



File No. 16-2/2019-20/CSC-OUTSOURCE

Dated: 19.02.2020

To,

The Chief General Managers,  
Bharat Sanchar Nigam Ltd,  
All Telecom Circles/Metro Districts.

**Subject: Policy Guidelines for outsourcing the Operation and Maintenance of BSNL CSCs- Issues for outsourcing of O & M of CSCs.**

With reference to the following queries sought from Telecom Circles, the details are:-

1. As per clause 1.4/vii of CSC Outsourcing guidelines issued on 15.01.2020, no cash transaction shall be made between BSNL & Franchisee. In this connection please clarify modalities for collection of Rs 50/- for Adhaar modification and their remittance to BSNL.
2. Clarification on collecting of post-paid service security deposits as there is no provision in CBP wallet for collecting demand notes.
3. Itemized/detailed bills charges collection procedures.

The following are decided as:-

1. The vendor shall take Rs 50/- (Rs Fifty) as cash payment for each Adhaar modification transaction from customers and deposit Rs 30/- (Thirty) per transaction to BSNL. BSNL CSC Nodal in charge shall verify all these transactions with Adhaar login portal. However, the payment procedure through CBP wallet is being made by ITPC and will be intimated shortly.
2. BSNL shall take security deposits of various services, as issued time to time & configured in billing systems, for post-paid customers and accordingly shall be charged in 1<sup>st</sup> bill of the customer.
3. Charges for Itemized bill/detailed bill will be charged in the forthcoming bill. However, details may be given to the customer on registered mail id against the number. In case, registered email id is not there, same shall be updated first.

Further, some modification in clause 2.4 & Clause 5.2 of policy guidelines issued vide letter of even dated 15.01.2020 are approved in view of difficulties informed by some of the circle heads during HoCC held on 13.02.2020.

4. **Clause- 2.4** Circle Heads are authorized to decide cumulative turnover of existing BSNL franchisee/RD (CM, CFA, and Integrated) from BSNL business during last 3 years (2016-17, 2017-18 & 2018-19) by themselves.
5. **Clause 5.2** Circle Heads are authorized to make a minimum rate/Benchmark for each CSC based on business.
6. It is also instructed to ensure that at least one CSC in each SSA to be operational from 8AM to 8PM either through BSNL staff or vendor.

This is issued with the approval of competent authority.

Nalini  
19/02/2020  
(Nalini Verma)  
PGM(CSC&CS-CFA)

Copy to:-

1. PS to CMD for information please.
2. Director(CFA/CM/Ent./Finance) for information please
3. GM (CFA)/Sr. GM (Fin-CFA), BSNLCO, New Delhi for n/a please.
4. CGM (ITPC) Pune/GM Nodal Centre (South/West/North/East Zones) & CMTS Nodal Centres, AP/MH/PB/TN/WB Telecom Circle are requested for provision of security deposits of post paid CFA/CM customers in their 1<sup>st</sup> bill of in respective Billing system & for itemized billing in forthcoming bill.