNL.
2. Director- Finance/CFA/CM/HR/Enterprise - BSNL Board.
3. CGM, ITPC, BSNL, Pune.
4. All PGMs / Sr. GMs / GMs, CO BSNL.
5. Sr. GM (Finance)-CM, CO, BSNL.
6. GM (CFA), CO, BSNL.
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