

Sales & Marketing-CM

219, Eastern court

Corporate Office, New Delhi-1

Tel No 23326544, Fax 23326545

ddg_sales@bsnl.co.in



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No.32-3/2013-14/S&M-CM

Date: 28.11.2013

To

The Chief General Managers,
All Telecom Circles/Metro Districts,
BSNL

Subject: Using common CAF for all CM Products.

It was learnt that different circles were using different CAF formats for various products. It was also reported that CAF being used was quite lengthy and was not customer friendly. The issue was also raised in various meetings in corporate office.

The matter has been examined in this office and it has been approved by competent authority that a uniform CAF format of single page as attached with this letter should be used in future (after exhausting available stock) by all circles. There is no change in Terms & Conditions to be printed on reverse side of CAF. The CDR version of modified CAF has been uploaded in download marketing section of intranet.

Circles are requested to take necessary in this regard.

Encl. – New CAF Format in PDF format

(Upendra Bakolia)
Addl. GM(S&M) CM

Copy to:-

CMD / Director (CM) - for kind information please



BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)
CUSTOMER APPLICATION FORM
www.bsnl.co.in | Helpline 1800 180 1503

Paste recent passport size photograph of applicant (Do not staple)
 Please sign across, sign should overlap on photo and form

Cross Signature

Kindly fill-up the form in BLOCK letters

Filling of all the details is mandatory. Please tick () the appropriate box. In case any field is not applicable, the same should be written as NA.

Type of Connection : Post Paid Pre Paid Data MNP Category : Urban Rural
 Type of subscriber Individual Corporate Foreigner Outstation Bulk

Mobile no. allotted _____ IMSI number _____
 SIM number _____

Customer's Name Mr/Ms _____
 (As given in PoI attached with CAF)
 Father's/ Husband's name _____
 Date of Birth / Age / Yrs. Gender M F PAN/GIR no. _____
 UID no. (Aadhar No.) _____ Alternate Number _____ Profession _____
 Nationality _____ Passport number (IF FOREIGN NATIONAL) _____ Date of Visa expiry Y Y Y Y
 Visa Options Tourist Visa Work Permit Visa
 Bill to be sent at Present/Local Address Office Address Email ID _____

Present/Local Address (As given in PoA document)

House No. _____ Street Address / Village _____
 Locality / Tehsil _____
 City / District _____ State/UT _____ PIN _____

Permanent Address (To be filled in mandatorily by outstation customers, supporting PoA document mandatory) (If different from above)

House No. _____ Street Address / Village _____
 Locality / Tehsil _____
 City / District _____ State/UT _____ PIN _____

Proof of Identity Details

Type of PoI _____ Document No _____
 Date of Issue _____ Place of Issue _____
 Issuing Authority _____

Proof of Address Details

Type of PoA _____ Document No _____
 Date of Issue _____ Place of Issue _____
 Issuing Authority _____

Multiple connections (Number of connections held in the name of the subscriber, operator wise) _____ Existing BSNL Number _____
 Tariff plan applied _____ Value Added Services applied (if any) _____
 Services / facilities required STD ISD National Roaming International Roaming Itemized Billing Other _____

Payment Details (To be filled in case of Post-paid Connection)

Cash Cheque Credit Card Debit Card Auto Debit Bank ac no _____
 Bank Name _____ Branch _____ IFSC Code _____

MNP Port-in details

UPC _____ Existing Operator's name _____ Retailer Name _____ Existing Product Postpaid Prepaid
 Existing Mobile Number _____ UPC generated date Y Y Y Y

Local Reference (For National Outstation and Foreign National Customers)

Name _____ Contact no. _____ Time & Date of Call: _____
 Address _____ Calling Party's no. _____
 (to be filled by POS)

Customer Declaration

I/We hereby declare that information given above is true to the best of my knowledge. I/We will abide by the prevailing Telegraph Act/Rules framed there under and tariffs as amended from time to time. I/We am/are not a defaulter on account of non-payment of bills for any telecom services provided by any service provider. I/We have read and understood the terms and conditions for cellular services and accept them as binding on me/us. I/We have understood all rates, charges and related terms and conditions at which telecom services are provided by BSNL as applicable on this date and as amended from time to time. I/We confirm that the information / particulars supplied by me/us is correct in all respects. I/We declare that in case of roaming abroad my usage amount will not exceed the limit prescribed by FEMA regulation. I/We understand that the connection/ SIM is non-transferable. Any misuse of connection/SIM by me/us or any other person is illegal and liable for criminal action.

Customer

Signature of Customer with date _____

To be filled-in by PoS

I certify that (a) I have seen the subscriber who has signed the CAF in my presence and matched the photograph affixed on the CAF with the subscriber and verified his self attested copies of documents of POA and POI submitted with the CAF with the originals. (b) In case of outstation subscriber :- Certified that the local reference Mr/Ms _____ has been contacted telephonically before issuing SIM to the customer, as per particulars submitted by the applicant.

POS POS Name _____
 Sign & Stamp (with Address) POS Code _____
 Date: _____

Declaration by Franchisee / BSNL Staff

It is certified that I have checked the CAF as per the DOT guidelines and entered the subscriber details correctly in the BSNL Database

Franchisee / BSNL Staff
 Name _____
 Code: _____
 Stamp: _____
 Sign with Date _____

Declaration by BSNL employee activating the SIM

(a) Certified that all the documentary requirement has been completed and subscriber details have been entered in the database before activation of the SIM. (b) Certified that the local reference (in case of outstation subscriber) Mr/Ms _____ has been contacted telephonically. (c) Details of Add-on/Value Added facilities as requested by customer and Tariff plan(s) etc. activated on the SIM Card _____. (d) Initial activation done on date _____. (e) Final activation done after tele-verification on date _____.

Employee Name: _____
 Designation: _____
BSNL
 Sign with date _____

Form 60*/Form61*

Tick the box applicable to you

- Form 60* Form of declaration to be filled by a person who does not have either a Permanent Account/General Index Register Number and who makes the payment in cash in respect of the transaction specified in clauses (a) to (h) of the rule 114B.
- Form 61* Form of declaration to be filled by a person who has agricultural income and is not in receipt of any other income chargeable to income tax, in respect of transaction, specified in clauses (e) to (h) of the rule 114B.

- Full name and address _____
 - Particulars of transaction _____
 - Amount of transaction _____
 - Are you assessed to tax Yes No
 - If yes, (i) Details of Ward/Circle/Range where the last return of income was filed _____ (ii) Reasons for not having Permanent Account Number/General Index Register Number _____
- Details of document being produced in support of address in column (1)
 Submit 1. Identity proof 2. Address proof

Verification: I, _____ do hereby declare that what is stated above is true to the best of my knowledge.
 Verified today, Date Y Y Y Y Place _____ Signature of applicant with date _____

Counterfoil to be given to Applicant

www.bsnl.co.in | Helpline 1800 180 1503

CAF No. _____ Name of the subscriber _____ Mobile no. allotted _____

Proof of Identity Details

Type of PoI _____ Document No _____
 Date of Issue _____ Place of Issue _____
 Issuing Authority _____

Proof of Address Details

Type of PoA _____ Document No _____
 Date of Issue _____ Place of Issue _____
 Issuing Authority _____

Received with thanks an amount of Rs. _____/- By Cash / Draft / Cheque No. _____
 Dated _____ issued from _____ Bank _____ City. _____

POS POS Name _____
 Sign & Stamp (with Address) POS Code _____
 Date: _____

Note : For activation, please dial 1507 using your new SIM in 1-2 days for Tele-verification.

