



No. 2-21/2018/BSNL/RM-I/CFA/CBPCT.

Dated: 12th Dec., 2018.

To

All Heads of Telecom Circles and Metro Telephone Districts
Bharat Sanchar Nigam Limited.

Sub: Landline bill payment through C-TOPUP.

Ref: CO, BSNL letter No. 27-1/2011-S&M-CM/75 dated 20-12-2013.

To popularize CBPCT bill payment and also to increase personal interaction with landline customers, it has been decided by the competent authority to revise the commission payable to channel partners as below with 70:30 ratio between retailer and franchisee:

Billed amount (incl. GST)	Commission per transaction (incl. GST)
Up to Rs. 100/-	Rs. 5/-
>Rs. 100/- up to Rs. 300/-	Rs. 10/-
>Rs. 300/- up to Rs. 700/-	Rs. 15/-
>Rs. 700/-	Rs.20/-

2. The revised commission structure will be reviewed after three (3) months from initiation, based on the impact of the same on collection of billed amount through C-TOPUP.

3. Detailed methodologies and guidelines are as below:

i) CTopUp & Retailers:

- M/s. Pyro is the System Integrator (SI).
- CTopUp service can be accessed in assisted model where a BSNL Customer can visit a CTopUp retailer for making payment of landline bills.
- Retailers will be different for different SSAs. Same retailer can give services in multiple SSAs also, but within the same circle.
- Retailer will have preloaded balance in their CBP Wallet. These retailers will keep recharging their CBP Wallets from AO CMTS of the SSA/Circle.
- Franchises should start using the service loading a minimum CBP wallet balance of Rs. 10,000/-.
- Franchisees & Retailers are now required to take stock for two wallets separately. Stock for CBP wallet will be given with upfront commission and stock for Postpaid wallet (CBP) will be given without any upfront commission as the commission will be credited online into the Franchisee/Retailer wallet after each transaction.

ii) Transaction flow:

- The BSNL landline customer would approach the CTopUp retailer with cash to make the landline postpaid bill.
- The invoice would be fetched by the CTopUp retailer by connecting to BSNL Portal.
- After fetching the billing account details from BSNL Portal, cash payment is accepted by CTopUp retailer and the retailer's balance for CBP wallet is reduced to that extent. The cash payment may be equal to the invoice amount or greater amount which will be accepted by Portal.
- As Post transaction acknowledgement is received from Portal, the transaction is treated as completed at CTopUp.
- Once the BSNL customer makes payment of the landline postpaid bill, the payment details would be sent to Portal server, which in turn would be pulled by the PMS of the respective CDR Zone, within 4 hours.

- f) The Online payment portal will send the list of successful transactions done on previous day to the respective zonal CTopUp recharges for reconciliation and confirmation back to portal.
- g) In case of any missing transaction of Portal found during reconciliation on T+1 date, CTopUp will re-post the missed transaction and will be accepted by BSNL Portal, as no transaction will be treated as failed.
- h) On receipt of such missed transaction information, BSNL Portal will include these transactions as payments received.
- i) As BSNL Portal is already accepting payments, Portal will need to clearly demarcate payments received from CTopUP so as to enable BSNL to attend to complaints, if any. The integrator will be noted as PYRO and agency will be taken as CTOUP for easy identification of payments.
- j) Separate channel is to be used as this does not involve cash flow unlike other Portal transactions. Reconciliation will be done by respective Circle and not CAO CCC. The PMS need to pull the Integrator and Agency values for easy identification of payments.
- k) Retailer of one SSA can accept payments of another SSA but within the same circle. The restriction will be enforced by M/s. PYRO.
- l) Post successful transactions, the CBP wallet balance in the mobile wallet of the CTopUp retailer will be reduced.

iii) Nodal Officer CBP CP:

- a) It is governed by existing tender clause and paid by CMTS at 4.7 Paisa per transaction as per the prevailing rate from time to time. For accounting adjustments, if any, SAP team may issue orders.
- b) Existing AO CMTS of the circles will be the nodal officer for that circle.
- c) CTopUP will upload the success report. It is available in Pyro Web login used by AO of the circle / CAO RR Zonal. Report will be available on the IR Reports CDR unit of ITPC.
- d) The Nodal Officer for CTopUp, i.e. CAO RR CMTS will be responsible for reconciliation and receipt of payments from CTopUp. Wallet reconciliation will be done with GSM Postpaid and landline postpaid bills from postpaid wallet.
- e) Reconciliation of the payment updates as available in IR Server of CDR and payment details as reflected in Pyro Web login shall be reconciled by respective circle nodal officer. As no fund transfer or ATC is involved, CAO CCC will not be part of this reconciliation process.
- f) In case of discrepancy in the Reports of wallet recovery and payment update in CDR billing system using this collection Desk, it shall be the responsibility of Pyro to arrange deduction of wallet amount as per the bill update made to CDR via Portal mediation server.
- g) The payments updated to the CDR system through portal will not be reversed.

iv) Reports:

- a) SSA will collect cash and issue invoice in SAP for transferring wallet amount This amount may be used for GSM postpaid bill payment and LL/FTTH/BB over Wi-Fi payment.
- b) Circle will make Accounting Adjustment from SAP invoice amount to respective accounts as per the CDR-IR Report. Since Pyro CBP wallet amount configured as GSM product in SAP amount is by default credit to GSM account on invoice, post consumption of the wallet amount segregation of GSM/LL/FTTH etc. is to be done and necessary entries in ERP is to be done by the circle.
- c) CDR IR will host reports to facilitate reconciliation and accounting of the revenue in respective heads based on the Integrator ID and agency code.
- d) SAP unit may issue suitable instructions (SOP).

v) Franchisee & Retailer commission payment and GST compliance:

- a) CTopUp CBP uses postpaid wallet in M/s. Pyro Networks System. The postpaid wallet is common to GSM postpaid and landline/FTTH. As per the order of DGM (ERP-FICO), CO, BSNL letter No. BSNL/ERP/FICO/2017-18 dated 24-08-2017, it was ordered that commission on postpaid will be paid in kind (as CBP wallet balance), after receipt of GST invoice from the franchisee. It is observed that most of the franchisee have not claimed commission due to procedural difficulty.
- b) Landline commission structure is different and it is not uniform 2% as envisaged in GSM bill payment process. Therefore, different bills have to be produced by Franchisee depending on nature of transaction and denomination. Therefore, in order to facilitate easy bill payment and commission payment to Retailer and Franchisee, commission will be paid as OTF after the transaction is done. Commission will be paid without GST similar to prepaid CTopUp transaction in compliance to decision of BSNL to pay GST component on receipt of invoice.
- c) Once franchisee submits GST Bill as done in case of other commissions like FRC/MNP etc. after adjusting upfront OTF paid into the wallet, the GST component will be credited to franchisee wallet along with other commissions which are being paid by Sancharsoft.
- d) Commission payable to Retailer and Franchisee will be paid as per the S&D Policy and DSA etc. will get 70% of the commission equivalent to Retailer commission.

4. CGMs and IFAs of all Telecom Circles and Metro Telephone Districts are requested to popularize this customer friendly initiative amongst channel partners and BSNL customers, so that 100% realisation of billed amount can be ensured immediately after billing. In this connection, kindly refer to guidelines issued vide CO, BSNL letter No. 27-1/2011-S&M-CM/76 dated 27-12-2013.

Detailed payment procedure is enclosed as Annexure.

This has the approval of the competent authority.

Encl.: Annexure.



(S. K. Bhardwaj)
Sr. GM (Finance)-CFA

Copy to :

1. CMD, BSNL - for kind information.
2. Director (HR & Finance), Director-CFA, Director-EB and Director-CM - BSNL Board - for kind information.
3. CGM, ITPC, BSNL, Pune - for kind information and necessary action please. He is requested to send monthly circle-wise report on amount collected through this scheme to this office for reviewing the impact of the revised commission.
4. All PGMs / Sr. GMs / GMs, CO, BSNL - for kind information.
5. PGM(NWO-CM), CO, BSNL - for kind information and necessary action please.
6. PGMs/Sr. GMs/GMs - CDR Data Centres, BSNL - for kind information and necessary action please.
7. All Circle IFAs of Telecom Circles and Metro Telephone Districts, BSNL - for kind information and necessary action please.
8. GM (Dev.), ITPC, BSNL, Hyderabad - for kind information and necessary action please.
9. GM (CA & ERP FICO), CO, BSNL - with request to issue necessary accounting instructions and SOP in SAP.
10. M/s. Pyro Group, 8-2-293/82, Plot No. 564/A-31 Road No. 92, Jubilee Hills, Hyderabad, Andhra Pradesh - 500033.