

Deputy General
Manager(TR)



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprises)
West Bengal Telecom Circle
CTO Building ,8,Red Cross place
Kolkata -700001.

File No.WBTC/TR-279/TRAI/AUDIT/2017-18

Dated at Kolkata the 07.12.2018.

To
Shri Kaushal Kishore,
Advisor (F&EA-I), TRAI

Subject:- Suggestion regarding paper less billing.

Ref:- DGM(RM-I)-CFA, Corporate Office, BSNL mail dtd. 28.11.18

Sir,

Your kind attention is invited regarding review of extant provision for sending the printed bills to the consumers of landline and Post paid Mobile. In this regard the suggestion of West Bengal Telecom Circle is the default option for of all post paid customer across all segments should be e-bill. Paper bill will be provided at additional cost on specific request by the customer. E-Bill optics will be given discount as already available.

This issues with the approval of competent authority.

Yours faithfully,

(A) 07/12/18

Deputy General Manager (TR)
West Bengal Telecom Circle, BSNL

Copy to:- The DGM(RM-I)-CFA,BSNL,Corporate Office for kind information please.

13371
13089
1193
7670
3812
15202
(iii) Total number of PCOs at
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