

605, Sales&Marketing-Consumer Mobility  
Bharat Sanchar Bhawan, New Delhi-1  
Tel No: 23329722 Fax 23329723



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

No. 38-1/2014/S&M-CM

Dated: 22<sup>nd</sup> August, 2014

To

The Chief General Managers,  
All Telecom Circles/Metro Districts

**Subject: Return of un-utilized paper recharge coupons and deletion of dormant/closed retailer CTOPUP accounts.**

Ref: This Office L.No: 26-28/2006-R&C Dt. 26-12-2008 & No. 38-7/ 2013-14/S&M-CM Dt 14-09-2013

It is learnt that some of the franchisees have been buying paper recharge coupons from neighboring SSAs, which are not objecting to such sale in order to achieve better sales performance. After a lapse of period, these franchisees try to return unused paper recharge coupons to their home SSA. Possibility of fraudulent activity in such event cannot be ruled out. It is, therefore, decided that these unused paper recharge coupons have to be returned to the SSA from which these were bought. Henceforth paper recharge coupons have to be bought from and returned to the SSA in which franchisee territory falls.

There may be some retail CTOPUP accounts which are dormant or have been closed over a period of time but such CTOPUP wallets might be continuing to exist in the CTOPUP system because of availability of balance. In order to clean up the CTOPUP system, it is essential to review pendency of retail CTOPUP wallets which are either dormant or have been closed in the past. The list of such wallets may be taken out every quarter and the credit available in such retailer/DSA/RD/FoS CTOPUP wallet accounts may be transferred into BSNL account and such CTOPUP wallets be deleted from CTOPUP system after due approval of the respective SSA head. These may be brought to the notice of all concerned for implementation with immediate effect.

(UPENDRA BAKOLIA)  
Addl.GM(S&M-CM)

Copy to:

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