|  |  |
| --- | --- |
|  | **मुख्य महाप्रबंधक का कार्यालय / O/o Chief General Manager,**  **तमिलनाडु परिमंडल / Tamilnadu Circle,**  **प्रशासनिक बिल्डिंग, / Administrative Building,**  **16 A , ग्रीम्स रोड / Greams Road, चेन्नै / Chennai 600 006**  **S&M-CM SECTION TF.No.28297878 Fax No.28297979** |

No:CSC/CSC Corres/2009-14/ 18 dated at Chennai the 07/02/2015.

To,

The Heads of all SSAs **(Kind Attn: CSC Incharges)**

Tamilnadu Circle.

SUB: Issues in Corporate MNP PORTIN Request -reg

$$$$$$$$$$$

Corporate MNP PORTIN was successfully implemented in South Zone Circles. In this regard detailed help document was also made available in front end of Sancharsoft.

However, it is observed that, there is a delay in MNP PORTIN Request. Sanchar soft ,on analysing, found that the delay is due to some issues like UPC CODE MISMATCH, UPC CODE Expired, Different Operator UPC code in single group, Bill not paid by the Customer, Partial Group members Bill not paid,etc. The Issues raised by Sancharsoft along with remedial action to be taken at CSCs is listed in the attached excel file.

Hence, it is requested that utmost care may be taken while dealing Corporate MNP PORTIN request to avoid customers complaints for the delayed activation during PORTIN.



-sd-

Deputy General Manager (CS)

Tamilnadu Circle, Chennai-6.