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

File No. BSNLCO-CS/13/37/2021-CS CSC n RN-CFA

Dated 23.07.2021

To,

The Chief General Manager,
Bharat Sanchar Nigam Limited,
All Telecom Circles/Metro Districts,

Subject: Paperless CSC - OTP Validation facility for Service Requests including NPC & Shift

A new initiative for making the CSC as paperless is taken , which will help for LL/BB connection where landline Service requests, modifications, NPC & shifting etc shall be done through OTP validation for collection of mandatory documents & CAF via Electronic Mode (as per the requirement) , as a complete paperless activity.

To avoid collection of physical application from customers at Commercial Officer or at CSRs level, a new feature in CDR system is enabled in Zonal CRMs through OTP based Validation facility. It will enable to fulfil customer request for Service Requests, Modify, NPC & Shift orders.

By using this OTP based validation CSR or OCSC users can raise Modify, NPC and Shift Orders in CRM without collection of any physical applications, documents from the customer. Basically, for Modify orders, any document collection would not be required and only OTP validation @ RMN of the customers is sufficient at the time of order submission at CRM. For NPC and Shift, we need to collect documents in electronic form and need to attach these documents at customer account level.

This initiative is being introduced on experimental basis. Feedback on this system may be sent for improvements in processes. The feedback from field units is requested upto 30/09/21 so that the process can be regularized.

It is requested that all the field units and CRM franchisee users to use this functionality extensively to ensure fast and speedy disposal of customer requests in paperless manner.

Detailed Procedure & Functionality are enclosed as an Annexure.

Anand Khare
(ANAND KHARE)
PGM (CS&CSC-CFA)
23/07/21

Functionality of OTP Based Validation for Service Requests:-

As part of Paperless initiative, OTP Validation is introduced in CRM, for some Service Requests where document proof is not mandatory.

The service requests where OTP validation is introduced are tabulated below,

Service Request Type	Change Type
Account Related	Preferred Method of Contact
Billing Related	Billing Address Update
	Billing Frequency Update
	Bill Statement Type
	Request For Past Invoice
	Bill Printing Options
	Bill Media Type

Functionality of OTP Based Validation For Modify Orders:

As part of Paperless initiative, OTP Validation is introduced in CRM for 'Modify Order' for Landline and Bharat Fiber Service types. No documents need to be attached for modify orders.

Functionality of OTP Based Shift and NPC Order Creation:

As part of Paperless initiative, OTP Validation is introduced in CRM, for NPC & Shift orders as well where user (Either CRM or OCSC) has to attach,

1. CAF
 2. Address Proof
 3. Identity Proof
- Or
4. CAF
 5. Address and Identity Proof

At the "**Customer Account's Attachments**" screen / view

Benefits:

1. NPC and Shift order can be handled paperless.
2. Saves time and manpower
3. Customer Satisfaction: Customer need not bring hard copies of POI, POA.

Procedure of OTP Based Validation For Service Requests:

1. In the Service Request when any of the case described in functionality is taken, system will prompt to select **OTP required** field.
2. Select **OTP required** field as **Y**, if customer agrees to go for OTP validation else take the field as **N**.
3. If OTP required field is taken as **Y**, then '**Send OTP**' Button will be enabled, fill the updated Details and click on **Send OTP** Button, then OTP will be sent to customer mobile number present in CRM.
4. CSR has to enter OTP in the OTP field and click on **Validate OTP** in the order menu.
5. If the OTP entered is correct system will prompt Validation successful message. Then click on **Submit** Button.

Procedure of OTP Based Validation For Modify Orders:

1. In the Modify order, CSR has to select **OTP Required** flag as **Y**
2. Then click on **Send OTP** in the order menu
3. OTP will be sent to customer Registered Mobile Number
4. If OTP is required to be resent, CSR has to click on **Resend OTP** in the order menu
5. CSR has to enter OTP in the OTP field and click on **Validate OTP** in the order menu
6. If the OTP entered is correct system will prompt Validation successful message. Then click on **Submit** Button.

Procedure of OTP Based Shift and NPC Order Creation:

1. In the NPC or Shift order, CSR has to select OTP Required flag as **Y**
2. Then click on **Send OTP** in the order menu
3. OTP will be sent to customer Registered Mobile Number
4. If OTP to be resent, CSR has to click on **Resend OTP** in the order menu
5. CSR Go to Customer Account's Attachments and has to attach soft copies of
 - CAF
 - Address Proof
 - Identity Proof

Or

- CAF
 - Address and Identity Proof
6. CSR has to enter OTP in the OTP field and click on **Validate OTP** in the order menu

If all the attachments are correctly uploaded then Validation will be successful and it will be sent to Commercial Officer for verification and approval.

7. After Verification of CO and Approval order will be submitted to down streams or Clarity.

Note: If any modification in the attachments is to be done, CO can do it before approval only. Once approval is given, CO also can't change / modify the documents attached at CRM.

Precautions:

1. CSR or CO has to verify the information in the attachments, which System won't have intelligence to read the data as there are jpeg, jpg or pdf.
 2. CSR has to ensure before selecting the OTP flag in the order as Y that the mobile number on which OTP is going to send is reachable to customer for sharing the OTP or Not.
 3. Address in the attachment and the installation address should match and the same is the case with Identity proof.
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