General Secretary
V.P.ARYA
Mobile:9868210478

No. AIBSNLOA/CHQ/2008/24   Dated 03.06.2008

To

Shri Kuldeep Goyal,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi 110 001.

Sub: **Deficiencies in newly introduced Kenen FX software package in mobile Bill Collection– Suggestions to make it efficient and user-friendly**

Sir,
    It is perturbing to note that when the shortcomings noticed in DotSoft functions were overcome one by one ensuring its satisfactory working and when another software package viz. Collectiva Client is also available, a new Kenen FX package has now been introduced in place of these software packages for various functions including mobile bill collection. A lot of difficulties are now being experienced in the field due to implementation of this new software package which are required to be immediately removed.

2. In order to facilitate the Kenen FX Bill Collection to be easier and user friendly like the previous packages, we would like to suggest the following:

(1) **Taking Duplicate Receipt:** Presently, it is available in D drive and the duplicate receipt can be printed only by searching the Account Number. A separate payment Tab may be provided from which we can print any month's duplicate receipt.

(2) **Itemised Bill:** At present we have to create an order and only on the next day we can receive the itemized bill. It can be viewed page by page and no printing option is available to print odd and even pages resulting in printing of all pages and consequent huge wastage of paper. Provision for printing desired page/pages alone should be made to save large volumes of stationery and thereby avoid wasteful expenditure and also loss of time.

(3) **Bulk Payment Option** is not available in the new Software and this option has to be provided.

(4) **Print preview** should be in optional mode.

(5) The Cash and Bill amount should be shown in Default Condition. We should have the **option for Cheque** and to change the bill amount.

(6) A separate **Bank collection List** should be provided showing Bank Name and Cheque Number etc.

(7) The receipt type and model may be modified to print in **Pre printed Receipt** by using Dot Matrix Printer as in Dot Soft. Now the printing has to be done only through laser printers.

(8) A **separate module** may be provided for bill Collection.

(9) Facility **for Cancellation** of receipt may be given to CSR Level II. Now FAX has to be sent to the AO at MSC and one has to wait for the reply.

3. We shall be thankful, if our above suggestions are considered and necessary modifications in the software are made and implemented early so that the difficulties being faced by the field staff and the subscribers are minimized.

    With kind regards,

                                                Yours sincerely,

                                                (V.P.Arya)
                                      General Secretary

Copy to:

1. Shri J.R.Gupta, Director (O), BSNL Board.
2. Shri S D Saxena, Director (Finance), BSNL Board.