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Dated: 30.04.2021

To:

**CGM ITPC,
GM I/C GSM Zonal Billing systems (South, North, East & West)**

Sub: Change in the refund process for wrong Bill Payment through Pyro CBP wallet / FTTH Wallet – reg

Ref: Lr.No.27-1/2011-S&M-CM/75 dated 27.12.2013

The instructions are available for cancellation of the transactions pertaining to BSNL Prepaid recharge, when a channel partner is erroneously inputs wrong denomination/wrong mobile number. In case of CBP /FTTH Wallet transactions, the instructions issued by C.O. vide above reference do not allow the reversal of the transactions. Of late, it has been found that due to typing errors, the franchisees are inputting an extra digit in the amount column or punching higher bill amount by mistake.

Since CBP/FTTH Wallet transactions have substantially increased, the procedure for cancellation of erroneous transactions needs to be defined to ensure not to put the channel partner is not put into hardship and to avoid de-motivation from using the CBP /FTTH Wallet. The following changes are proposed in the above referred order.

The Following steps need to be taken by ITPC (DEV and DC teams) :

1. Modification in the acceptance of amount in CBP system, if amount is different from invoice amount, warning and double confirmation shall be taken.
2. The Reversal/ Cancellation of transactions to be allowed for the payments higher than the billed amount or if it is due to typing error of the operator.
3. If there are multiple payments due to multiple attempts made by the Franchisee/retailer/FTTH Channel partner refund/cancellation will be permitted subjected to the condition that the customer bill should have been paid in full, additional attempts resulting in repeated payments shall be reversed.
4. The maximum number of reversals/cancellations from a given C-Top up number is limited to 5 reversals/ month due to typo or manual errors.
5. Provision in the system is to be done to accept CBP /FTTH Wallet reversal for wrong postpaid GSM, FTTH and Landline bill payments from the Franchisee/ Retailer FTTH Channel partner through SMS.
6. The same short code 58081 being used for Recharge reversal may be used with different keyword for identifying the CBP /FTTH Wallet transactions.(Ex: "REVP<>Postpaid Mobile no number<>Amount<>Trans Ref ID" for Postpaid GSM bill reversal, REVF<>Postpaid Mobile no number<>Amount<>Trans Ref ID" for Postpaid FTTH bill reversal and "REVL<>Postpaid Mobile no<>Amount<>Trans Ref ID" for Landline bill reversal)
7. In case of landline bill payment cancellation AUTO DEBIT request may be sent to respective DC Billing system
8. In case of Postpaid Mobile bill payment reversal CBP system should initiate a reversal request to concerned GSM Zonal Billing system for reversal of amount.

9. Once the reversal process is completed by BSNL PMS team or GSM Zonal billing the bill amount shall be credited back to the POS CBP wallet/ FTTH Wallet after deducting the OTF commissions if any added for the successful transaction.
10. Reversal of the amount shall be done on 3rd Day.
11. Integration of CBP system with GSM Zonal billing systems and FTTH Wallet with BSNL PMS team is to be done for automatic reversal transaction.

Role of PMS Systems:

Further CBP and Zonal PMS systems are to be integrated for deduction of amount automatically from PMS system after receiving cancellation request.

Role of GSM Zonal Billing systems:

To ensure integration of their systems with CBP system, for implementation of the above process of reversal of GSM Postpaid bill.

The landline/FTTH and GSM postpaid reversal shall be implemented separately after the testing is done with recon reports for each system.



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