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

NO. 19-1/2011-SCM-CM

Dated: 5<sup>th</sup> September, 2013

To

The Chief General Managers,  
All Telecom Circles/Metro Districts

**Subject: Procedure for reversal of wrong transactions through CTOPUP.**

Reference is invited to the letter No.MOB-17/CTOPUP-2011/27 dated 13.6.11(Ann.I) regarding procedure for reversal of wrong transactions through CTOPUP. While in the meeting with National BSNL Franchisee Association held on 30.8.13, it was submitted that the existing time limit of 2 hours, to receive wrong transaction request from the PoS through SMS given at Para-B of the referred letter, is too short period. GM(Fin.CM) along with Addl.GM(S&M) visited Pune and had interaction with some of the retailers, there also this issue has been raised by almost all the PoS.

It is, therefore, decided to amend Para-b of the referred guideline as given below:-

“b. The reversal request will be sent by the PoS through SMS within 06 hours from the wrong transaction time but on the same calendar date (i.e. before 2400 hrs). For the wrong transactions happening from 1800 hrs to 2400 hrs, the stated automated process may not be feasible and hence the PoS will have to use manual procedure as defined vide letter No.MOB-17/CTOPUP-2009 dated 2.9.09(Ann.II).”

All other terms and conditions will remain unchanged.

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

Encl.: As above.

Copy to:

1. CMD and All Directors, BSNL Board.
2. GM, CMTS Nodal Center, Chandigarh, Pune, Kolkata & Trichy.
3. GM(NWO-CM)/GM(Fin.CM), BSNL CO.
4. M/s Pyro Network Ltd., Hyderabad.

Annex-1

Wireless Services-O&M Cell,  
BSNL Corporate office  
Room No. 115, 1st Floor,  
Bharat Sanchar Bhawan,  
H.C. Mathur Lane, Janpath,  
New Delhi-110 001.



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BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. MOB-17/C-Topup-2011/27

Dated: June 13, 2011

To  
All CGM  
Telecom Circles / Metro Districts


**Subject :- Procedure for reversal of wrong transaction through C-Topup**

**Earlier Reference : MoB-17/C-Topup-2009 dated 02-09-2009.**

In supersession to this office letter referred above on the subject mentioned therein, revised guidelines for reversal of wrong transactions through C-Topup have been devised in consultation with all the stake holders during C-Topup meeting held on 10-06-2011 at BSNL CO and are as under for implementation with effect from 01-07-2011:-

- a) The reversal of wrong transaction will be applicable for all Recharges / Topups.
- b) The reversal request will be sent by the POS through SMS within 02 hours from the wrong transaction time but on the same calendar date (i.e. before 2400 Hrs).
- c) The SMS will contain the transaction id of the C-Topup transaction along with the customer mobile number to be reversed.
- d) The SMS will be sent to M/S Pyro on short code 58081.
- e) C-Topup System will check the SMS received and initiates the reversal of amount immediately.
- f) C-Topup amount will be debited from the customer's prepaid account and then will be credited in POS wallet in the C-Topup system.
- g) SMS will be sent immediately, on completion of step (f) above to both the POS as well as the concerned customer.
- h) The reversed transaction(s) through SMS will appear in the reports being generated through GUI, with separate tagging.
- i) C-Topup system will generate a daily report giving details of the reversed transactions on the previous date and will send it to the concerned IN in-charge for validity reversal at the earliest.
- j) Due to technical limitation, only for West Zone, Pyro will maintain a table containing values of all the applicable recharges / Topups, which in turn will be regularly updated by BSNL staff. M/S Pyro will consult this table before deducting the wrongly credited amount.
- k) POS will be charged INR 2 for each SMS sent to this short code. Further, POS will be able to send a maximum of 5 reversal requests in a calendar month.

This letter issues with the approval of competent Authority.

  
(Kishore Bhagtani)  
DGM(NWO-W)

Copy to:

1. CMD & All Directors, BSNL Board, New Delhi.
2. GM(Nodal Centre), Chandigarh, Pune, Kolkata & Trichy - for information and necessary action please.
3. M/S Pyro, Hyderabad.

Annex II

**Bharat Sanchar Nigam Limited**  
(A Government of India Enterprise)  
Room-113, Bharat Sanchar Bhawan, Janpath, New Delhi  
**(Mobility Network Operations Cell)**

No. MOB-17/CTOPUP-2009

Dated: 02-9-2009

To-

Chief General Manager,  
All Telecom Circles

**Sub: Procedure for reversal of wrong transaction through C-Topup**

While in the meeting on C-Topup related issues held on 14-7-2009 under chairmanship of Director (CM), some of the franchisees demanded provision for reversal of wrong subscriber transaction executed through C-Topup. In consideration of this requirement, it is to state that currently multiple types of subscriber transactions through C-Topup, namely Recharge, Topup, Validity, Migration and Special pack transactions for reduced rate for specified duration are in use.

**2. Validity, Migration & Special pack transactions cannot be reversed due to technical limitations. Similarly, Validity granted through Recharge transaction cannot be reversed.** However, talk value reversal for other two types of transactions i.e., Recharge & C-Topup transactions are feasible and following guidelines cum procedure are hereby issued:

- a) Double check mechanism is already inbuilt in the C-Topup SIM menu to avoid frequent mistakes and hence such requirement is expected to be bare minimum. Also to rule out possibility of mischief by POS to any subscriber, reversal process will be executed & managed only by the SDE/ JTO in-charge of C-Topup/ Sales in the SSA concerned.
- b) SDE/ JTO in-charge of C-Topup/ Sales in SSA interacts regularly with franchisees/ retailers & other POS and hence POS can convey the transaction ID, MSISDN of POS and also MSISDN of the subscriber for the wrong transaction requiring reversal to the SDE/ JTO.
- c) Concerned SDE/JTO will advise/ educate the POS for not repeating the mistake frequently by following the checks available in the menu.
- d) The C-topup vendors will add password protected menu in the GUI of Ctopup system to enable concerned SDE/ JTO to query & confirm available balance with the customer in the prepaid IN system and talk value given to customer through this wrong recharge.
- e) Based on confirmation, SDE/ JTO will decide the amount to be recovered from the mistaken subscriber. Recovered amount may be less than or equal to the wrong transaction amount depending upon available balance at that moment in the IN system.
- f) Amount to be credited to the account of POS will be equal to the amount recovered from mistaken subscriber less the amount in lieu of non-recoverable validity.
- g) Upon successful reversal, the SMS will be sent from the C-Topup system to the POS and concerned subscriber.

This may be brought to the notice of all concerned for implementation with immediate effect.

(A.K. Misra)  
AGM (CME)

Copy to-

1. CMD & All Directors, BSNL Board, New Delhi
2. M/s Pyro Hyderabad & M/s Estel, Gurgaon