

VAS –CM Cell ,
BSNL Corporate office
WS 1062, 1st Floor,
Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi-110 001.



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

No: MOB-48/IN-2012

Dated 11-10-2012

To

1. Chief General Manager
All Telecom Circle/TD's
2. Sr GM/GM (CMTS-Nodal Incharge)
Pune/Kolkata/Chandigarh/Trichy
3. M/s Pyro Networks Pvt. Limited

Sub: Tariff Order Management Module in Sancharsoft for updation of tariff plans

1. **Background:** Tariff schemes are announced by Corporate office as well as by Circles every now & then. The tariff orders require configuration in various systems such as IN systems, C-Topup platform, BSNL Portal and Knowledge bank of Call Centers. Generally, tariff circulars are uploaded on Intranet and the concerned officials are expected to download & carry out required configuration in systems under their control. It is observed that it takes too long with probability of missing configuration in one system or the other leading to complaints from customers. In addition, there is no standard nomenclature of such tariff plans leading error in configuration inviting customer complaints.


1.1 In order to synchronise activities of configuration in multiple systems and also to standardise nomenclature, ITP Circle team has developed a good module as part of Sancharsoft system for use by all Circles as well as by Corporate office officials dealing with tariff management.

2. **Appointment of Tariff Managers:** Each Circle and also PP-CM Cell of Corporate office will designate one of the officials as **Tariff Manager**, which may be a JTO/JAO/SDE/AO. The name, designation, contact details including email id of Tariff Managers will be communicated by all Circles to the DGM (Pricing) BSNL Corporate office latest by **15-10-2012**. The list of such users (Tariff Managers) will be forwarded by Corporate office to ITPC Hyderabad for allocating user-id & password to each of them directly.

3. **Process of Tariff Management:** The Tariff Manager of Corporate office or the concerned Circle, will access the Module and feed-in details of the approved tariff plan (voice/ data/ sms) along with its brief description (easy for understanding by common man) which needs to be displayed on BSNL website(s). Tariff Manger will also upload the scanned copy of approved tariff plan in Tariff Order Management Module. On completion of feeding of data by Tariff Manager, the system will generate SMS for the Nodal IN in-charge, intimating the requirement for creation of new tariff plan. DGM (INs) will designate 2 officials (Main & Stand-by) as IN in-charge for tariff configurations and intimate their contact details to Addl. GM ITPC Mr. Melmalgi (9440000729) to enable sending of SMS to them.

- 4. Action by IN in-charge of Tariff Configurations:** After getting the system generated SMS, IN in-charge of Tariff configurations will access the module, complete configuration in the IN system and mark the task as completed in the Tariff Order Management Module. On submission of completion of tariff configuration template, the Module will generate SMS alert to CTOPOP vendor (M/s Pyro). For this, M/s Pyro will designate two officials (Main & Stand-by) in each Zone as C-Topup IN in-charge for tariff configurations and intimate their contact details to Addl. GM ITPC Mr. Melmalgi (9440000729) to enable sending of SMS to them.
- 5. Action by CTOPOP In-charge:** He/ She will access the module and will configure the tariff plan/voucher in CTOPOP system. After completion of configuration task, the flag in Tariff Order Management Module will be set ON to enable Franchisee/ Sales channels to have access to the new tariff plan/voucher for use by customers. System generated SMS will be fired to all the stake holders (Tariff Manager, IN in-charge for Tariff, Ctopup in-charge, Website Manager, In-charge of Call Center, In-charge of B&CCS) informing that new tariff plan/voucher is launched.
- 6. Action by BSNL Portal Manager:** He/ She will access the module and will configure the tariff plan/voucher in BSNL Portal to enable re-charge/ topup through BSNL Portal. After completion of configuration task, the flag in Tariff Order Management Module will be set ON to enable use by customers. System generated SMS will be fired to all the stake holders (Tariff Manager, IN in-charge for Tariff, Ctopup in-charge, BSNL Portal Manager, Website Manager, In-charge of Call Center, In-charge of B&CCS) informing that new tariff plan/voucher is launched.
- 7. Circle Website Manager/ Corporate Website Manager:** On receipt of SMS, Circle Website Manager/ Corporate Website Manager will access the Tariff Order Management Module and update their websites. There will be status button in the Tariff Order Manager Module, which will be updated by website manager to confirm updation of website.
- 8. In-charge of Call Centre:** On receipt of SMS, Incharge of Call Centre will access the Tariff Order Management Module and update their Knowledge bank/ CRM of the call centre to enable trainers/ team leaders for briefing call centres agents about the new tariff plan/vouchers. There will be status button in the Tariff Order Manager Module, which will be updated by website manager to confirm updation of website.
- 9. Final Completion Status:** There will be a status sheet accessible by the Tariff Manager and other Stake Holders, getting updated automatically on completion of configuration by the respective Stake Holder pressing completion button. The Tariff Manganer will be responsible to monitor timely completion of activities and pursue with the concerned in-charge, if pending beyond a certain period.

This issues with the approval of GM (VAS) BSNL Corporate office.


(Than Singh) 11/10/12
AGM (VAS-Tech)

Encl: Screenshot of Tariff Order Management

Copy to:

1. CMD /All Directors, BSNL Board- for kind information.
2. Sr.GM(ITPC), Hyderabad
3. All Sr GM/ PGM/ GM , BSNL CO for information through intranet