

**BHARAT SANCHAR NIGAM LIMITED**  
**OFFICE OF THE CHIEF G.M.T. HR CIRCLE AMBALA-133001**

No. 01-01/2010-CDR/Dunning/

Date 28 July 2011

To

The CDR Coordinators / AO (TR)  
AMB/FBD/GGN/HSR/JIN/KRL/RWR/RTK/SPT SSAs.

**Sub:** - Schedule of Dunning Process for the month of August 2011

Dunning schedule for the month of August 2011 (**Annexure-1**) as intimated by Data Centre Chandigarh, in the Following SSAs of Haryana Circle is as below:-SSAs Covered in dunning Process Ambala, Faridabad, Gurgaon, Hisar, Karnal, Narnaul, Jind, Rohtak and Sonipat.

**Important Action Points:**

1. Please ensure that all the switches against which dunning is scheduled are having 100% connectivity. For any issues related to connectivity, please contact Sh Vinod (07696706082)/ Sh. Vishal (09216448408) from M/s HCL network team.
2. Any orders that get generated in CDR system because of switch connectivity not being there will have to be manually closed by the SSA. TCS/ITPC will not be able to close these orders
3. All the pending/failed suspend/restore orders at clarity are cleared before 48 Hrs. SSA to ensure that delta payments/Offline payments have been uploaded in CDR system by 48 Hrs before dunning schedule.
4. All the SSA Coordinators are requested to send a list of Exempted numbers before 48 Hrs If not sent, it will be assumed that there are no customers to be exempted and all customers as per system will be sent for dunning
5. The VVIPs are exempted from dunning. The VIPs can be exempted manually with the intervention of AO (TR). Please check the list of VIP customers as per SSA's so as to pre-empt any wrong or undesirable disconnection.
6. SSAs are advised to put defence customers in VIP category as only 21days will be given to them for payment so that AO (TR) can take care of these numbers in case of dunning.
7. SSAs are advised to give credit adjustment to customers in justified cases through dispute only as adjustments given only through dispute are considered to reduce outstanding in dunning.
8. For Service customers, there can be three types of Credit Class viz. Normal, VIP & VVIP. For Normal and VVIP credit class in r/o Service customers, no action has been designed in the system as intimated by TCS; therefore they will not come in dunning. For VIP credit class in r/o Service customers, subscribers eligible for dunning will appear in work list of AO (TR), who will decide for their disconnection/exemption.
9. As intimated by TCS, for active customers having Normal Credit Class , in r/o whom no action has been taken either in old billing system or in new system, and who are eligible for dunning, first action will always be IVRS Reminder call, thereafter action will be as per the dunning process.
10. Since the dunning exercise will involve lot of time bound activities including authorized reconnections, it is critically important to nominate one nodal officer at SSA Level for identifying such cases and ensuring their resolution and intimate this office his name and contact details.
11. The reconnection of any wrongly disconnected numbers will be done at SSA level. TCS has intimated that there is a provision for reconnection of wrongly disconnected numbers in CRM, the same may be checked. TCS has further

intimated that the reconnection ordered through this option take place only after authorization of AO (TR).

12. All the Online payments up to 02.00PM will be considered for dunning planned on Sundays.

**Please ensure the following points are strictly followed and informed to TCS immediately if any of the below happens**

- Password gets expired during dunning
- IOP gets down
- Account gets locked
- Switch in charge should not start working manually on switch until dunning gets completed
- Port should not be changed without intimating TCS
- If user name and password gets changed, please inform TCS
- Make sure that no switch in charge may work on switch manually for catalysing the process if dunning/activation is still in progress,

In case any of the above SSA is having any type of issue in dunning process, the same may be intimated to Mr. NARESH DHINGRA at his email id nareshdcnz@gmail.com or he may be contacted on his mobile NO. 9463800030 48 Hrs before scheduled dunning so that issue can be resolved before dunning or SSA can be excluded from the dunning process. FAQ on dunning process is also enclosed herewith for information and necessary action on the points.

*Encl: - Dunning related FAQ*

**Annexure -1**

S.No.	Circle	SSA	No. of Customers	Date of dunning
1	HA	GGN	47398	<b>Tuesday 16 August</b>
2	HA	Jind	26001	
3	HA	SPT	28854	
4	HA	NRN	46018	
5	HA	KRL	99331	
6	HA	AMB	120391	
7	HA	HIS	73276	
8	HA	FBD	59354	
9	HA	RTK	45641	
	<b>Total</b>		<b>546264</b>	

-S/d-  
AGM (C & IT)  
O/o CGMT, HR Circle

**FAQ on Dunning (Collection) Process in CDR Billing System**

FAQ	Answer
Dunning?	It is the chain of actions involved for collection of dues from the defaulting customers which involve <b>IVRS reminder before disconnection, OG barring , IC Barring</b> and finally <b>Permanent Disconnection (PD)</b>
Barring?	Means Disconnection of OG or IC or both
Unbarring?	Reconnection
How SSA will Prepare itself for dunning?	<p>1.All offline payments are to be noted in PMS system</p> <p>2. AO (Receipts)/ AO (Cash) should have reconciled payments for all counters at the End of Day. These two Parameters are must.</p>
What SSA to do on the 1 <sup>st</sup> Hour on the day of dunning?	<p>1.Pending barring request in CLARITY shall be updated immediately by using the Enterprise Reports. SSA Team to drive exchange in- charges.</p> <p>2. Counter payment reconciliation by AO's at once for all counters WHICH COULD NOT BE COMPLETED ON PREVIOUSDAY.</p>
Is manual unbarring (Reconnection) required?	Generally the answer is <b>No</b> . It is routine. Automatically done after receipt of payments by PMS system. It will happen , ideally , when barring orders are not pending at clarity , when payment is done.
How it is Automated?	<p>PMS holds the information on barred customers. When barred customers make payment and amount falls below threshold amount, it triggers the unbarring action by sending the Account No to (EAI), Enterprise Application Integrator System.</p> <p>EAI sends it to CRM system to check the current status of the Account and service ID and then forwarded to <b>CLARITY, the Provisioning and Order Management System.</b></p>
Is credit Limit printed in the bill is controlling	<b>No</b> . It has nothing to do with Dunning actions.

Dunning activity?	It is for Credit Limit Monitoring (CLM) of unbilled usage.
Number Not Reconnected?	<ol style="list-style-type: none"> <li>1. Record the complaints in the excel sheet, (Record,Review and finally Report to DC if necessary)</li> <li>2.When Payment made?</li> <li>3.Whether outstanding has fallen below the threshold?</li> <li>4.Whether barring order completed in Clarity?</li> <li>5.Whether the customer has Broadband?</li> </ol> <p>ascertain all the facts and proceed as noted below.</p>
Barring order not completed in Clarity.	Barring is automatic. But due to certain reasons it may fail. Switch in-charge has to manually complete the action in switch and complete the order in clarity also. This is the main area for reconnection complaints.
Whether the customer has Broadband.	Landline Barring and BB barring is considered as one transaction. Hence failure in BB barring / failure to update clarity system , will also result in non reconnection . Broadband barring/unbarring order is to be completed manually in Broadband section. (NIB)
Do not wish to bar the Customer Automatically?	Change the credit class of the Customer as VIP in CRM system. Then all requests will come to AOTR for approval.
Do not wish to bar the Customer at all?	Change the credit class of the Customer as VVIP in CRM system. <b>Responsibility lies with SSA; the person who is changing the credit class is personally responsible for the collection of dues from such customers.</b>
Wish to exclude the specific invoice from dunning	Mark that specific invoice as disputed ( whole or part of it) and approve the same.
Wrongly billed	<ol style="list-style-type: none"> <li>1. Create necessary adjustments in time before dunning if the wrong bill is the current invoice.</li> <li>2. If it is old invoice, <b>mark that specific invoice as disputed (whole or part of it) and approve the same. In this case giving adjustment merely will not work.</b></li> </ol>
General Advice	Requested to unbar if necessary and fitting and mail the issues with SM Docket Numbers.

Caution	Unbarring without actual receipt of payments may result in, occasional inconsistent subsequent dunning actions. So exercise restraint. <b>immediately followup for outstanding reconciliation . This is an area having potential trouble as each time total o/s is coming for dunning</b>														
Customer has cleared last invoice fully but actually paid only after generation of subsequent invoice and still under barring status.	Dunning process is also based on payment allocation. If the first invoice is containing deposit claim, there is a possibility that deposit still become an aged outstanding thus liable for dunning action. So, customer has to be advised to clear the invoice in full immediately to avoid further issues/penal actions in dunning. These are potential cases for repeated reconnection complaints.														
VIP Number not reconnected	If payment is made on the same day of VIP Dunning approval , then automatic unbarring may probably fail. Please initiate unbarring for such cases after confirmation of the same.														
Non payment closure or PD, How it happens?	PD action will come to Commercial Officer for approval for all customers. Note : Immediately after migration , to avoid any mistakes, COs shall be requested to be more vigil.														
Debt ageing?	Days between Actual Invoice Date up to Dunning Process run date .														
Threshold Amount	<b>RURAL : 220 , URBAN : 500 , PT : 100</b>														
IVRS calls.	IVRS calls may not be tried after 3 trials in case of failures.														
When SSA Will get Dunning Intimation (i.e Disconnection schedules)	Each CDR Zone got <b>Dunning Calendar</b> Or <b>Debt age based Fixed Disconnection schedule</b> . As it is fixed, no intimation is required each time to SSAs. This is not based on different type of Customers. It is for all liable customers based on Debt ageing w.r.t execution date of dunning.  <u>Ideally provisioned to happen daily from a later date.</u>														
Dunning Calendar	<table border="1"> <thead> <tr> <th>Customer Affected</th> <th>Action type</th> <th>No of days from the actual bill date</th> </tr> </thead> <tbody> <tr> <td rowspan="5">Normal</td> <td>IVRS Call 1</td> <td>16</td> </tr> <tr> <td>IVRS Call 2</td> <td>--</td> </tr> <tr> <td>IVRS Call 3</td> <td>26</td> </tr> <tr> <td>OGB</td> <td>35</td> </tr> <tr> <td>ICB</td> <td><b>50</b></td> </tr> </tbody> </table>	Customer Affected	Action type	No of days from the actual bill date	Normal	IVRS Call 1	16	IVRS Call 2	--	IVRS Call 3	26	OGB	35	ICB	<b>50</b>
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			PD	125	
		PT	OGB + ICB	9	
		VPT	ICB	9	
		VIP	OGB	35	
			ICB	50	
VIP Dunning Process Flow	<p><b>Barring:</b> Billing system -&gt;CRM-&gt; Clarity and PMS by FTP method and <b>Unbarring</b> in realtime.</p> <p>For VIP customers, OG/IC Barring actions come to inbox/work list of AO's TR in CRM separately. Disconnection effected after approval the following day through batch files sent by CRM to CLARITY and PMS in this case.</p>				
Normal Dunning Process Flow	<p><b>Barring:</b> Billing system -&gt; PMS and Clarity and CRM by FTP method.</p> <p><b>Automatic Unbarring :</b> PMS-&gt;EAI-&gt;CRM-&gt;CLARITY-&gt;Billing</p> <p><b>Manual Unbarring :</b> CRM-&gt; EAI-&gt;CLARITY-&gt;Billing</p>				
Missed the payment noting	<p><b>Order unbarring through CRM , immediately followup with the persons to note the payment in the system to avoid future troubles.</b></p>				