

URGENT

Corporate Office (Finance - CFA Branch)
2nd floor, Room No. 216, Eastern Court, Janpath,
New Delhi - 110001
Phone - 011 - 23734230 / 23765042
Fax - 011 - 23734319 / 23734322
Email id : dgmfincfa@gmail.com



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 2-12/2017/BSNL/RM-I/CFA/Green

Dated: 2nd April, 2019.

To

All Heads & IFAs of BSNL Circles
Bharat Sanchar Nigam Limited.

Subject: Austerity/Economy measures in BSNL - Sending E-Bills.

During recently held 188th Meeting of BSNL Board of Directors, it was desired by Board Members to explore the possibility of sending E-Bills and dispensing with paper billing system as a measure of reduction of cost. Recently, TRAI has issued Press Release No. 23/2019 dated 25-03-2019 conveying its decision 'to continue with existing Regulatory provision as per which printed copy of the bills shall be made available to the Landline subscribers and Mobile Postpaid subscribers free of cost, as a default option and an option to the subscriber to switch over to e-bill if he gives an explicit consent'.

As per Board direction all Circles are requested to take following actions within the existing regulatory framework:

- For all new connections, customers must be requested to give consent for e-bill. Necessary modification in the CAF, if required, should be done.
- For all existing customers having valid email id or mobile number, e-bill must be sent and those customers must be requested to give consent for doing away with hard copy of bill.
- Vigorous activity to obtain and update valid email id and mobile number of all customers must continue to achieve 100% option for 'Go Green'.
- Special care must be taken to rule out the error in capturing and updating any email id and mobile number. In case of any doubt, verification through telephonic interaction with customer must be done.

As per the Press Release, TRAI will continue to watch the progress of subscribers opting for e-bill. It is expected that if a customer gets the copy of bill timely and smoothly through electronic mode, he / she may not insist for hard copy. Hence, there is ample scope for massive switch over to e-bill options and thereby as austerity / economy measure, we may gradually do away with printing bills and make the 'Go Green' initiative a grand success in BSNL.

(S. K. Bhardwaj)
Sr. GM (Finance)-CFA

Copy to :

- CMD, BSNL, for kind information.
- Director (HR & Finance), Director-CFA, Director-EB and Director-CM - BSNL Board, for kind information.
- CGM, ITPC, BSNL, Pune - for kind information.
- Sr. GM (Finance)/IFA, o/o CGM, ITPC, BSNL, Pune - with request to send Circle-wise number of working connections and Circle-wise number of 'Go Green' options updated in billing system separately for all post-paid services of CFA and CM vertical as on last day of each month to this office within 3rd of the following month through email to email id dgmfincfa@gmail.com.