



No. 2-5/2004-BSNL/TR/Pt.

Dated: 6th March, 2013

To

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

Subject: Looking for cheaper alternatives for collection charges of telephone bills; availing of e-Payment service of DoP for collection of bills with revised tariff applicable from 01-01-2013 regarding.

This has the reference to this office letters of even No. dated 05-11-2012 followed by reminders dated 15-01-2013 & 4th March, 2013, requesting to look for cheaper alternatives for collection charges of telephone bills. In this context, certain Circles have suggested some cheaper alternatives like telephone bill collection through Gramin Banks, Co-operative Societies and other Agencies but without submitting detailed proposals. All the concerned Circles are requested to submit detailed proposals in this regard to G.M. (Finance-BFCI), Bharat Sanchar Bhawan, CO BSNL, HC Mathur Lane, Janpath, New Delhi-110001, for examination and consideration by BFCI Branch of Corporate Office which is the Nodal branch for the purpose of allowing collection through different payment channels.

Regarding collection of bills through Post offices, it has come to the notice of this office that the Business Development & Marketing Directorate, Department of Posts, Dak Bhawan, New Delhi after issuing the earlier order dated 07-10-2011 regarding revision collection charges on telephone bill from Rs.5/- per bill to Rs.10/- per bill w.e.f. 01-01-2012 has issued following circulars with revised policy/tariff:

1. **No. 16-16/2005-BD&MD/Vol-II dated 16th August, 2012 (Copy enclosed)** addressed to All Heads of Postal Circles to take a decision for collection of BSNL bills at Post Offices under **"Circle Business Package"**.
2. **OM No. 36-60/2010-BD&MD dated 26th November, 2012 (Copy enclosed)** to All Heads of Postal Circles revising the tariff structure of e-Payment service of DoP for collection of bills wherein lowest tariff through e-Payment service has been fixed as Rs. 5/- per transaction (excluding Service Tax), for transactions of value up to Rs. 1000/-.

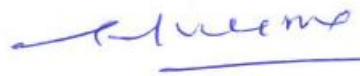
In this context, Tamilnadu Telecom Circle, vide letter No. TR/1-235/2012-13/25 dated 11/12/2012 has informed that it has entered into an agreement with the Department of Posts (TN Postal Circle) whereby the collection of Telephone Payments has been brought under e-payment service of the Department of Posts (**Copy of Agreement and letter enclosed for ready reference**). Further, **Tamilnadu Telecom Circle is reported to have achieved the following objectives through the said specialised e-Payment service offered by the Department of Post for collection of telephone bill payment:**

- a) **Improvement in Cash Flow**, as the payments collected at all the computerised Post Offices in BSNL are paid to BSNL on the next day of collection.
- b) **Improvement in Payment updation**, as the data for payment received on behalf of BSNL is received as CSV file, which is immediately uploaded in PMS, thereby reducing the complaints with regard to non-updation of payments in PMS.
- c) **Reduction in payment of collection charges** as TN Circle, BSNL would be paying approximately Rs. 5.50 per transaction for bills upto the value of Rs.1000/- as per new tariff structure of DoP introduced vide letter mentioned at item 2 above.

Keeping in view the above, it is desirable that all the BSNL Circles avail the e-payment service of Department of Posts at places wherever the same is made available by DoP. **Heads of all Telecom Circles/ Metro Telephone Districts of BSNL are requested to take up the matter with their counterparts in the Department of Posts at Circle level and after carefully considering all the aspects of the scheme and rates offered by the Postal authorities may enter into an MOU with the Postal Circles for availing the e-Payment service of DoP, to get the scheme of e-payment with the revised tariff structure (as circulated by the DoP vide Circular No. 36-60/2010-BD&MD dated 26th November, 2012) applied in their respective Circles, on the similar lines as availed by the TN Telecom Circle. It may be added that Chennai Telephones has also got the e-Payment scheme of DoP for collection of telephone bills implemented in Chennai TD as intimated by the Circle vide letter No. CHTD/RD/XIX/PO corr/2012-13/7 dated 05-03-2013, (Copy enclosed).**

Progress of the case may be intimated to this office by 31-03-2013.

Encls: As above.



(G.P. Verma)
 GM (Finance) – CFA.

Copy to:

1. Sr. G.M. (EB-I)/GM (Fin-CM)/GM (Fin-EB)/GM (Fin-NB), G.M. (BFC&I), GM (Fin-RA), CO BSNL, New Delhi for information and necessary action
2. CGM. ITPC, Pune for information

BD

(138)

पोस्टमैस्टर जनरल (पिस)
Postmaster General H
अनुयायि अधिकारी / SEC.

19/8

AUG 2012

Ministry of Communications & IT
Department of Posts
Business Development & Marketing Directorate
5th Floor, Dak Bhawan
New Delhi-110001

कर्मचारी का नाम
पंजी. संख्या/Reg. No.
प्रतिष्ठान के हस्ताक्षर
Initials / Receipt Cl

No.16-16/2005-BD&MD/Vol-II

Dated 16th August, 2012

To

A circular
of
- 21/8/12

All Heads of Circles

Sub: - Regarding extension of MOU with BSNL.

The extension period of MOU signed between India Post and BSNL has already expired on 27.06.2012 and no further extension has taken place so far at Directorate level.

In this context, I am directed to inform you that Circle may take a decision for collection of BSNL bills at Post Offices under "Circle Business Package", in consultation with Circle IFA and local BSNL authorities.

(Anuja Kumar)
Addl. General Manager (BP)

206

No. 36-60/2010-BD&MD
Ministry of Communication & IT
Department of Posts
Business Development & Marketing Directorate
Dak Bhawan, New Delhi

Dated: 26th November 2012

Office Memorandum

Subject: Revision of ePayment tariff structure

This is regarding revision of ePayment tariff structure. The current ePayment tariff structure was notified vide OM no. 52-16/2008-BD&MD dated 31.08.2009.

- The new tariff for ePayment service has been discussed and approved in the eighteenth meeting of the Postal Services Board for the year 2012 dated 15.10.2012.
- A review of the service was carried out taking into account the re-costing of the service and prevailing market practices. Accordingly, it has been decided that the following tariff structure for ePayment service will now be applicable:

Transaction-Value	Rate (per transaction)*
Up to Rs. 1000/-	Rs. 5/-
Rs. 1001/- to Rs. 2500/-	Rs. 10/-
Rs. 2501/- to Rs. 5000/-	Rs. 15/-
Above Rs. 5000/-	Rs. 20/-

* Rates are exclusive of service tax.

- The revised tariff structure will come into effect from 1st January 2013.
- CEPT, Mysore will send a notification about revision in tariff structure of ePayment to all the existing billers on the email ids registered with the server.
- This OM is issued with the approval of the Postal Services Board.

(Anula Kumar)
Addl. General Manager (BP)

Copy to:

- Sr. PPS to Secretary (Posts)
- All Members of Postal Services Board
- All Head of Circles/Addl. DG. APS
- CGM (PLI)/CGM (MB)
- JS&FA/All DDGs
- All officers of BD&M Directorate
- RAKNPA, Ghaziabad/All PTCs
- GM, CEPT, Mysore, Karnataka with request to put this OM on India Post website.

REGID.

902

Telephone Revenue Section, Circle Office,
O/o CGM BSNL Tamilnadu Circle
80, Anna Salai, Chennai-600002
E-mail: aotr_tnc@yahoo.in
☎: 28520350, 28521951



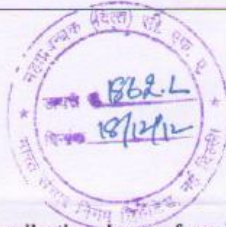
भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

IndiaBroadband 2007
Linking India >>>

No. TR/1-235/2012-13/25

Dated: 11/12/2012

To
The General Manager (Finance) CFA,
Bharat Sanchar Nigam Ltd.,
Revenue Management Branch – CFA,
2nd floor, Room No. 216, Eastern Court,
Janpath, New Delhi –110 001.



Subject : Unilateral increase of rate of bill collection charges from Rs. 5/- to Rs. 10/- by Department of Posts -
Looking for cheaper alternatives for collection charges of telephone bills – reg.
Ref : GM (F) CFA, New Delhi Lr. No. 2-5/2004-BSNL/TR/Pt. Dated 05.11.2012.

Kindly refer to the letter cited above wherein it was requested to explore the possibility of getting cheaper alternatives for collection of telephone bills as the Department of Post had increased the collection charges from Rs. 5/- per transaction to Rs. 10/- per transaction w.e.f. January 2012.

In this regard the following are submitted.

1. With effect from 19-04-2012 BSNL TN Circle had entered into an agreement with Department of Post, TN Circle whereby collection of Telephone Payments has been brought under the e-payment service of Department of Post. (Copy of the agreement and instructions are enclosed).
2. Due to the specialized e-payment service offered by Department of Post in collection of Telephone Payments have resulted in
 - a. Improvement in cash flow – as payments collected at all the computerized Post Offices in Tamil Nadu are paid to BSNL on the next day of collection.
 - b. Improvement in Payment updation – the data for the payment made to BSNL is received as CSV file, which is immediately uploaded in PMS, thereby resulting in lesser complaints of non-updation of payments in PMS.

Also as per Om No-36-60/2010-BD and MD dated 26/11/2012 issued by Department of Post the e-payment collection charges have been revised (copy enclosed). As per the new tariff structure BSNL TN Circle would be paying approximately Rs. 5.50 per transaction to DOP.

In view of the advantages of the e-payment system of Telephone bill collection and rationalization of tariff structure TN Circle desires to continue use the services of Dept of Post to collect Telephone Payment.

Encl: As stated

DM CRN-I

18/12/2012

18/12

A/GM (CRN-I)

18/12

TKA Krishnan
Deputy General Manager (TR),
O/o CGM. BSNL. T.N. Circle,
Chennai – 600 002.



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)

O/O THE CHIEF GENERAL MANAGER, CHENNAI TELEPHONES
78, Purasawakkam High Road, CHENNAI - 600 010.

No.CHTD/RD/XIX/PO corr/2012-13/7

5.3.2013

To
Shri G.P. Verma,
General Manager [Finance]
Bharat Sanchar Bhawan,
H.C. Mathur Lane,
Janpath, New Delhi 110001.

Sub: Revision of service charges for collection of Cell One and Landline bills of BSNL.
Ref: CPMG, Tamilnadu Circle, Chennai-600002

It is understood that DOP vide letter No. 36-60/2010-BD dated 26/11/2012 has fixed the service charges to be collected towards collection of Cell One and Landline bills of BSNL through Post Offices as under:

Transaction value	Rate per transaction
Up to Rs. 1000/-	Rs. 5/-
Rs. 1001 to Rs. 2500	Rs. 10/-
Rs. 2501 to Rs. 5000	Rs. 15/-
Above Rs. 5000	Rs. 20/-

However, in Tamilnadu and Chennai, they were levying a flat charge of Rs. 10/ per transaction upto Rs.2500/-. This was taken up with the CPMG, TN vide this office letter of even number dated 28/01/2013. Now they have agreed to levy Rs. 5/- up to transaction value of Rs. 1000/. Copy of the letter is sent herewith. Since a vast majority of the telephone bill payments being made at post offices are less than Rs.1000/- each, we expect considerable savings on this account. This is for your kind information.

End: a.a.

DSM (RM-2) eFA
2
6/3/2013

CHTD/CO-LETTERS/OUT GOING

DATE: *05/03/13*

Sent No: _____

Despatched On: _____

Initials of D.A. _____

K.K.Vel
5-3-2013
(K.K.VEL)

Sr. GENERAL MANAGER (TR)



14
2012

MEMORANDUM OF AGREEMENT

This Agreement is entered on this day of 16th April, 2012

Between

1. The Bharat Sanchar Nigam Limited Tamilnadu Circle (BSNL TN Circle), a Telecom Service Provider wholly owned by the Government of India, and represented by its Chief General Manager, having its office at No.80, Anna Salai, Chennai -600 002, herein after called "PARTY OF THE FIRST PART "

AND

2. The Union of India represented by its Chief Postmaster General, Department of Posts (DOP) having office at Anna Salai, Chennai 600002, herein after call the "PARTY OF THE SECOND PART"

The terms "PARTY OF THE FIRST PART AND PARTY OF THE SECOND PART" wherever it occurs in this agreement shall mean and include their respective officers, Successors in Office, Executors and Administrators and witnesseth.

[Signature]

[Signature]

NOW THIS AGREEMENT WITNESSETH:

1. That the Party of the First Part is desirous of continuing the collection of Telephone Revenue Collection through the Party of the Second Part from BSNL Landline/Mobile customers in Tamilnadu Circle jurisdiction as it is done now.
2. That the payment from the BSNL TN Circle – Landline/Mobile Customers will be collected at all the Post Offices i.e. by Post Offices computerized and also non-computerized.
3. The Present practice of collecting the Landline/Mobile Bill payment as indicated in the bill either in full or the reduced amount (subject to production of proof of earlier bills paid receipt), by way of Cash, DD or Cheques, issuance of receipt etc. would continue.
4. That the Party of the Second Part is entitled to collect a commission plus applicable Service Tax and Cess on commission per bill as notified in the MOU between BSNL and DOP and subject to revision of the rate from time to time as would be notified by BSNL Corp. Office and DOP. The Present Commission rate is Rs.10/- per bill.
5. A Nodal Office will be identified by the Party of the Second Part and notified to the Party of the First Part for the purpose of effecting remittances of the Payment to BSNL.
6. Similarly, a Nodal Officer will be identified by the Party of the First Part and notified to the Party of the Second Part for the purpose of Co-ordination and complaints redressal.
7. That the Party of the First Part is entitled to view the e-Payment transaction details Post Office Wise in respect of BSNL Bill Collections through Post Offices for which necessary User-id and Password will be provided by the Party of the Second Part.
8. The Commission due to DOP Plus Service Tax and Cess on Commission per bill and amount of Cheque dishonor cases shall be deducted from the amount payable to BSNL. Details of Cheque Dishonour cases may be furnished by the Party of the Second Part to the Nodal Officer of the Party of the First Part.

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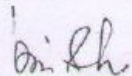
K. Jeythangal

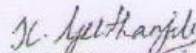
9. The bill amount due to BSNL TN Circle collected from the customers will be payable to BSNL through RTGS to SBI A/c No. (to be furnished by BSNL)
10. That the Party of the Second Part agree that the Nodal Office shall make arrangement to transfer the amount on the same day of receipt of information from the Post Offices or maximum on the next day.
11. The Party of the Second Part shall make a consolidated statement pertaining to the BSNL transactions of all the Post Offices for the day, make payment of the total amount due by RTGS to a specific Bank Account of BSNL with SBI (in r/o Landline- SBI Vellore Main Branch & Mobile – SBI Trichy Branch) and send the statement by post.
12. The Party of the Second Part shall make available the details of payments received from BSNL customers in the format as required by the Party of the First Part , downloadable from their Postal Server.
13. That the Party of the First Part and Party of the Second Part herein have mutually agreed that the present scheme is part of the MOU between BSNL, Corporate Office, New Delhi and Department of Posts, Head Quarters, New Delhi.

Witness whereof the parties herein above have set their hand seal on the day, month and year first above written.

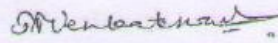
PARTY OF THE SECOND PART

PARTY OF THE FIRST PART


(KULBIR SINGH)
Post Master General (BD & Tech),
Dept. of Posts, TN Circle,
Chennai – 600 002.


(K. GEETHANJALI)
General Manager (TR),
BSNL TN Circle,
Chennai – 600 002.

Witness:


J.T. Venkateswaralu
Director of Postal Services (HQ)
Dept. of Posts, TN Circle,
Chennai – 600 002.


G.Kamalasekar
Dy.General Manager(CA)
BSNL TN Circle,
Chennai – 600 002.

Sign (TR)

Dr. GM (F)



I appreciate the effort of TR Unit, especially in this regard.

Department of Posts, India
Business Development Cell

Office of the Chief Postmaster General, Tamilnadu Circle, Chennai 600002. CAO (TR) in this regard.

Pl put up in file

BD / 40 - 20 / 2012

To
The Postmaster General,
Chennai City Region / Central Region / Southern Region / Western Region,
Chennai - 600 002 / Trichy - 620 001 / Madurai - 625 002 / Coimbatore - 641 002.

भारतीय डाक / India Post
मुख्य महा प्रबंधक कार्यालय / The Chief General Manager
और अवर. विभाग / C.R. Section

28 FEB 2013

चेन्नई टेलिफोन / Chennai Telephones
No. 70, P.H. Road, Chennai-600 010.

Sub: Revision of service charges for collection of Cell One and Landline bills of Chennai Telephones and BSNL - Tamilnadu Telephones - Reg.

This is regarding revision of service charges for collection of Cell One and Landline bills of BSNL - Chennai Telephones and BSNL - Tamilnadu Telephones.

In accordance with the revision of ePayment tariff structure with effect from 01st Jan 2013, vide BD Directorate letter No. 36-60/2010-BD dated 26.11.2012 communicated vide this office letter No. BD / 40 / 2012 dated 29.11.2012, the revised service charges to be collected towards collection of Cell One and Landline bills of BSNL through Post Offices is as under:

Transaction Value	Rate per transaction
Up to Rs. 1000/-	Rs. 5/-
Rs. 1001/- to Rs. 2500/-	Rs. 10/-
Rs. 2501/- to Rs. 5000/-	Rs. 15/-
Above Rs. 5000/-	Rs. 20/-

*Rates are exclusive of service tax.

I am directed to request you to issue necessary instructions to all concerned for collecting the revised service charges, with immediate effect.

-sd-
Asst. Pdmstmaster General (BD & Mktg)
मुख्य पोस्टमास्टर जनरल कार्यालय
O/o the Chief Postmaster General
तमिळु परिमंडल/T.N. Circle,
चेन्नई/Chennai - 600 002

Copy to:

1. The Chief General Manager, Chennai Telephones, Chennai - 600 010 - for information with reference to the letter No. CHTD / RD / XIX / PO-CORR/2012-13/P5 dated 28.01.2013.
2. The General Manager, Tamilnadu Telephones, Chennai - 600 002.
3. The General Manager (Postal Accounts & Finance), Chennai - 600 008. - for kind information.
4. The Assistant Director (Tech), Circle Office - for information and necessary action for configuration of the revised tariff for the biller.

GENERAL MANAGER (FIN)
Date: 5/2/12
Sent to: JSM (TR)

Asst. Postmaster General (BD & Mktg)
O/o the Chief Postmaster General
चेन्नई/Chennai - 600 002