

GM(CFA),  
BSNL Corporate Office,  
Room No 120,  
BSNL Bhawan, Janpath,  
New Delhi.110001  
Mobile No. 9417009417  
minnivivek@gmail.com



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

No. CFA/2018/ BSNLCO

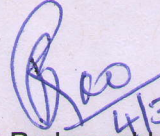
Dated : 04-03-2020

To  
The CGM  
ITPC, Pune

Sub: On line bill payment by FTTH customers- Reg.

1. Customers are making on line bill payments for their FTTH connections. These customers are either provided by BSNL or by BSNL partners.
2. Customers who have been maintained by BSNL partners and partners have subscribed to e-pay service, are routed to e-pay portal for bill payment.
3. It has been observed that bill payment transactions where partner is not maintaining balance in the FTTH wallet, leading to transaction failure of the payments.
4. It must be ensured by the portal team that before routing customer to e-pay portal, the partner wallet balance should be checked to avoid failure in payment transaction.
5. For low balance wallet the transaction should be completed on BSNL portal and partner can submit the revenue share claimed as part of monthly claims.

This is issued with the approval of the competent authority.

  
4/3/2020  
(P. Padmanabha Rao)  
DGM CFA, BSNLCO