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भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED

No. 27-11/2014-S&M-CM/10

Dated: 08.12.2014

To

The Chief General Managers
All Telecom Circles / Districts
BSNL

Sub: Payment of mobile post-paid bills through C-top-up

In spite of various communications on the above mentioned subject, the quantum of business on this front has not picked up

The issue came for discussion again on 04-12-2014 during a meeting with some of the franchisees. To give boost to the service following steps may also be taken in addition to already taken initiatives

1. Each franchisee of the circle should identify at least 10 POS who will compulsorily have balance in their second wallet. The list of such retailers should be made available to BSNL also.

2. The selected outlets may get printed a receipt book (if regd.) for issuing a physical receipt to the customer to instill confidence among customers.

3. The details (i.e Mobile no. & address) of such retailers will be displayed near BSNL bill collecting centers displaying that:-

"Post-paid mobile Bills can also be paid at following places without any extra charges from 10 AM to 8 PM."

This should bring some visible results. Action taken report be submitted to this office.

(Upendra Bakolia)
Addl. GM(S&M-CM)