



*Connecting India*

**BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

Corporate Office (TRF BRANCH)

A-wing, 7<sup>th</sup> floor, Statesman House, Barakhamba Road,  
**NEW DELHI-110 001.**

To

All Heads of Telecom Circles/Metro Telephone Districts  
Bharat Sanchar Nigam Limited

No.2-4/2006-BSNL/TR/Pt.

dated: 12-09-2008.

Subject: Distribution and collection of phone bills of BSNL through line staff.

This office has received requests/recommendations from certain Telecom. Circles for authorizing the line staff to distribute and collect payment of phone bills of BSNL. The case has been examined in this office and the Competent authority has approved the proposal to allow distribution and collection of bills by the line staff on the following terms and conditions.

1. Heads of Circles will authorize SSA Heads to get the phone bills delivered to BSNL customers through line staff at such places where the present arrangement of bill delivery through Department of Posts is causing dis-satisfaction to the BSNL customers.
2. Heads of Circles will also authorize SSA Heads to get the **payment against phone bills collected (only through Cheque or DD favouring BSNL)**, through line staff.
3. The work of bill delivery/ collection of payment should in no way affect the normal duties of the line staff concerned.
4. While visiting premises/office of Customer for delivery of bill/s or collection of payment thereto, the staff concerned should carry their photo identity cards with them along with an authority letter from their offices certifying therein that the person is a staff member of BSNL, authorized to deliver phone bills / collect payment thereto through **Cheque or DD only.**
5. A dated receipt in each case should be obtained by the line staff from the customers in token of having received the bill/s. A format for the said receipt should be devised locally by the SSA concerned.
6. Likewise the member of line staff visiting Customer's premises/office for collection of payment should obtain cheque / DD along with counterfoil of phone bill from the customer. The customer should be given a receipt for the cheque or DD handed over by him/her to the line staff towards payment of the bill.

Contd./-

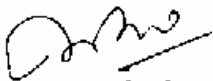
7. The cheque or DD handed over by the customer should bear on reverse side the details like phone number, bill number and date, against which the payment is being made and any other contact number of the customer other than the one indicated in the phone bill, received from the Customer.
8. After collection of cheques/DDs from customers the concerned line staff should prepare a list of cheques/DDs collected in duplicate on daily basis and deposit one copy of the list along with the cheques / DDs with the in charge of the nearest collection centre of BSNL and obtain a receipt for the same on the second copy of list with him, which shall be submitted subsequently by him with the incentive claim.
9. Collection centre may ensure updation in TR billing system. Collection centre code should also be identified in the billing system to facilitate linking of payments.
10. Incentive at the following rates shall be payable to the line staff:
  - a. Rs.2/- (Two) per bill for delivery on production of proof of delivery (i.e., receipt signed by the customer).
  - b. Rs.3/- (Three) per bill for collection of payment.
11. All the SSAs shall be required to maintain a data base on (i) the number of bills delivered through line staff and (ii) the number and amount of bills collected by the line staff under this scheme on monthly basis. SSAs will send a monthly statement to Circle office. In Circle office this data for all the SSAs shall be compiled for each month. Information in this regard can be called for from Circles at any time by this office and the Circles should be able to supply the information at short notice.

Heads of Circles are requested to circulate these guidelines amongst all the SSA and ensure proper implementation of the scheme. A report on the effectiveness of the scheme along with the month wise data for the months September 2008 to December 2008 may be sent for information of CMD, latest by 15<sup>th</sup> January 2009.

  
**(R.D. Sharan)**  
**DDG (TRF)**

Copy to:-

1. CMD, CO BSNL, New Delhi.
2. All Director of BSNL Board.
3. All Sr. DDsG /DDsG in BSNL CO
4. Jt. DDsG, TR-I, TR II CO BSNL.
5. ADsG (TR-I), (TR-II), (TR-III), (TR-IV), (TR-CMTS), CO BSNL.
6. OSD to Director (F), CO BSNL.
7. OSD to CMD, CO BSNL.
8. Asstt. C&AG (Commf.) 10-Bhadur Shah Zaffar Marg, New Delhi -110002.
9. Guard file.

  
**(S.K. Dhar)**  
**ADG (TR-I)**