

**NWO-CM Cell**  
**BSNL Corporate Office**  
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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**BSNL 3G** >>> **BSNL LIVE**  
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**No : Mob-53 / Int Roam- Gen Corr/2016/11**

**Dated: 05<sup>th</sup> April, 2016**

To-

Chief General Manager  
All Telecom Circle / Metro Telecom District  
BSNL

**Subject :- Approval of ISD & International roaming facility (ies)**

Reference is invited towards this office letter no MOB-01/Fraud-2011 dated 03.05.2011 (available on intranet) vide which instructions have been issued for provisioning of ISD & International roaming facility to subscribers. It has been learnt that there is some confusion in field unit regarding ISD & International roaming facility to customers, leading to delay in provisioning of these facilities.

2. In this regard guidelines of aforesaid letter be followed in true spirit for ISD & IR facilities to the customers and the same is being re-iterated for ready reference :

- (i) Approval for grant of ISD and / or International roaming facility will be done by DE/ AGM in-charge of the CSC or Commercial section. In this regard, existing BSNL customers, who have been paying their up-to-date bills regularly during the last six months period, should be provided with the facility on receipt of written request and after re-verification of traceable identity (Photo, Proof of Identity and Proof of Address) of the customer.
- (ii) However, new or customers with less than 6 months period, should be provided with these facilities only after checking of bonafideness of customer through physical verification in addition to mandatory re-verification of traceable identity (Photo, Proof of Identity and Proof of Address) of the customer

This issues with the approval of Director (CM), BSNL Board.

**(Prem Prakash)**  
**AGM (NWO-CM-II)**

**Copy to-**

Sr. GM (CMTS) Nodal Center- Kolkata, Pune, Chandigarh & Trichy