**BHARAT SANCHAR NIGAM LIMITED**

**(A Govt of India Enterprise)**



**Office of the General Manager (Sales & Marketing) – Consumer Mobility,**

**16, Greams Road, Tamilnadu Circle, Chennai – 600 006.**

**[CSC SECTION]**

To The Heads of all SSAs,

Tamilnadu Circle,

**No: CSC/ G-113/ CSC CORRES VOL 2/ 14 dated @ CNI-6 the 20/11/2012**

Sub: Guidelines for CSCs - New CAF entry in Sancharsoft in CSCs to avoid rejection in

Televerification – reg.

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It is observed that some of new activations of GSM connections are delayed due to rejection during televerification. The rejection is found to be mainly due to incorrect entries, such as Customer’s Name, Father’s Name, Date of Birth and Type of connection etc. The issues faced by call centre during televerification are furnished below for information.

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| Mail received on 19.11.2012 from > \*Divisional Engineer\* > \*GSM Call Centre \* > \*Chennai-56\*  The following are issues faced by the agents in 1507 televerification process.   1. Name :: While verifying with the customers, the spelling given by the customer and the version in Sancharsoft differs.   Example 1. Name and father's name appears in the name column itself.  2. Initial is appearing twice.  3. In the Name field "xxyyxx" is appearing after the name  2. Father's Name :: Only the word "Mr" appears in Sancharsoft. Name is omitted.  3. Date of Birth :: System date got entered in Sancharsoft when the CSC operator unknowingly types "enter" in D.O.B column  4. Address :: Customers are not able to give the complete address as given in the CAF while verification. CSC staff to educate the customer to furnish the exact address as in given CAF at the time of televerification  5. Status of customer & Profession :: These columns are not properly filled by the CSCs. For example, for a student it was filled as "Housewife". For a Gent's Name it was filled as "Housewife". For a Govt employee it was filled as Self employed.  6. Local Reference :: Even for local residents, local reference column is filled-up, which is not required. Customer is getting annoyed when that information is verified by agent.  7. Type of connection ::Customers are not able to answer whether the connection is Prepaid or Postpaid. **CSCs can inform the customer the type of connection.** |

It is requested that CSC staff may be advised to follow the guidelines as given hereunder while entering in Sancharsoft to avoid televerification rejection and for immediate activation of SIM.

1. Correct name of the customer as filled in the CAF and as available in POA may be entered.
2. While entering the date of birth, the correct date as per proof available may be entered. In case a customer gives only the age and if date of birth is not known to him and no documental proof is available, the date and month may be taken as 01/01 and year of birth may be entered accordingly in Sancharsoft. For example if age is given as 60, the date of birth may be entered as 01/01/1952. The customer may be informed to answer accordingly during televerification.
3. Type of connection, prepaid or postpaid may be entered.
4. The discrepancies highlighted by the DE (Call Centre) may be avoided.
5. Customers who are not conversant with the new activation procedure through televerification may be assisted.
6. After collecting the filled in CAF from the customer, the same may be thoroughly scrutinized before feeding in Sancharsoft to avoid rejection during televerification.



**G. SWAMINATHAN**

**AGM (CSC)**

Copy to:

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TN Circle Intranet.