



No. 2-153/2019-20/RM-CM/BSNL/53

Dated: 27/4/2020.

To,

1. The PGM/Sr. GM/GM (Finance/IFA),
All BSNL Telecom circles and Metro districts.
2. The PGM/Sr. GM/GM (Nodal)
East/West/ North & South Billing Zones.

Sub: Deferment of DNP (disconnection for non-payment) for bills issued in April.

Ref: CO, BSNL letter No. 2-153/2019-20/RM-CM/BSNL/52 Dated: 16/04/2020.

Considering all India lockdown due to Corona virus COVID-19 and to avoid any inconvenience to BSNL customers, it has been decided to defer disconnections (for non-payment of bills), both outgoing barring and incoming barring, in respect of outstanding BSNL postpaid bills for CM vertical issued in April 2020 till 10.05.2020. There is no exemption for customers having unpaid dues against bills issued before April, 2020. Outgoing of those numbers shall be barred as per schedule .

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

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

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

Copy forwarded for kind information to: -

1. CMD, BSNL.
2. Director (Finance), Director (HR), Director (CFA), Director (CM) & Director (EB) – BSNL Board.
3. The CGMT, All Telecom circles/ Metro Districts for information and necessary action please
4. All PGMs / Sr. GMs / GMs, CO, BSNL.