

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1287
ANSWERED ON 11TH DECEMBER, 2025**

DELAYS IN TRADITIONAL TELECOM ORDER-TO-CASH REVENUE CYCLES

1287 SHRI S.R. SIVALINGAM:

Will the Minister of Communications be pleased to state:

- (a) whether critical inefficiencies and delays in traditional telecom order-to-cash revenue cycles span 30-45 days, involving manual processes and fragmented workflows across sales, provisioning, billing and customer service;
- (b) if so, the details of remedial measures undertaken to promote AI-powered automation and Machine Learning algorithms in telecom order-to-cash processes to reduce cycle time, improve accuracy, enhance customer experience and increase revenue predictability; and
- (c) the steps taken to train telecom employees in AI and automation technologies, ensure data quality and privacy and encourage collaboration among departments for seamless integration of AI to drive operational efficiency and customer-centric business models?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (c) As reported by BSNL, there is no fragmented workflows or manual processes. There is no critical inefficiencies in the system. The whole system from order generation to billing and collection is automated. All feasible provisioning are happening within reasonable time period (around 3 days).

Billing is happening on the 1st week of the next month for all cases provided in previous month (for existing customers activated prior to 01.03.2023) and in same month for customers activated on or after 01.03.2023. Pay by Date is fixed as 15 days from the bill date. Thus payments to BSNL happening within the same calendar month, in which the bill is generated. All the processes from order generation to billing & collection is automated and system is running efficiently.

Currently there is no specific telecom course designed to train employees in AI and automation technologies, ensure data quality and privacy, or encourage cross-departmental collaboration for seamless AI integration to boost operational efficiency and customer-centric models.
