



No. 64-03/08-BB/Pt.5

Dated 17-02-2015

To,

The CGMT,
ITPC, Pune

Sub: To encourage landline/broadband customers to opt for e-bill for promoting the 'GREEN' initiative and to save the cost in printing and distributing the bills - reg.

1. Kindly refer this office letter no. 64-133/BB/Tariff/14-15 Dated 17-12-2014 regarding instructions for stopping the printing and distributing physical bills to BSNL employees for their residential service landline/broadband connection and to send only 'E-bill' on their registered mail IDs to promote the 'GREEN' initiative & to save the cost in printing and distributing the bills.
2. In continuation of the above, it has been decided that all the landline/broadband customers may now be encouraged to opt for e-bill for promoting the 'GREEN' initiative and to save the cost in printing and distributing the bills & also offering convenient option to the customer.
3. **For the LL/BB customers whose e-mail IDs are already registered in the CDR system:-** Such customers shall be sent an e-mail encouraging them to opt for e-bill and save the environment. A link shall also be provided in the mail for taking the consent of the customer & keeping in record by CDR Data center for future reference. Following caption may be used in such mails:-



Go Green!

Opt for e-bill and save the environment.

I agree for e-bill and to discontinue paper bill (Hyperlink)

4. **For the LL/BB customers whose e-mail IDs are not registered in the CDR system till date but their mobile numbers are registered:-** Such customers may be sent an SMS for encouraging to convert to e-bill and save the environment. An option shall be provided in the SMS for collecting the e-mail ID of the customer. After collecting e-mail ID, consent of the customer shall be taken through e-mail & keeping in record by CDR Data center for future reference. Following caption may be used in such SMSs:-

Go Green!

Opt for e-bill and save the environment. 1. Register your e-mail ID at (URL path) OR 2. Just send your e-mail address at (SMS code)

5. For the LL/BB customers whose consent has been taken through e-mail, only e-bill shall be sent to such customers on their registered e-mail ID for the bill generated from 01-04-2015 onwards. Physical bills shall not be printed and distributed to such customers.
6. ITPC shall devise a mechanism to keep in record the customer 'consent' properly for further reference in case of dispute by the customer.
7. This has the approval of Director (CFA).


(Deepak Garg)
Addl. GM (NWP-BB)

Copy to:-

1. Director (CFA), BSNL Board for kind information please.

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