



No. 2-2/2011-BSNL/TR

Date: 23rd March, 2020.

To

1. CGM, ITPC, BSNL, Pune.
2. Heads of all Circles, BSNL.
3. IFAs of all Circles, BSNL.


Sub: Extension of pay-by-date due to outbreak of Corona virus COVID-19.

To avoid inconvenience of BSNL customers for payment BSNL bills in the present abnormal situation due to massive outbreak of Corona Virus COVID-19, it has been decided to extend the pay-by-date up to 31st March, 2020 in respect of all BSNL postpaid bills under CFA vertical having pay-by-date in March, 2020. Any dunning scheduled in the current month may also be postponed till 31st March, 2020.

One core group of ITPC / NCNGN / BBNW circle shall be working (to be coordinated by CGM ITPC) to ensure timely restorations , the BA TR teams shall escalate issues if any to ITPC thru their respective ITPC " Pracharak " assigned to the SSA .

However, customers may be requested through manual ring, IVRS, SMS, email etc. to make on-line payment of regular and outstanding bills. Link of the on-line payment portal may be provided in SMS for convenience of BSNL customers to make hassle-free payment.

This has the approval of Director (CFA), BSNL Board.


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

Copy forwarded for kind information to :

1. CMD, BSNL.
2. Director (Finance), Director (HR), Director (CFA), Director (CM) & Director (EB) - BSNL Board.
3. All PGMs / Sr. GMs / GMs, CO, BSNL.