



No. 2-2/2011-BSNL/TR

Date: 30<sup>th</sup> March, 2020.

To

1. CGM, ITPC, BSNL, Pune.
2. Heads of all Circles, BSNL.
3. IFAs of all Circles, BSNL.

**Sub: Deferment of DNP (disconnection for non-payment) due to lockdown for COVID-19.**

**Ref: CO, BSNL letter No. 2-2/2011-BSNL/TR dated 23.03.2020.**

Considering all India lockdown to defeat Coronavirus COVID-19 and to avoid any inconvenience to BSNL customers, BSNL being a socially responsible Govt. PSU, it has been decided to defer all disconnections (for non-payment of bills), both outgoing barring and incoming barring, in respect of outstanding BSNL postpaid bills for CFA vertical till **16.04.2020**. It is reiterated that pay-by-date of the CFA bills issued in the month of March, 2020 was extended up to 31.03.2020 vide above-referred letter.

However, customers may be requested through manual ring, IVRS, SMS, email etc. to make on-line payment of regular and outstanding bills. Link of the on-line payment portal may be provided in SMS for convenience of BSNL customers to make hassle-free payment.

This has the approval of Director (CFA), BSNL Board.

  
(P. D. Chirania)  
Sr. GM (Finance)-CFA

Copy forwarded for kind information to :

1. CMD, BSNL.
2. Director (Finance), Director (HR), Director (CFA), Director (CM) & Director (EB) - BSNL Board.
3. All PGMs / Sr. GMs / GMs, CO, BSNL.