



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

Date: 27th August, 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: 1. DoT letter No. 17-21/97-TR dated 24.08.2000.

2. CO, BSNL letter No. 2-22/2007-BSNL/TR/Pt.IV dated 09.06.2011.
3. CO, BSNL letter No. 2-2/2011-BSNL/TR(Pt.) dated 17.01.2012.
4. CO, BSNL letter No. 2-2/2011-BSNL/TR/Pt.-2 dated 29.01.2015.
5. CO, BSNL letter No. 2-39/2002-BSNL/TR dated 06.04.2016.
6. CO, BSNL letter No. 2-2/2011-BSNL/TR(Pt.) dated 26.06.2018.

Review of existing policy on pay-by-date, dunning schedule and dunning threshold was under consideration of BSNL Management to maximize cash flow and collection efficiency as well as to minimize volume of unpaid bills.

2. It has been decided that in supersession of letters under reference, the revised pay-by-date, schedule of DNP (disconnection for non-payment) and amount of dunning threshold of Landline, Broadband and FTTH will be as below:

a) Pay-by-date and dunning:

Activity	Present schedule	Revised schedule for bill issue months - Sep., 2020 & Oct., 2020	
		South Zone	Except South Zone
Pay-by-date	21 st day from invoice date	15 th day from invoice date	18 th day from invoice date
Outgoing barring (OGB)	35 th day from invoice date	22 nd day from invoice date	28 th day from invoice date
Incoming barring (ICB)	30 days after OGB	15 days after OGB	15 days after OGB
Permanent Disconnection (PD)	90 days after OGB	60 days after OGB	60 days after OGB


Note: In South Zone, existing schedule of pay-by-date (15th day from bill issue date) and OGB (22nd day of bill issue date) will continue up to bill issue month Oct., 2020 in accordance with CO, BSNL letter No. 2-2/2011-BSNL/TR(Pt.) dated 26.06.2018 (under reference at Srl. No. 6 above).

b) Dunning threshold:

Particulars	Existing threshold amount of Landline, Broadband & FTTH (per connection)	Revised threshold amount of Landline, Broadband & FTTH (per connection) w.e.f. bill issue month – Sep., 2020
Dunning threshold (upper limit of billed amount for which telephone / service is not to be disconnected for non-payment, which is otherwise due for disconnection due to non-payment bill).	Urban: Rs. 525/- Rural: Rs. 325/-	Urban: Rs. 300/- Rural: Rs. 200/-

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.


(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.