

Brief on work flow of BSNL Premium mobile number auction

The customers will access the web site <http://eauction.bsnl.co.in> for getting registered to participate in web based auction of GSM premium mobile numbers.

Initial Process :-

- The <http://eauction.bsnl.co.in> portal registration is free.
- The customer will be presented with available premium mobile numbers and their status of bidding at the time of his login.
- The customer can select the number of his choice and proceed for registration of the same by paying the prescribed fixed charges (Registration charges – Non Refundable) as decided by the circle concerned.
- After successful registration for a number by paying the requisite registration charges for that number the customer is eligible to participate in the bidding for that number.

Final Process:-

- The customer can participate in bidding of his selected premium number through web or through SMS from his registered mobile number. The bidding process will take the first come first server method to accept the bidding and in return will update all the remaining bidders.
- On closing date the successful bidder can approach the nearest CSC for completing the formalities and getting the SIM after payment of BID amount.
- In case the first bidder fails to accept the offer within 4 working days, the same will be passed on to the next highest bidder i.e second highest bidder or third highest bidder.
- If no one is interested in taking the number the same will be released for next auction process.

Releasing Process:-

- The CSC will release the connection after following the prerequisite formalities.
- The release will follow the normal process like Choose Your Mobile Number connection release.

Roles and Responsibilities:

- **HLR of concerned zone:** The HLR of concerned zone need to update vacant numbers in to the Sancharsoft system fortnightly. If any number is utilized from any other channel other than Sancharsoft, the number should be removed from the list provided by them by taking care that the number is not selected by any other customer in online auction web site.
- **Responsibility of Circle Nodal in-charge:** The Circle nodal in-charge in consultation with the Marketing / EB wing need to divide the HLR provided GSM numbers list in to the different customers, where the start date, auction closing date, incremental value and the base cost of

that number need to be mentioned at the time of doing this bifurcation. Once the auction is completed, the auctioned number will be made available to the CSC in Sancharsoft or as allocated by the circle nodal in-charge, so that the customer can have the number paired to the new SIM.

- **Responsibility of CSC:** The successful Bidder information will be passed on to the nearest CSC. The Nodal in charge of the Circle will take initiative to guide the customer to the nearest CSC.
- **Activation of Vanity/Premium numbers in HLR:** For completing the process of pairing SIM numbers with customer selected GSM numbers need to be picked up by HLR from SANCHARSOFT only.
- **Accounting Procedure:** The amount from Payment Gateway i.e. integrated with mobile auction site, will be realized by CAO(CCC) from the bank integrator and a monthly remittance report(ATC) will be passed on to the respective Circle Nodal account personnel on monthly basis. The amounts realized by BSNL will be of two types, 1) The registration fee for participating in BIDs ₹150/- for a Premium number (This amount is non-refundable), 2) The Earnest Money deposit amount realized for the process of bidding, as decided by the concerned circle. (This amount is refundable, if the customer with draws from bidding process or fails to win the Bid.) The amounts realized in the case no.1 are to be accounted for in BSNL accounts directly. On finalization of the bidding process the CAO/AOs incharge of the respective circle will generate a refund order duly signed along with the the list of refunds and submit the same to CAO(CCC) for releasing the amounts to the respective customer's accounts. A detail report of GSM number SIM number, Activation Date, Base price, Amount Realized, The User Name, IP address, Name and Address of the person, with alternate mobile number given, report will be prepared automatically in the auction portal and SANCHARSOFT so that the same can be verified by the Officers like CAO (CCC), CAO/AOs (Circle), CMTS, Nodal in charges and HLR etc.,
- **Complaint Handling Mechanism:** The auction portal will be capable of handling the complaints on the website itself. To this effect the message will be displayed on the auction portal. However the call center also can access the query page of auction web site to find out the status of a particular number.
- **Online Payment gateway :-** Reconciliation of collected amounts against successful transactions. Bid receipt generation on successful receipt of amount. The reports will be mailed to the respective circle incharges from time to time. The Bank integrators also will send TSR to the respective circle CAO/AOs and to the all concerned.
- **Auction Portal :-** E-Mail and SMS to the customer from time to time giving the process status of his bid numbers. All reports like watch list, Bid list, success list, follow-up on status etc.,

Annexures: 1) Work flow in detail through web
 2) Work flow in detail through SMS