



No.TN/CMTS/CBT/DGM (Ops)/ CAF/2011-2012/50 dt at cbt-11 the 20-11-2012

To  
The AGM, CSCs/AGM, Sales  
All SSAs, TN Circle

**Sub: Instructions on verification of new mobile subscribers  
(pre-paid & postpaid) reg:-**

With reference to the revised DOT guidelines on verification of new mobile connection,  
The following points are to be ascertained at POS for new mobile connections(prepaid & postpaid).

- a) CAF serial No. should be available in every CAF.
- b) Self signed recent passport size photo should be affixed in the CAF.
- c) i) Self signed documents of Proof of Identity (POI) and Proof of Address (POA) should be attached with CAF.  
ii) POI and POA should be valid and it should not have expired on the date of sale.  
iii) POI document type should be any one of these documents (Driving license/voter ID card/Passport/PAN card/ other (specify))  
iv) POA document type should be any one of these documents (Driving license/voter ID card/Passport/ other (specify)) - *List enclosed in Annexure.*
- c) The authorized person at Point of Sale (POS) should record the CAF and verify the copies of the documents of POI and POA with original and shall put his signature along with full name and address on the CAF and all attached documents. If POS is CSR, HRMS of the official can be entered. If POS is Franchisee/Retailer, POS CODE of the concerned must be entered.
- e) The subscriber should be provided a counterfoil/receipt of the details of the pol & PoA clearly mentioning the name of subscriber, Mobile number applied for, CAF Number, type of Pol/PoA, issuing authority, date of issue and serial number of Pol/ PoA document duly signed with stamp of POS.
- f) PoS should instruct the customer to call BSNL call centre 1507 for tele-verification. And also inform the customer that after successful tele-verification only all services will be activated
- g) All the columns in the CAF should be filled in properly and it should be legible. Subscriber database in SS is established from this duly filled CAF only. And also this will avoid the rejection of tele verification and time delay in activation of SIM. The subscriber verification for the purpose of CAF AUDIT by TERM CELL is also done from this database. If any deviation found by TERM CELL during CAF AUDIT with original CAF, it will be liable for a penalty of Rs. 50,000/-
- h) SIM No., Mobile No., CAF No. should be correctly written in CAF as well as in the Counterfoil

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- i) Date of sale of SIM, Date of tele verification, Date of activation of SIM by CSC Staff should be entered in the CAF.
- j) In case of change of existing mobile connection from pre-paid to post paid and vice versa also ,the above instructions should apply.
- k) In case of foreign tourists visiting India the copy of Passport with valid Visa stamp should be treated as proof of identity. For proof of address, the address of local reference which may also be the tour operator shall be taken. In case, there is no local reference, the address of stay (hotel etc) shall be taken.
- l) Any mobile connection issued to a Foreigner should not have validity beyond the validity of the Visa. In case of foreign tourist the validity of connection should not be beyond the Visa period and also not exceeding 3 months at a time even if the validity of the Visa is beyond 3 months.
- m) For connections to a out station customer the local reference of outstation customer should be obtained comprising of name, address and contact phone number of local referee apart from the PIA.(Proof of identity & Proof of address)
- n) The local reference should be verified telephonically at the POS before issue of SIM card and entry made in the CAF along with the name of local reference contacted.
- o) Bulk connections 10 or more than 10 should not be provided to individuals.
- p) i)In case of mobile connections to a company/organisation a single CAF duly signed by Authorized Signatory of the company/organisation should be obtained  
ii)The Photo and identity proof of the authorized signatory should be furnished.  
iii)The authorization letter for Authorized signatory should be issued by Company Secretary/ Proprietor/ Any of the partner as the case may be.  
iv) For Bulk mobile connections, physical verification of subscriber should be mandatory before activation of the connection.
- q) i) Name transfer is not permitted except between blood relatives/legal heirs.  
ii) For this new CAF should be obtained with issue of new SIM card.  
iii) And also No Objection certificate from the original user should be obtained.  
iv) In case of death of original user death certificate will be sufficient instead of NOC.
- r) i) Change of address of existing customer should be intimated to BSNL within one week of such change along with new proof of address. Customer should be suitably advised at POS in this regard while booking new connection.

ADDL GM (N/W -Ops)  
CMTS, TN Circle  
Coimbatore-11

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## ANNEXURE

List of documents required for Identity/address proof for providing telephone connection.

### For Identity/Address proof

- 1) Passport
- 2) Arms License
- 3) Driving License
- 4) Photo Identity card having address
- 5) Election commission ID card
- 6) Any other document containing photograph includes
  - a) Ration card with photo & address applicable for person whose photo is affixed.
  - b) CGHS/ECHS Card
  - c) Certificate of address having photo, issued by MP/MLA/Group A Gazetted officer in letter head
  - d) Certificate of address with photo from Govt .recognised educational institutions for students only
  - e) Certificate of address having photo issued by Village Panchayat head (for rural areas)

### For Identity Proof only

- a) Income Tax PAN
- b) photo credit card

### For address proof (only)

- 1) Ration card
- 2) Water Bill (not older than last 3 months)
- 3) Telephone bill of fixed line(not older than last 3 months)
- 4) Electricity Bill of State company( not older than last 3 months )
- 5) Income Tax assessment order
- 6) VEHICLE Registration Certificate
- 7) Registered sale/lease agreement

Note: For verification of identity/address proof either document listed in Sl No1 or document listed in Sl no.2 &3 (one each for identity& address proof) should be obtained along with Customer Application Form before providing telephone Connections.