

Bharat Sanchar Bhawan,  
Room No. 212  
Harishchandra Mathur Lane,  
Janpath, New Delhi-110 001.  
Tel. 011-23734057.



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

No. 64-359/2015/BB-Misc.

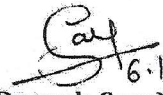
Date: 06-12-2016

To,

All CGMs (Telecom Circles/Telephone Metro Districts),

**Subject: To encourage customers for paying their telephone/broadband bills through online payment mode - reg.**

1. As we know, that now a days more and more customers are availing online payment services for the payment of their utility bills, shopping, recharge etc. due to various advantages like convenience of anytime anywhere payment, time saving as no need to stand in the queues for payment of bills at counters etc.
2. In the current scenario, you are requested to encourage customers for paying their telephone/broadband bills online through BSNL portal [www.bsnl.co.in](http://www.bsnl.co.in). BSNL staff at the Customer service centers and bill payment counters may also be asked to educate the customers about process & advantages of online payment and encourage them to use the same for better customer satisfaction.

  
6.12.16  
(Deepak Garg)  
GM (NWP-BB)

**Copy to:**

1. Director (CFA), BSNL
2. GM (Finance-CFA), BSNL C.O.

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