

**Bharat Sanchar Nigam Limited**  
**(A Govt. of India Enterprise)**  
**Tamil Nadu Telecom. Circle, Chennai-600 002.**  
**Telephone Revenue Section**

To  
The Pr General Manager / General Manager,  
Bharat Sanchar Nigam Limited,  
All SSAs in Tamil Nadu Circle

TR/1-197/2011-12/ dt @ Ch-2 the 25-01-2012

Sub:- Extension of MOU with Dept of Post Office- Telephone bill collection through Post offices-reg  
Ref:- CPMG TN Lr No.BD/40-19/2004 Dated: 16/01/2012

Please find herewith a copy of Lr No BD/40-19/2004 Dated: 16/01/2012 on the above subject for information and necessary action. Consequent upon the hike in the charges payable to Department of Posts it is proposed to encourage our customers to make payment of telephone bills at BSNL CSC / CSR/ Cash counters so as to avoid / reduce the expenditure on this aspect.

Therefore it is requested to display intimation on the Bills issued with effect from 01-02-2012 onwards.

A sample note/ Intimation for display is given for necessary action. Suitable modifications if necessary may be made at your end according to your convenience please.


**"KIND ATTENTION :- Customers paying Bills @ Post Offices"**

"Please visit our Customer centres to pay the bills. Experience & view the latest BSNL Products/ services/ discounts allowed by BSNL.

Our Customer Centres are at your service from 8.00 AM to 8.00 PM"

Also please furnish the following information immediately by return FAX / Mail.

1. Average no. of bills paid at Post offices
  - (i) Where CSCs are available:-
  - (ii) Where CSCs are not available:-
2. Average % of bills paid at Post offices with respect to Total no. of bills issued:-
3. Name of the post office suggested by you for stopping the collection of telephone bills because of increase in tariff.

  
General Manager [TR]  
O/o CGM BSNL T N Circle,  
Chennai-2