

Sales & Marketing-CM

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भारत संचार निगम लिमिटेड
भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED
A Govt. of India Enterprise

No. 27-9/2009-Sales and Mktg.-CM (Pt.-I)

Date: 22.06.2010

To,

The Chief General Manager
All Telecom Circles/Districts
BSNL.

Subject: Physical verification of subscribers-regarding

References have been received from National BSNL Franchisee Association regarding interpretation of the clause B (e) of section-1 in the S&D Policy 2009 pertaining to physical verification of mobile customers. In this respect following is clarified-

Physical verification as required to be done by POS as per the S&D Policy-2009 will be same as given in para b (iv) of the letter no. **MOB.27-Security/2006-6 dated 6th February, 2007 by BSNL CO.** Field units are suggested to inform franchisees and all other concerned that-

"Verification of identity of new customers has to be done as per the guidelines issued by vide-

- (1) Letter no. MOB.27-Security/2006-6 dated 6th February, 2007 by BSNL CO (Copy enclosed)
- (2) 800-04/2003-VAS (Vol.II)/104 dated 22.11.2006 from DOT (Copy enclosed) and
- (3) Fresh guidelines/orders issued by BSNL/Govt. of India time to time.

POS has to furnish certificate as per para (b)-vi of letter (1) and para 3(i) of letter (2) mentioned above."

(Upendra Bakolia)
DGM (Sales & Mktg.)-CM

Encl: As above.