

NEW MODES OF PAYMENT

AUTOMATIC CHEQUE COLLECTION MACHINE (KIOSK)

Q-1. What are these machines ?

A-1. This is an Automatic Cheque Collection machine where any customer can pay his/her bills (Land Line & Mobile) by Cheque up to 'Due Date' mentioned in the bill without standing in queue. Moreover, receipts are generated from these machines as token of acknowledgement of payment of bills.

Q-2. Where are these machines installed ?

A-2. Machines are installed in the premises / Cash Counters of BSNL, Calcutta Telephones:

- ALIPORE
- BALLYGUNGE (SOUTH)
- BARABAZAR
- CHANDANNAGAR
- HARE STREET
- HUNGER FORD STREET
- RANIKUTHI
- RUSSA
- SALT LAKE (CTTC)
- SHYAMBAZAR (NORTH)
- **TEGHARIA**
- **DUM DUM ROAD TELEPHONE EXCHANGE**
- **CHINSURAH**
- **NABAGRAM (UTTARPARA)**

Q-3. Do we need to have the Telephone/mobile bill copies to pay in these machines ?

A-3. Yes. Bills are necessary for payment.

Q-4. Do these machines accept Cash ?

A-4. No. Only Cheques are accepted for payment of bills.

Q-5. Do these machines accept Telephone/Mobile bills after Due Date ?

A-5. No. Payment is accepted up to 'Due Date' only.

Q-6. Do these machines accept Non-MICR Cheques ?

A-6. No. Only MICR Cheque is accepted.

Q-7. Do these machines generate receipt ?

A-7. Yes. It generates instant receipt.

Q-8. What information is available in 'Receipt' ?

A-8. The following information is available in 'Receipt' :

- BSNL, CALCUTTA TELEPHONES
- Cheque Deposit Acknowledgement
- Machine (KIOSK) ID
- Receipt No.
- Date & Time
- Telephone No. / Bill No. / Account No. / Mobile No.
- Bill Amount
- Cheque Amount entered
- Cheque No.
- Bank Code (MICR)
- Cheque subject to realization

Q-9. Are there any charges for using these machines ?

A-9. No. It is free of cost.

Q-10. How do we operate these machines ?

LAND LINE BILL PAYMENT

- PRESS *OK* to start the transaction.
- Press '1' for *Land Line*.
- Place the *BAR-CODED Bill* on the *BAR CODE Tray*.
- Press *OK* to continue.
- Enter *Cheque Amount* (as written on the Cheque) and Press *OK*.
- Enter *Cheque Date* (as written on the Cheque) and Press *OK*.
- Insert the *Cheque* in *Cheque Deposit Box*.
- Collect your *machine generated receipt*.

MOBILE BILL PAYMENT

Operation is same as for Land Line. Only Press '2' instead of '1' and enter 10 digit Mobile No. and Press OK.

NOTE: *Operator* is available at each '*Automatic Cheque Collection Machine*' *Centre* to assist customer. So, self operation of machine is not required. Operator will complete the process and hand over machine generated receipt.

Q-11. Does this machine accept Land Line / Mobile / CDMA Bills ?

A-11. Land Line and Mobile bills are now accepted.

Q-12. When will my payment be updated ?

A-12. Payment will be updated within next 2 (two) working days.

NEW MODES OF PAYMENT

PAYMENT THROUGH DEBIT / CREDIT CARDS AT BSNL, CALCUTTA TELEPHONES CASH COUNTERS

Q-1. Which Debit / Credit Cards are accepted ?

A-1. All MASTER / VISA Cards are accepted.

Q-2. Where do you accept such payment ?

A-2. Payments are accepted at the following Cash Counters of BSNL, Calcutta Telephones :

- ALIPORE
- BARRACKPORE
- BEHALA
- BIDHANNAGAR
- HARE STREET
- SERAMPORE
- SHIBPUR

Q-3. Do we need to have the Telephone bill copies to pay through Debit / Credit Cards ?

A-3. Yes. Bills are needed for payment.

Q-4. Do you accept such payment after 'Due Date' ?

A-4. Yes. Payments are accepted even after 'Due Date'.

Q-5. When will my payments be updated ?

A-5. Payments will be updated by next working day.