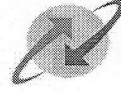


**Sales & Marketing-CM**  
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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**No. No.30- 19/2012-S&M-CM (Pt-I)**

**Dated: 03.12.2013**

To

Sr. GM (CMTS-Nodal)  
West Bengal Telecom Circle  
BSNL, Kolkatta

**Subject: Extending facilities to e-distributors.**

Kindly refer to your mail dated 06.11.2013 on the above mentioned subject. The issues raised have been examined and it is clarified that :

- 1) **Reversal right of Recharge to incorrect number:** Access is available to regular franchisee in all Zones and the same may also be extended to e-Distributors.
- 2) **CBP payment for post paid customer:** This facility is at present available to primary franchisee only. Once the things get streamlined for primary distribution channels, the same may be considered for e-Distributors in due course of time.
- 3) **Query to see last few transactions:** Feature is already available to regular franchisees to see up to last 5 transactions only. Looking into the huge numbers of transactions being done by e-Distributors, this feature is not going to help them.
- 4) **Checking MIS reports:** M/s Pyro may provide login ID & password to e-Distributors for viewing the MIS report as being provided to regular Franchisees.
- 5) **Time out information after 120/180 secs:** 120 seconds time out feature is available to Regular franchisee in East, West & North Zone, but due to some technical issues, it is not available in South Zone. The same may be allowed to e-Distributors also. Subsequently this time period of 120 seconds needs to be reduced to 30 Seconds in all four zones. IN Nodal Centers and M/s Pyro may take necessary action in this regard.

**(Upendra Bakolia)**  
**Addl.GM (S&M)-CM**

Copy to :-

1. CGMs, All Telecom Circles/ Districts – for information please
2. Sr. GM / GM, All IN Nodal Centers, BSNL – for information and n/a please
3. M/s Pyro Networks Pvt. Ltd. - for information and n/a please