



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

Date: 15th April, 2020.

To

1. CGM, ITPC, BSNL, Pune.
2. IFAs of all Telecom Circles & Metro TDs, BSNL.

Sub: Deferment of DNP due to extension of lockdown for COVID-19.

Ref: 1. CO, BSNL letter No. 2-2/2011-BSNL/TR dated 30.03.2020.
2. CO, BSNL letter No. 2-10/2019/BSNL/RM-I/CFA/cash inflow dated 12.04.2020.

Kindly refer to CO, BSNL letter dated 30.03.2020 under reference [Srl. 1] vide which disconnections for non-payment (DNP) for outstanding BSNL postpaid bills of CFA vertical were deferred till 16.04.2020 considering the Nation-wide lockdown situation.

2. In view of extension of the lockdown period by Govt. of India, it has been decided to defer disconnections for non-payment (DNP) till **27.04.2020** for outstanding BSNL postpaid bills of CFA vertical issued in March, 2020.

3. Circle IFAs are requested to ensure that billing information / pdf version of bills are delivered to customers through registered mobile numbers and email IDs duly providing link therein for on-line payment. In those cases where mobile numbers and email IDs are not registered, manual ring should be done to intimate him/her about the billing information with request to pay on-line, apart from collecting his/her mobile number and email ID, which should be updated in database for providing further billing information through SMS/IVRS/Email.

4. In this connection, kind attention of Circle IFAs are invited to CO, BSNL letter dated 12.04.2020 under reference [Srl. 2] vide which instructions of Director (CFA) were conveyed to execute a structured plan across all SSAs to telecall each of the unpaid bill customer with a target of maximum collection within 20.04.2020 against bills issued in March, 2020.

5. The same activities of manual ringing as instructed vide CO, BSNL letter dated 12.04.2020 under reference [Srl. 2] should be continued by Circle IFAs in respect of CFA postpaid bills issued in April, 2020, immediately after expiry of pay-by-date, with a target of maximum collection within 30.04.2020 against bills issued in April, 2020.

6. While distributing lists of such outstanding bills, the same may be sorted in decreasing order of amount, to ensure earlier collection of higher amount of bills.

7. CGM, ITPC, Pune is requested to ensure communication of billing information to customers through SMS (with link for on-line payment), email ID and periodical message through IVRS/automated ringing to respective connections.

8. Considering that the collection of issued bills is of utmost importance for BSNL to continue serving the customers, Circle IFAs are requested to ensure maximum collection within minimum timeframe.

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. Heads of all Telecom Circles & Metro TDs, BSNL.
4. All PGMs / Sr. GMs / GMs, CO, BSNL.