

Sales & Marketing-Consumer Mobility  
BSNL Corporate Office,  
219, Eastern Court, Janpath, New Delhi-1  
Tel No: 23326544



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

No. 27-14/2012-S&M-CM

Dated: 19 November, 2012

To

All General Managers(S&M-CM),  
All Telecom. Circles/Districts,  
BSNL.

**Subject: Instructions on verification of new mobile subscription monitoring thereof.**

Kindly refer to Corporate Office letter No.MOB-27/CAF-2012/90 dated 8.10.12 and subsequent instructions on the subject. In view of the change procedure of CAF verification as per the DOT instructions, there is a need to monitor the activation of new mobile connections on day to day basis by the S&M Cell. Following activities needs very close monitoring and follow up:-

1. Deposit of CAF with BSNL after entering the subscriber details in Sanchar Soft and on affixing stamp and signature by the franchisee.
2. Verification of CAF details by the designated BSNL officer and activation of outgoing call facility to call center by the designated BSNL officer.
3. Tele verification by the call center agent as per procedure.
4. Activation of the SIM by the designated BSNL officer.

It is expected that all the above activities should be completed in time so as to avoid any inconvenience to the customer. It is, therefore, requested to kindly submit report of activation with time line for the above activities for all the SIMs activated by the circle during the last 15 days at [salescmhq@gmail.com](mailto:salescmhq@gmail.com).

One designated officer of S&M Unit should monitor the activations on day to day basis and suggest innovations, if any.

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

Copy to:

1. All CGM BSNL Circle/Districts.