

DGM(FINANCE)/I.F.A.  
केरल परिमंडल KERALA CIRCLE  
दूर संचार भवन, पी.एम्.जी.जंक्शन  
Door Sanchar Bhawan, PMG Junction  
तिरुवनंतपुरम Thiruvananthapuram-695033  
टेलीफोन Telephone 2303600



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

No. DGM(F)/Staff Matters//2020-21/4

Dated the 23rd Jan'2021

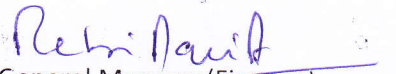
To,

All IFAs  
Kerala Circle

Sub: Items for discussion regarding delay in updation through online payment/payment through Govt. treasury.

Kindly have a reference to the items discussed in the JCM Meeting.

- 1) Relating to delay in updating payments made by subscribers through online portal causing or disconnection of service, instructions may be given to the CSC staff for encouraging customers to use the website portal, portal.bsnl.in for payment and to avoid third party payment apps viz. google pay, amazon etc.
- 2) Regarding the payments made by Govt. Departments through RTGS, the Govt. departments concerned may be asked to inform the details of payment alongwith respective Phone no. and UTR no. in the concerned mail id. In this connection, write to all the concerned Govt. Departments to make payment at least one week before pay by date, so as to avoid wrong disconnection. This is to be done invariably in all the cases, since the payment can be updated in BSNL, only after the amount of payment is credited in BSNL Accounts. Instructions may be given to ITPC Hyderabad BA wise for LL/BB/FTTH Connections and cases may be taken up with Circle mobile TR team in case of postpaid GSM connections to exempt such cases from disconnection for atleast one week so as to avoid unnecessary disconnections and complications.

  
IFA/Dy. General Manager(Finance)  
O/o the CGMT, BSNL, Trivandrum-33