



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

Office of the Chief General Manager Telecom, Maharashtra Circle
6th Floor, D wing, Administrative Building, Juhu Tara Road,
Santacruz(W), MUMBAI – 400054.

To

All IFAs BSNL, Maharashtra Circle

NO:- F/TRA/Revenue Collection/2020-21/Corr./3

DATE 13/04/2020.

SUB:- Manual ringing for digital payments due to COVID-19 ...reg

REF:- Corporate office letter No.2-10/2019/BSNL/RM-I/CFA/Cash inflow dtd. 12/04/2020.
This office letter No.-A/STA/AE-23/General Corr/2020-21/02 dtd. 13/04/2020.

With reference to the above letters on the subject, the Google sheet for manual ringing will be share to you shortly. Accordingly the IFAs has to take action immediately for maximum collection within 20.04.2020. The Group C staff may also to be intimated for dialling who are working from home.

1. The IFA may ensure that the same should be share to all nominated staff.
2. In case the working connection are less than 10000, the dialling must be 2000 per day.
3. In case the working connection are more than 10000, the dialling must be 3000 per day.
4. Remarks to be updated in Google sheet as per Customer's feedback.
5. Customers are to be informed about all digital payment platform like BSNL portal, My BSNL App, PayTM, Amazon App etc. Also ensure that the caller should able to guide the payment process on Mobile app etc.

This has issued with the approval of competent Authority.


Dy. General Manager(TR)
BSNL O/o CGMT, Mumbai-54.
(M)-9423993377
Mail ID- dgmtrlc@gmail.com



No. 2-10/2019/BSNL/RM-I/CFA/cash inflow

Date: 12th April, 2020.

To
IFAs of all Telecom Circles & Metro Telephone Districts
Bharat Sanchar Nigam Limited.

Sub: Manual ringing for digital payments due to lockdown for outbreak of Coronavirus COVID-19.

Ref: CO, BSNL letter No. 2-2/2011-BSNL/TR dated 30-03-2020.

Kindly refer to CO, BSNL letter under reference vide which disconnections for non-payment (DNP), both outgoing barring and incoming barring were deferred till 16.04.2020 considering the Nation-wide lockdown situation.

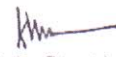
Further, it was requested to pursue with customers through manual ring, IVRS, SMS, email etc. to make on-line payment of regular as well as outstanding bills and to provide link of the on-line payment portal in SMS for convenience of BSNL customers to make hassle-free payment.

In the Webex Video conference with circles of South zone held on 11.04.2020, Director (CFA) has asked all the circle IFAs to execute a structured plan across all SSAs to telecall each of the unpaid bill customer (of March, 2020) and ensure the collection of issued bills in next 10 days. Circle IFAs are therefore requested to take following immediate actions:

- Each circle has to identify SSA wise team based on number of unpaid fixed line bills (issued in March, 2020), in order to ensure that each team member shall be able to call 500 such customers in next 8 days. Every SSA will have one AO/JAO to lead the SSA team from various sections. The team leader of the SSA has to download the unpaid customer list from the ITPC server on daily basis and assign 100 such unpaid customers (in 1st round) every day, so that all 500 customers are attempted once in first 5 days and then the left over for 2nd round in next 3 days. The list must be updated daily to ensure that customers who have paid the bills on previous day are not attempted for this payment reminder call. IFA as Circle Nodal will monitor the SSA Nodal progress on daily basis.
- Customers having outstanding bills are to be requested over phone to pay bill on-line as visiting to CSC is not practically possible.
- Customers are to be informed about all digital payment platforms like BSNL portal, My BSNL App, PayTM, Amazon App etc.
- If customer doesn't know paying on-line, then caller should be able to explain the payment process on Mobile App either bsnl/amazon/paytm whichever customer is already having on his/her mobile.
- Customers are to be informed about the website <https://portal.bsnl.in/myportal/> for payment through BSNL portal from any computer/laptop or smart phone.
- Customers not having previous experience of on-line payment are to be requested to take help of any friend or relative who have been paying BSNL bill on-line.
- Customers are to be requested to use annual bill option so that the hassle of every month payment can be avoided. Customers are to be given the message "one month free and pay for only 12 months to get 13 months services".

The collection of issued bills is of utmost importance for BSNL to continue serving the customers. Hence, all the above activities of interactions with customers through manual ringing should be planned, materialized and completed in a manner setting target of maximum collection within 20.04.2020.

This has the approval of competent authority.


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

Copy for kind information to :

1. CMD, BSNL.
2. Director (Finance), Director (HR), Director (CFA), Director (CM) & Director (EB) - BSNL Board.
3. CGM, ITPC, BSNL, Pune.
4. CGMs of all Telecom Circles & Metro Telephone Districts, BSNL.
5. All PGMs / Sr. GMs / GMs, CO, BSNL.

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BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
O/o The Chief General Manager
Maharashtra Telecom Circle
Mumbai-400054

No A/STA/AE-23/General Corr/2020-21/02

Dated at Mumbai, the 13-04-2020

To
All BA/ SSA Heads
MH Circle.

Subject :- Involvement of Group 'C' staff in TR activities (Dialing to the customers)

In view of the present scenario due to COVID19, some group 'C' employees are not able to come to the office and are working from home. In order to avail services of such employees it has been decided by the competent authority that they should be involved in TR related activities i.e. dialing to our esteemed customers from home under the guidance of Shri S M Kokate DGM(TR) O/o CGMT MH CO Mumbai Mobile No. 9423993377 and email ID: dgmtrle@gmail.com

SSA/BA Heads are requested to instruct such employees to coordinate with DGM(TR) MH CO Mumbai. HRMS No., Name, Mobile Number and Email ID (if available) of such employees shall also be furnished by the SSA's to the DGM(TR) on the above referred email ID.

This is issued with the approval of the competent authority.


13/04/2020
(V K Dethe)
Assistant Director (Staff-A)

Copy to:
GM(F) O/o CGMT MH CO Mumbai.
DGM(TR) O/o CGMT MH CO Mumbai.

No A/STB/AE-20/Voluntary retirement/SDE/2019/73

Dated at Mumbai, the -02-2020

Regd. & Corporate Office : Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001.
Corporate Identity Number [CIN] : U74899DL2000G01107739
Website: www.bsnl.co.in.