

Information Technology Cell
Room No. 716, Bharat Sanchar Bhawan,
Janpath, New Delhi-110 001
Phone: 011-23710455 Fax: 23730392



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 1-10/2009-IT-CFA

Dated 29.02.2012

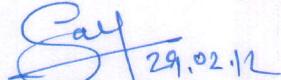
To

Chief General Managers, BSNL
All Telecom Circles / Metro Districts

Subject: Promotion of online bill payment facility among subscribers in CDR SSAs regarding.

1. Kindly refer to this office letter of even no. dated 28.12.2012 (copy enclosed) whereby it was requested to take necessary action to promote online bill payments so that more & more customers become aware of convenient online bill payment facility and start using the same.
2. In this regard a DO letter of even no. dated 20.06.2011 (copy enclosed) by CMD BSNL was also sent whereby it was emphasized to give wide publicity to the online payment features that is available in all CDR migrated SSAs.
3. However, it is observed that the percentage of online payments received is very less to the tune of 1.5% approximately while at least 25% of Landline Customers of BSNL are internet users having Broadband connections. Hence there is a need to further popularize online bill payment facility available on BSNL website (www.bsnl.co.in) by giving more publicity like mentioning in various press releases, printing message in this regard on the bills itself, display of message at Payment Counters of BSNL regarding availability of online payment facility with 1% discount etc.
4. You are again requested to take necessary action on the matter. This office may be apprised about the steps taken by the circle in popularizing the online bill payment facility of BSNL for further submission to Management.

Encl: As above.


(Deepak Garg)
Addl.GM(IT-CFA)

CC. CGM ITPC Pune

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No. 1-10/2009-IT-CFA

Dated 28.12.2011

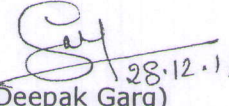
To

Chief General Managers, BSNL
All Telecom Circles / Metro Districts

Subject: Promotion of online bill payment facility among subscribers in CDR SSAs, regarding.

1. Please refer to DO letter of even no. dated 20.06.2011 (copy enclosed) by CMD BSNL whereby it was emphasized to give wide publicity to the online payment features that is available in all CDR migrated SSAs.
2. Also refer to this office letter no. 11-2/2011-CDR/IT-CFA/Vol.III/Pt dated 21.10.2011 on the subject of publicity of availability of useful features post migration of SSAs to CDR System (copy enclosed).
3. However, it is felt that there is a need to further popularize online bill payment facility available on BSNL website (www.bsnl.co.in) by giving more publicity like mentioning in various press releases, printing message in this regard on the bills itself etc.
4. You are requested to take necessary action on the matter, so that more & more customers become aware of convenient online bill payment facility and start using the same.

Encl: As above


(Deepak Garg)
Addl.GM(IT-CFA)

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आर. के. उपाध्याय

अध्यक्ष एवं प्रबन्ध निदेशक

R. K. Upadhyay

Chairman & Managing Director

D.O. No. 1-10/2009-IT-CFA

Dated: 20th June, 2011

Dear Shri

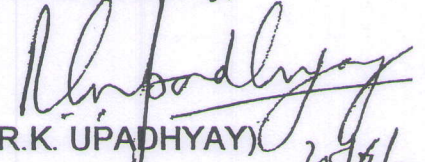
Subject: Promotion of online bill payment facility among subscribers regarding.

I have seen letter dated 10.06.2011 issued by CGM IT Project Circle whereby it has been intimated that Online bill payment for landline has been implemented for all CDR migrated SSAs. The procedure for availing the facility by the subscriber is mentioned in the aforesaid letter form CGM ITPC.

It is observed that trend to make online payments is getting popular in our country. Hence there is an urgent need to give wide publicity to the online payment features that have become available in CDR migrated SSAs. You may ensure that all landline / broadband subscribers of BSNL are informed that they can make online bill payment and avail 1% rebate as credit in their next bill. This will also make revenue collection of BSNL more efficient. I may be apprised about the steps taken by the circle in popularizing the online bill payment facility of BSNL.

With regards,

Yours sincerely,


(R.K. UPADHYAY) 20/6/11

Shri

Chief General Manager,

Telecom Circles / Metro Districts,

Bharat Sanchar Nigam Limited

G/F