

No: 2-11/2009-BSNL/TR [CFA]

Dated: 24. 4. 2012.

To

All Heads of Telecom Circles / Metro Telephones Districts,  
Bharat Sanchar Nigam Limited.

**Subject: Extension of recovery scheme for realization of outstanding telephones dues against closed connections of Private Customers of Basic telephones, WLL, Telex, Private Wires/Circuits and CMTS (Post paid) under project "Kuber", through (i) Recovery Agents/Agencies on commission basis & (ii) In-house teams by grant of incentive; after expiry of the existing scheme on 31.3.2012 - regarding.**

Kind reference is invited to this office letter No: 2-1/2009-BSNL/TR [CFA] dated 5.9.2011 regarding extension of recovery scheme up to 31-03-2012, for collection of outstanding Telecom revenue up to 3 years old **against closed connections of Private Customers of Basic telephones, WLL, Telex, Private Wires/Circuits and CMTS (Post paid).**

On the recommendations of various Circles, a proposal was submitted to the Competent Authority for extension of the existing scheme for further one year. The Competent Authority has approved extension of the **said recovery scheme, which expired on 31.3.2012, with some modifications**, as follows:

1. The scheme introduced w.e.f. 1.9.2011 to 31.3.2012 is extended further for one year w.e.f. 1.4.2012 to 31.3.2013 for all Circles except Karnataka Circle with the existing features, briefly re-iterated as follows:

- (a) over three month to three year old outstanding dues be recovered through the Recovery agents on commission basis *as per guidelines available in Circular No. 2-11/2009-BSNL/TR dated 09.07.2009* and over three year old outstanding dues be recovered through In-house teams by grant of Incentive as per rates communicated vide circular No. 2-1/2009-BSNL/TR [CFA] dated 5.9.2011.
- (b) Circles are authorized to get the over three month up to three year old outstanding dues also recovered through In-house teams by grant of Incentive as per rates communicated vide circular No. 2-1/2009-BSNL/TR[CFA] dated 5.9.2011, instead of allocating the said outstanding to Recovery Agents/Agencies.
- (c) However, the SSAs who desire to liquidate the outstanding through Pvt. Recovery Agents and Agencies based on their past performance instead of allocating the outstanding amount up to three year old period to In-House Teams, are also authorized to continue to do so and intimate to Corporate office regarding the same.
- (d) The outstanding dues allocated to In-house teams shall not be allocated to Recovery Agents and vice versa.

2. In respect of Karnataka Circle, the scheme is extended further for one year from 1.4.2012 to 31.3.2013 with further modifications as recommended by Karnataka Circle and approved by the Competent Authority as follows:

- (a) over three month to three year old outstanding dues be recovered through the Recovery agents on commission basis *as per guidelines available in Circular No. 2-11/2009-BSNL/TR dated 09.07.2009*.
- (b) the outstanding dues over three year old also be allocated by the Karnataka Circle to the Private Recovery Agents instead of to In-house teams for effecting recovery on commission basis as per guidelines available in Circular No. 2-11/2009-BSNL/TR dated 09.07.2009.
- (c) Karnataka Circle shall, however, ensure that the outstanding amount allocated for recovery to Private Recovery Agents is not allocated to the In-house teams.

Contd./-

3. The rate of commission to the recovery agents and incentive to staff payable for effecting recovery shall be as follows:

(A) **Commission Payable to Recovery Agents**

Recovery of outstanding dues made by the Agent/ Agency (as % of the allocated amount)	Commission Payable	Additional Incentive	Total Commission Payable
Up to 20%	L1 rate with upper cap of 30%.	Nil	L 1 rate
> 20% up to 30%		3%	L 1 rate +3%
>30% up to 40%		5%	L 1 rate +5%
More than 40%		7%	L 1 rate +7%

(B) **Incentive Payable to staff (In-house teams)**

S.No.	Age of outstanding dues as on 01.04.2012	Incentive payable to staff
1	Up to one year old	Nil
2	Over one year to 3 years old	3%
3	Over 3 years to 4 years old	4%
4	Over 4 years to 6 years old	8%
5	Over 6 years old	10%

The achievement report in this regard for recovery by Recovery agents/Agencies and In-house teams from 01-04-2012 onwards may be sent to this office by 15<sup>th</sup> of every month positively by Circles on monthly basis in the formats prescribed earlier for showing performance of collection agencies and In-house Teams. **The Progress report may also be e-mailed at [kuberbsnl1@gmail.com](mailto:kuberbsnl1@gmail.com).**

4. **The Scheme shall be valid from 1.4.2012 to 31.3.2013.**

5. The instant scheme does not cover recovery of outstanding dues from Government Departments/Corporations/Local Bodies/Public Undertakings. The recovery of dues from the said customers is covered under the staff incentive scheme.

6. Heads of Circles are requested to give wide publicity to this scheme to ensure maximum recovery of outstanding dues through the scheme.



**(G.P.Verma)  
GM (Finance)-CFA**

Copy for information to :

1. CMD, BSNL.
2. All Directors on BSNL's Board.
3. Executive Director (Finance) CO BSNL.
4. GM (F) CM CO BSNL, New Delhi.
5. DGM RM-I (CFA)/ RM-II (CFA)/ T&C (CFA) , RM (CM), CO BSNL.
6. Guard file.