



No. 2-7/2020/BSNL/RM-I/CFA/Policy

Date: 13th Oct., 2020.

To

1. CGM, ITPC
2. Heads of all Circles and Metro TDs
3. PGMs/Sr. GMs/GMs - IFAs of all Circles and Metro TDs
4. PGMs/Sr. GMs/GMs - CDR Data Centres
Bharat Sanchar Nigam Limited.

Sub: Review of policy on pay-by-date, dunning schedule and dunning threshold for Landline, Broadband and FTTH.

Ref: CO. BSNL letter No. 2-7/2020/BSNL/RM-I/CFA/Policy dated 27.08.2020.

Kindly refer to the letter under reference (copy is enclosed) vide which schedule of pay-by-date, dunning schedule and dunning threshold were revised to maximize cash flow, improve collection efficiency as well as to minimize volume of unpaid bills.

2. It has been further decided that the revised pay-by-date, schedule of DNP (disconnection for non-payment) for Landline, Broadband and FTTH **from bill issue month November, 2020 onward** will be as below:

Activity	Schedule for bill issue months - September, 2020 & October, 2020		Revised schedule for bill issue month November, 2020 onward
	South Zone	Except South Zone	All 4 zones
Pay-by-date	15 th day from invoice date	18 th day from invoice date	15 th day from invoice date
Outgoing barring (OGB)	22 nd day from invoice date	28 th day from invoice date	22 nd day from invoice date
Incoming barring (ICB)	15 days after OGB	15 days after OGB	15 days after OGB
Permanent Disconnection (PD)	60 days after OGB	60 days after OGB	60 days after OGB

3. Dunning threshold of landline, broadband and FTTH will remain same as was conveyed vide the letter under reference, i.e. Rs. 300/- for urban connections and Rs. 200/- for rural connections.

4. Circles are requested to give suitable information to customers through bills/SMS/IVRS/email or other media regarding the ensuing changes.

This has the approval of competent authority.

Encl.: As above.

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

Copy for kind information to :

1. CMD, BSNL.
2. Director (Finance), Director (CFA), Director (CM), Director (EB) & Director (HR) – BSNL Board.
3. GM (CFA), CO, BSNL.