

REGULATION CELL
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

MOST URGENT

To

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

No: 10-8/2011-Regln (Pt-II)/2473

Dated: the 1st December, 2015

Subject:- Customer Application Form (CAF) embedded with photograph and scanned images of Proof of Address (PoA) and Proof of Identity (PoI).

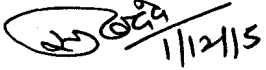
Sir,

Kindly find enclosed herewith a copy of letter No. 800-09/2010-VAS (Part) dated 24.08.2015 from DoT, New Delhi, on the subject mentioned above.

In this context, it is requested to follow the alternative process to the existing process issued vide letter No. 800-09/2010-VAS dated 09.08.2012 for verification of new mobile connections:

This issues with the approval of Director (CM).

With kind regards,



DGM (Regulation-I)

Copy to:

- (1) Sr. GM (NWO-CM) / Sr. GM (NWO-CFA) / PGM (EB) / GM (P&P)-CM / GM (S&M)-CM / GM (Fin-CM) / PGM (CSC) / BP (CFA) / GM (CDN) / GM (CoM), BSNL CO, New Delhi.
- (2) ADET (AS-II), Access Services Cell, DoT, Sanchar Bhawan, New Delhi, w.r.t. letter No. 800-09/2010-VAS (Part) dated 24.08.2015.

Encl:-As above

Government of India
Ministry of Communications & IT
Department of Telecommunications
(Access Services Cell)
Sanchar Bhawan, 20 Ashoka Road New Delhi

File No.: 800-09/2010-VAS(Part)

Dated 24.08.2015

All CMTS/UAS/UL(AS)/UL having Access Service Authorization Licensee(s)

Subject: Customer Application Form (CAF) embedded with photograph and scanned images of Proof of Address (PoA) and Proof of Identity (Pol)

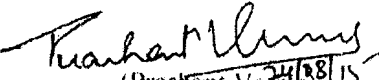
It has been decided by the Competent Authority to follow the following alternative process to existing process issued vide letter no. 800-09/2010-VAS dated 09.08.2012 for verification of new mobile connections:

- (a) The entries of various fields in Customer Application Form (CAF) shall be made electronically instead of manual writing.
- (b) The photograph of the customer shall be taken at Point of Sale (PoS) itself and the same shall be populated in the CAF instead of pasting the photo in the existing process.
- (c) The scanned images of the Proof of Identity (Pol) and Proof of Address (PoA) documents furnished by the customer shall be embedded in the CAF instead of making entries at serial number 5, 9 and 10 in the CAF annexed with the instructions dated 09.08.2012. However, all entries including those corresponding to serial number 5, 9 and 10 of CAF are to be made in the Subscriber database of the Licensee.
- (d) The printout of filled CAF shall be taken at PoS and thereafter the same procedure as is followed in case of existing process issued vide letter dated 09.08.2012 as amended from time to time shall be followed.

2. The entire existing customer acquisition process and Customer Application Form attached with instructions dated 09.08.2012 as amended from time to time shall remain the same except these four changes. The copies of Pol and PoA documents submitted by customer shall also be attached and maintained alongwith CAF as in the existing process. It shall be ensured that the scanned images of Pol and PoA/ photographs captured at PoS should not be stored at PoS terminal to avoid any misuse of the same.

3. For the purpose of CAFs Audit/investigation by TERM Cells, the photocopy/original print out of CAF having scanned images of Pol/PoA and photographs captured at PoS shall be clearly visible/readable failing which CAF shall be treated as non-compliant.

4. All other instructions shall remain the same.


(Prashant Verma) 24/8/15
ADET (AS-II)

Copy to:

1. Sr. DDG (TERM), DoT, New Delhi.
2. All DDsG TERM Cells.
3. DDG(LFP)/DDG(LFA)/DDG(AC), DoT, New Delhi
4. Director (AS-I)/ Director (AS-III)/ Director (AS-IV)/ Director (AS-V), DoT
5. COAI/AUSPI