

No. 2-22-2007/BSNL-TR/Pt.IV

Dated: 22nd March, 2011

To

All Chief General Managers Telecom.,
Territorial Circles/ Metro Districts.

Subject: Issue of bills as per fixed schedule and acceptance of part payment of Land Line Bills at BSNL counters and other payment collection channels including Post Offices.

It is observed that difficulty is being faced at the field level in generation of bills in CDR system where due to delay in issue of bills for a particular month, the issue of the bills for subsequent month gets delayed for the reason that the 'Pay by date' of the first bill (which somehow got delayed) falls beyond the scheduled date of issue of the subsequent bills. Moreover, as the payments made offline take some time in updation in the system, the ultimate effect comes on the issue of subsequent bills, which gets delayed.

To overcome the problem it has been decided by the Competent Authority that the fixed billing schedule be maintained and followed strictly. The second bill run be made on due date even if the 'Pay by date' of the bills generated in the previous run falls beyond the fixed date of the next bill run. This is quite necessary to streamline the issue of bills.

However, since the CDR system uses balances brought forward from the previous bill, the old outstanding amount of previous bill will get added to the current charges in case of non-payment or non updation of payment before the bill run. At times it may happen that the customer might have paid the previous bill amount, and would be required to pay the current charges only. **It has, therefore been decided that a general message as below be printed on bill.**

"Please pay current bill amount only if the previous telephone bill amount has already been paid."

It is requested to convey the said decision to CPMG of your Circle, for issue of suitable instructions to all the Post Offices authorised to collect telephone bills under their control, to accept payment for current bill amount only from customers, who might have already paid the previous bill amount and desire to pay current bill amount only, against the telephone bill showing the previous bill amount also. This is absolutely essential, so that Customers do not face any problem at the Postal Cash Counters.

Similar instructions may be given to all CSCs, BSNL staff at Cash Counters and other payment collection channels/franchisees.

Sd/-
(G. P. Verma)
GM (Finance) CFA

Copy to:-

The CGM, IT Project Circle, RTTC Building, Plot No. G-121 & 122, MIDC, Chinchwad, Pune-411019; for information w.r.t. his letter No. ITPC/CDR_Project/BSNL CO/2010-11/47 dated 23-02-2011.