

SNEA(I)/CHQ/CMD/2012-13/04

Dated 25st May, 2012.

To

Shri. R. K. Upadhyay,

CMD/BSNL,

New Delhi.

Sub:- Issues related to Sale of C-TOP UP in Karnataka Circle especially at Bangalore TD -- requested urgent intervention.

Sir,

There is some serious issue developed at Bangalore TD in Karnataka Circle regarding sale of C-TOP UP. Normally the franchisees are submitting cheques to BSNL on sale of C TOP Up. The cheque issued by one of the franchisee bounced more than once recently. In a major policy shift Bangalore TD Management decided to stop sale of C TOPUP against cheques and enforced sale of C TOP Ups by paying Cash/DD to all franchises. Normally this condition should have been imposed on the defaulted franchisee and the honest business partners should have been allowed to continue payment by Cheque.

Now, scarcity of the facility is being experienced in many of the retailers at Bangalore and if the issue allowed to continue like this without taking the possible precautionary steps, due to the non availability of the said provision the market BSNL will get a bad name in addition to losing the revenue as well as customers.

Some statistics are given below for your kind information:

As on today approximately revenue of Rs 2.2 Crores loss to Karnataka Circle.

The average revenue collection from the CTOP Up segment in Bangalore was an average of Rs.33 lakhs per day. From 17th May 2012 to 24th May 2012 the revenue collection from the CTOP Up and Recharge segment has become nearly big ZERO -- on 17th it was 5.23 Lakh, 18th to 21st it was nil and on 22nd it was 4.18 lakh and 23rd onwards nil.

Your kind intervention is solicited to settle this issue.

With regards,

Sincerely yours

(K. Sebastin)

Copy to: DIR(CM), BSNL for n/a please.