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

BSNL 3G))) BSNL LIVE
Take time your time 2010

No: CGMT/MH/S&M/PV/SSA Corr/2019/10

Dated: 18.07.2019

To,
All BA / SSA Heads
BSNL Maharashtra Circle

Subject: Reduction in time delays involved in CAF approval.

Reference : 1. BSNL CO letter no. 32-1/2014-15/S&M-CM/117 dated: 26.06.2019.

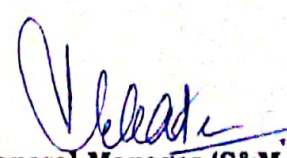
In continuation to the letter under reference for reducing time delay involved for CAF approval, it is informed that BSNL HQ did study on delay in SIM activation time. It was found that 80-85% of time is consumed in two process only i.e. Approval by CSC and Tele-verification.

On this basis, the DIR-CM has directed to take following steps to minimize the average time taken for activation of new mobile connections.

1. Centralized CAF approval team should be formed in each SSA. It can be maintained preferably at SSA HQ level. All SSAs must ensure that the CAF approval should be done within half an hour.
2. All central CSCs must be opened and operational from 8AM to 8PM including holidays.
3. CSC staff must be encouraged to use mobile handset for CAF approval procedure.
4. Ensure better co-ordination between CSCs of the SSA and central CSC at SSA HQ.
5. It must be ensured that CAF approval is necessarily done during holidays / weekends.

To sustain fierce competition in telecom market, all SSAs S&M heads are requested to monitor the CAF approval very closely and take all necessary actions for faster CAF approval in order to achieve SIM activation within one hour.

This is issued with the approval of competent authority.


Asstt General Manager (S&M-CM)
BSNL Maharashtra Circle.