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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 2-1/2014-PHA

Dated: 12th May, 2016

To,

The Chief General Manager,
Bharat Sanchar Nigam Limited.
All Telecom Circles/Metro Telephone Districts.

Sub: Modification of Customer Application Form (CAF) for new Landline Telephone Connection into one page and terms & conditions on backpage- reg.

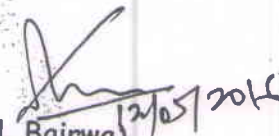
Kindly refer to this office letter of even no dated 19.12.2014(Available on intranet), whereby modified Landline CAF was issued.

Now, as per interaction of Hon'ble Prime Minister with all Secretaries to Government of India-Citizen Services-Action taken to identify and shorten Forms that are in vogue to one Page. Ministry of Personnel Public Grievances & Pension, Department of Administrative Reforms & Public Grievances, Government of India had directed for taking necessary action in this respect.

Hence, the Customer Application Form of Landline Telephone Connection has been modified into one page and Terms & Condition on back page on the approval of competent authority (copy enclosed).

In view of above, all the Territorial Circles and Metro districts are requested to kindly get Landline CAF be modified accordingly and CAF available on the websites of the circles may also be updated accordingly.

This is issued with the approval of the Competent Authority.


(R L Bairwa) 12/05/2016
Dy. General Manager (CS-CFA)

Copy to: Sr.GM (CIT), BSNL CO may be requested for necessary modification in Landline CAF available on BSNL website.



BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
[Customer Agreement Form for New Landline Telephone Connection]

Affix Crossed Self Signed
Photograph

(PLEASE USE CAPITAL LETTERS FOR FILLING UP THIS FORM)

1 Company/Organisation Individual Bulk 2 Nationality _____

3 Name of Customer/Company/Firm/Organisation _____

4 Father/Husband/Group/Proprietor/Partner(s) _____

5 Gender Male Female Transgender 6 Date of Birth (DD/MM/YYYY) _____

7 PAN/GIR No. _____ Or IT Declaration in Form 60/61, as applicable. 8 Nos of Telephones required _____

8 Contact Details: Mobile _____ Fixed _____ E-Mailid _____

9 A **Proof of Identity enclosed** (PI see instruction no.4)
B **Proof of Address enclosed** (PI see instruction no.4)

10 Category Code: _____ (PI see Category in Instruction no 3) 11 Cessional code, If applicable _____ (see Instruction no. 3 for code)

12 Purpose Residence Business Govt. PSU Others

13 Facilities Required ISDN/Broadband (If Yes, then a separate Form may be filled)
STD Is by Default ISD CLI Hotline Conferencing Call Forwarding Hunting Others

14 Installation address (where telephone is to be installed) (Enclose Proof of address)
House No. _____ Street/Road/Village _____ Area/Locality/Tehsil _____
Bldg./Appt. _____ City/District _____ State _____ PIN _____

15 Billing/Correspondence Address, If different from Installation address
House No. _____ Street/Road/Village _____ Area/Locality/Tehsil _____
Bldg./Appt. _____ City/District _____ State _____ PIN _____

16 Telephone Instruments Y N 17 Internal wiring Y N 18 Tariff Plan Opted _____ (PI see tariff plans available)

19 Name of Nominee, if any _____

20 Initial Payment details: Amount Rs _____ Cash For Cheque/DD/Credit/Debit Card
(Towards security deposit, Rs 500/- where waiting list available, NIL where On Demand Telephone available)

Cheque/DD No.	Bank Name	Branch Details

I, hereby, declare and undertake that the above information is wholly true. I have read & understand the instructions and the terms & conditions of BSNL for this service and agree to abide by them. I have gone through the details of the tariff plan, which I have opted for, which I know, can change from time to time. I also agree that my connection is subject to verification, evaluation and acceptance by BSNL. I am not a defaulter on account of non payment of bills for any telecom service provider & I am abide by the prevailing Indian Telegraph Act/Rules.

Signature of Customer/Authorised Signatory _____ Signed at Place _____ Signed on Date _____ Seal of Company/Institution(if applicable) _____

INSTRUCTIONS FOR FILLING THE FORM FOR LAND LINE CONNECTION

1. In case of sole proprietary concern, proprietor may sign himself and affix rubber stamp. In case of partnership concern, all partners or any one of the partners duly authorised or person with the power of attorney may sign and attach a copy of power of attorney and partnership deed. In case of Company, signature should be of a person on behalf of the company in accordance with the provision of its Articles of Association and a copy of Articles of Association may be attached. In case of Government Departments, authorised person may sign and affix rubber stamp.

2. **Category Code:** 1. N-OYT-General 2. N-OYT-Spl 3. N-OYT-SS 4. N-OYT-SWS 5. N-OYT-G SE/DDT

3. **Cessional Code:** 1. Freedom Fighter/SWS 2. Gallantry Award Winner/awardees of President's police Medal for Gallantry 3. War Widows/Disabled Soldiers 4. Blind Persons 5. Sr. Citizens 6. Non-residential telephone connection in schools, University & Colleges affiliated thereto, Politechnics, Non-commercial research organizations/Homes for aged, infirm spastics, Deaf-Dum-Mule persons/orphanages/voluntary organization for tribal welfare & other like institutions/organizations recognized by Government, 7. Retired DDT, 8. Retired-BSNL, 9. Serving-DDT, 10. Serving-BSNL.

4. **Documents required to be submitted as proof of identity/address:-** A (For proof of photo identity for individual customer) (all identity proof to have photo of applicant), the customer shall submit any one of the following :
(a) passport, Arms Licence, Driving Licence, Election Commission ID Card, Ration Card with photo (for the person whose photo is affixed), CGHS/ECHS card, Certificate of Address having photo issued by MP/MLA/Group A Gazetted Officer in letter head, Certificate of address having photo from Govt. recognised educational institutions (for student), Certificate of photo identity issued by head of Village Panchayat or its equivalent authority (for rural areas), Income Tax PAN card, Photo Credit card, Address Card with photo issued by Deptt. of Posts GOI, Smart card issued by CSD/Defence/Paramilitary, Current passbook (with photo) of Post Office / scheduled bank, Photo Identity Card (of Central Govt/PSU or State Govt/PSU only) Photo identity Card issued by Govt. recognised institutions (for students only) Cast and Domicile certificate with photo issued by the concerned State Govt., Pensioner Card having photo, Freedom Fighter Card having photo and Kissan pass book having photo.
(b) Public Limited Company applying for telephone connection may enclose certificate of incorporation alongwith any proof of identity as above of the authorised officer of company
(c) In case of Government of India undertakings, Govt of India Offices/State Govt Offices, the above said requirement are dispensed with and self certification on the letter head will suffice along with the name and designation of the coordinating officer to be consulted in case of need
(d) In case of Foreign Mission in India and other Foreign Agencies, the name & designation of the authorised officer along with details of officials etc. are required for whom the telephone connection is intended.

B (For proof of Address) the customer shall submit any one of passport, Arms Licence, Driving Licence, Election Commission ID Card, Ration Card with address, CGHS/ECHS card, Certificate of Address having photo issued by MP/MLA/Group A Gazetted Officer in letter head, Certificate of address having photo from Govt. recognised educational institutions (for student only), Certificate of address issued by head of Village Panchayat or its equivalent authority (for rural areas), Water Bill, telephone Bill of Fixed line (not older than last three months), Electricity Bill (not older than last three months), Income Tax assessment order, Vehicle Registration Certificate, registered Sale/ Lease Agreement, Address Card with photo issued by Deptt of Posts, GOI, Current passbook with photo of Post Office / scheduled bank, photo identity card having address (of Central Govt/PSU or State Govt/PSU only) Credit Card Statement (not older than last three months), Cast and Domicile certificate with address & photo issued by the concerned State Govt., Pensioner Card with address, Freedom Fighter Card with address and Kissan pass book with address.

C **Foreign Nationals** are required to enclose the copy of Passport.

For Office Use Only

Certify that the identity, bonafide and address of the applicant has been verified by me/my representative.
Name of dealer/point of sale _____ Advice Note/Work order _____
Checked requisite documents are enclosed _____
Date of receipt of Form _____ Telephone Number provided _____
STD Code _____ Indicator number _____ DD _____ MM _____ YYYY _____

Signature of official with Designation & office stamp _____ Signature of Official with designation & official seal _____

Harish Kumar
HARISH KUMAR
General Manager (Phax/CS/CA)
New Delhi

Applicants/Customers are requested to read the following terms and conditions before signing the application for new telephone services:

"Customer" Means a person/company/firm /or any other association of persons who has subscribed for services under this agreement. This agreement binds the customer and whenever & wherever applicable, his heirs, executors, administrators, successors and permitted assigns and benefits BSNL and its successors and assigns.

"Services" Means the services, which enables the customer when using the telephone equipment to have two-way communication over the network and includes other value added/supplementary Services offered by BSNL and specifically, opted by the customer.

"Tariff" Means and includes the agreed Tariff schedule and all rate and related conditions such as deposits, installation fee, usage charges and any other related fees and service charges under the Tariff schedule as notified and published by BSNL from time to time for providing the services and value Added/supplementary services.

GENERAL

- 1.1 The customer shall ensure that She/he will duly fill and sign the prescribed form for New Land Line Telephone Connection and all other required forms, besides furnishing other particulars/ documents for identification as required by BSNL/Govt. of India from time to time to become eligible for subscribing to the said services rendered by BSNL. In the event of any default, on the part of customer, BSNL shall have right to refuse the connection without any liability and without assigning any reason. .
- 1.2 Subject to the acceptance of the application and technical feasibility, BSNL will endeavour to provide the telephone service as soon as possible.
- 1.3 For change/addition/deletion of any features/supplementary services/schemes/plans, customer shall fill up the requisite form and be bound by all the terms thereof. Any change or withdrawal of any supplementary services etc shall not entitle the customer to any refunds or adjustments for the money already paid, or to be billed under additional terms.
- 1.4 The customer shall fully abide & comply the provisions of Indian Telegraph Act, 1885 and the Indian Telegraph Rules, 1951 and rules made there under and as amendments or replacements made thereto from time to time.
- 1.5 Where two or more persons constitute the Customer, their liability shall be joint and several.
- 1.6 Any notice required to be given by the Customer to BSNL shall be given in writing to the BSNL at the designated address.
- 1.7 Scope of the services is governed by the Statutory Guidelines issued by the Telecom Regulatory Authority & Govt. of India within the parameters of License Agreement executed with Ministry of Communications, Govt. of India.
- 1.8 Customer represents that he has been fully informed & have fully understand about the Land Line Telephone Services provided by BSNL, its specifications, requirements, limitations, tariff etc. and has only thereupon signed the agreement
- 1.9 In case of permanent disconnection of telephone, number may be allotted to another customer as per the sole direction of BSNL. In that event, the customer shall not have any right or lien on the number. In case of suspension /disconnection etc. reconciliation may be made by BSNL in its sole discretion on such additional terms as BSNL may determine.
- 1.10 All charges and other sums due to the customer shall be paid by prescribed due date failing which surcharge as deemed appropriate shall be charged by BSNL. All charges must be paid in full without any deduction, set-off, withholding. All payments must be made in favour of AO (Cash), BSNL in concerned area.
- 1.11 BSNL shall be at liberty to provide the services under any brand name.
- 1.12 The information provided by customer/gathered by BSNL, shall become BSNL's property even if application is rejected/refused or connection is disconnected as the case may be and can be used by BSNL in any manner, if deemed fit.
- 1.13 BSNL will not be liable for any dealings of the Customer with any party, which is not authorised by BSNL to deal on its behalf.
- 1.14 BSNL is not responsible for the Franchisees/Business Associates/Distributors/Channel Partners/Dealers /Retailers with regard to schemes which are not authorised by BSNL or which purported to have been offered on behalf of BSNL without the latter's sanction.

PROVISION OF SERVICES

- 2.1 STD is provided by default to all customers/subscribers.
BSNL will provide service to the customer depending upon the techno-commercial viability & technical feasibility. The customer agrees that, to maintain or improve service, or for other business reasons, BSNL may at its sole discretion modify or temporarily restrict or suspend all or part of the services after due intimation to customer. The Customer acknowledges that the services are subject to transmission limitations caused by atmospheric or topographical conditions or equipment failures beyond the reasonable control of BSNL. Services may be temporarily refused, interrupted or curtailed due to government's regulations or orders, system capacity limitation or equipment modification, up gradation, relocation, repair, maintenance and similar activities necessary for the proper operations of the services.
- 3 RIGHT TO TERMINATE SERVICE:
 - 3.1 If at any stage information furnished by the applicant in the application form is found false, telephone service is liable to be disconnected immediately without
 - 3.2 BSNL reserves the right to terminate the services in the event of non-payment of bills issued by BSNL in accordance with the tariff plans opted by the customer and the extent of usage or any default on the part of customer.
 - 3.3 The customer shall be the sole responsible for using the service only for Lawful and appropriate purposes.
 - 3.4 Customer shall not use the service provided by BSNL for any unlawful or illegal purposes of immoral, improper or abusive purpose or for sending obscene, indecent, threatening, harassing, unsolicited messages, or messages affecting / infringing national interest nor create any damage or risk to BSNL or its network and / or other matters. BSNL reserves the right to disconnect service, without liability, if any, at its sole discretion on any such event.
 - 3.5 BSNL reserves the right to terminate the service to any customer in case there is sufficient evidence of the customer intentionally or unintentionally using the service in the manner which would adversely impact BSNL or BSNL's Network.

DISCLAIMER

- 4.1 BSNL will exercise all reasonable care in providing the services, but it is not responsible for interruption in service due to power failures, equipment malfunctions or acts of natural calamity or any other reasons beyond its control.
- 4.2 BSNL shall not be responsible for actions taken by customers or others as a result of usage the services.
- 4.3 BSNL will not be liable to the Customer for any loss of business, profit, revenue or goodwill, anticipated savings, use or contracts or for any indirect or consequential loss how so ever it arises.

BILLING AND PAYMENTS

- 5.1 The Customer agrees to pay to BSNL the subscription charges, call charges, opted value added service charges, supplementary service charges, BSNL charges for calls made from fixed network to other network, monthly rental, NSD/ISD charges, service tax, other taxes & duties etc. and other charges payable for the services as published and notified by BSNL as per tariff applicable from time to time.
- 5.2 The rate of deposits, connection charges, fixed monthly charges, call charges and other payable charges are set out in the "Tariff Schedule" as notified by BSNL. BSNL shall have the option to vary the tariff, charges for value added services, supplementary services and any other conditions of services, prospectively and the same shall be binding on the customer.
- 5.3 The billing cycle shall normally run on monthly basis or such other frequency as may be decided by BSNL from time to time and the periodic bills shall be issued accordingly. The customer is responsible to pay his bills by the prescribed date. It is incumbent on the customer to enquire his/her balance and settle the same even in case of non-receipt of monthly bill for any reason whatsoever.
- 5.4 BSNL reserves the right to raise interim bills and customer agrees to make such interim payment as and when required by BSNL based on internal credit rating of the customer by BSNL.
- 5.5 Bills will be sent to the billing address of the customer as furnished by him/her. For any change of address the billing department should receive notification in writing well in advance to change the address along with proof of new address to accept the change.
- 5.6 Where a security deposit has been paid, BSNL is entitled to retain it and apply it as it decides in full or partial satisfaction of any sums due from the customer to BSNL any time. In case of closure of connection, if security deposit is not refunded within stipulated period of sixty days, an interest at the rate of 10% per annum will be paid for the delay.
- 5.7 The payment against monthly bills beyond the stipulated date shall entail a charge @ rate/fixed amount as may be decided by BSNL from time to time, over & above the payment from the date it became due. This however is without prejudice to the right of BSNL to suspend the services partially or fully due to non-payment.
- 5.8 The call pulse rate be governed by the rules and regulations as specified by the Regulatory Authorities from time to time and/or specifically specified by BSNL.
- 5.9 The itemized monthly bills are available on request and are chargeable in nature at such rate as may be decided by BSNL from time to time
- 5.10 BSNL is entitled to change, vary, add and withdraw any services / supplementary services/ schemes/ plans etc. and /or vary the terms and charges at any time at its techno-commercial viability & technical feasibility after due intimation to customer. The rates/charges may also change as per the directions of TRAI or any statutory authority from time to time.

PRIVACY OF COMMUNICATION

- 6.1 Privacy of communication or contents of information using services is not guaranteed and is subject to Government's regulations and other such factors viz Communication content/information is subject of Legal or administrative demand or Rules or Regulations of Govt. or appropriate authority.

DISPUTE RESOLUTION

- 7.1 In the event of any dispute, the matter will be referred to the sole arbitrator appointed by the nominated authority in BSNL and which shall be governed by the provisions of the Arbitration and Conciliation Act, 1996.