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

No27-5/2013-S&M-CM

Dated 04.09.2013

To

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

Subject:- Selling of International SIMs through Franchisees

The demand of Franchisees Association and also of some individual franchisees, for selling of International SIMs through them was getting attention of this office for quite some time. The issue has been examined in this office in light of various guidelines available on the subject "Provision of ISD & International roaming". The latest guidelines were issued vide this office letter no. MOB-01/Fraud-2011 dated May 03, 2011 (Copy enclosed).

2. In order to provide hassle free service to the prospective customers in the wake of intense competition in Telecom sector, it has been decided that franchisees may be allowed to sell International SIMs after complying with guidelines available and as amended from time to time on the subject. The commission payable to them will be equal to that of sale of normal 2G SIM.
3. It is reiterated that approval for grant of ISD and/or International roaming facility in respect of cases received through franchisees, shall also be given by DE/AGM in-charge of CSC or commercial section of the SSA.

Encl: as above

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

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No. MOB-01/ Fraud-2011

Dated May 03, 2011

To-

Chief General Manager
All Telecom Circle / Metro Telecom District.

Subject:- Approval of ISD & International roaming facility (ies)

Reference:- MOB-1/ Fraud-2011/8 dated 21-4-2011 available on intranet

Amendment to the Guidelines to check fraudulent activities in CMTS network-provisioning of ISD & International roaming facility to subscribers has been issued in recent past vide letter referred above. It has been reported that it might be difficult to understand these amendments by field units, specifically at CSC level staff for provisioning of ISD facility & International roaming facility.

2. Inter-alia existing guideless, it is stated in simple terms that **approval for grant of ISD and / or International roaming facility will henceforth be done by DE/ AGM in-charge of the CSC or Commercial section.** In this regard, existing BSNL customers, who have been paying their up-to-date bills regularly during the last six months period, should be provided with the facility on receipt of written request and after re-verification of traceable identity (Photo, Proof of Identity and Proof of Address) of the customer.

3. However, new or customers with less than 6 months period, should be provided with these facilities only after checking of bonafideness of customer through physical verification in addition to mandatory re-verification of traceable identity (Photo, Proof of Identity and Proof of Address) of the customer.

(S.C. Sharma)
General Manager (Task Force-CM)

Copy to-

Sr. GM (CMTS) Nodal Center- Kolkata, Pune, Chandigarh & Trichy