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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
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BHARAT SANCHAR NIGAM LIMITED
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BSNLCO-SMCM/27(12)/6/2025-SM-CM   **Dtd 25-09-2025**

To
The CGMs All Telecom Circles
BSNL

Sub: e-SIM Inventory and activation Standard Operating Procedure

This SOP outlines the process for managing and selling e-SIMs, including inventory management, sales, and customer activation,

1. eSIM Inventory Management

ERP Sale Entry:

i. As e-SIMs are virtual, no physical sale is made across the counter to Franchisee or DSA or CSC on upfront basis
ii. eSIM will be made available to all POS as a universal inventory
iii. Post e SIM Activation, Sales order shall be made in the ERP,for the amount against e-SIM cost deducted from CTOP Balance of the retailer, CTOP Sales amount can be adjusted against SIM Sales order and No physical Cash/Cheque realisation is involved.

eSIM Inventory:

i. Circles will load the eSIM inventory /QR Code in the SS MSC login
ii. Store QR code for profile download in a separate table (QR is e-SIM profile) with ref ICCID as foreign key from normal PREPAID SIM inventory table.
iii. e-SIMs are virtual and do not require physical stock. Inventory includes GSM- like CYMN (likely referring to a mobile number or profile identifier) and ICCID profiles
iv. Use the SA App to access the e-SIM inventory, configured as Global/Universal, which is made available to all POS.

2. CAF Generation for eSIM

i. eSIM sale to customer is same as physical SIM card for all modes of activation namely eKYC, DKYC, Paper CAF.
ii. POS has to start customer onboarding using the desired method,preferably e- KYC
iii. At the time of selection of SIM card POS will get an option to choose Normal SIM or eSIM or Internation roaming SIM(Dual IMSI SIMs)
iv. SA App, assign an available e-SIM number for sale
v. Text box for entering the MPIN to be provided by SA system
vi. Validate the balance and MPIN of the retailer before processing further for CAF entry.
vii. If balance is available ,SIM cost will be deducted from the wallet of POS post CAF activation, otherwise POS will not be able to proceed further for CAF entry.

3 Customer CAF onboarding and Activation process

i. Complete the Electronic Application Form for either eKYC or DKYC (Digital KYC) categories or Paper CAF

ii. CAF is sent for BSNL CSC approval in case of DKYC and the centralised CAF approval portal in case of eKYC

iii. After approval, the electronic CAF is generated and sent for final activation for eKYC CAF

iv. For DKYC CAF TV is mandatory and the e-SIM profile is sent to the registered E-Mail of the customer (as in CAF) for downloading the profile and complete TV process(only 1507 has to be allowed at this stage like any normal SIM activation)

v. After TV is completed successfully the DKYC CAF is sent for final activation. After final activation, OG/Incoming shall be allowed

4 eSIM profile QR Code Delivery:

i. Send the QR code link to the registered customer email id. (as in CAF)

ii. The customer scans the QR code using their device to download and activate the e-SIM profile.

iii. Upon successful scanning, the profile is confirmed in the individual device's network.

5. Self KYC:

For S-KYC cases, physical SIM will be delivered first and then converted to e-SIM as SIM SWAP process.

6. eSIM for the existing Customers /SIM Swap:

i. For existing customers, who want to convert their physical 4G SIM to e-SIM or in case of upgrade from 2G-3G SIM to e-SIM,the existing process of the SIM SWAP shall be followed, where in the new CAF entry is mandatory and New CAF is generated.

ii. Email id is to be entered mandatorily in the new CAF when the customer selects the eSIM option.

iii. Proper Verification of the old and new CAFs and necessary precautions to be taken by the field units so that so that no fraudulent activity takes place in the SIM swap process.

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