

No.31-15/98-PHB

Dated: October 15, 2007

**CIRCULAR No. 3/2007-PHB****Subject: Policy for allotment of PCOs - amendment regarding.**

- Reference:**
1. 31-13/91-PHB dt. 24.07.1993 & 18.02.1996
  2. 31-15/98-PHB dt. 31.12.1998, 29.11.1999, 13.06.2000, 13.11.2000, 20.11.2000 & 08.08.2001
  3. 107-2/2006-Comml dt. 4.7.2006
  4. 22-16/2001-PHB dt. 10.07.2006
  5. 3-5/2007-R&C dt. 23.3.2007

Reference is invited to various instructions referred above vide which policy guidelines have been issued regarding allotment of PCOs. PCO being a high revenue generating segment requires to be given special attention so that not only the number of BSNL PCOs but revenue also is increased. With this aim in view, the PCO policy has been reviewed and following decisions have been taken with regard to allotment and operation of PCOs:

1. PCOs should be allotted liberally to all eligible applicants on day to day basis on submission of completed application form along with the following documents [No other supporting document shall normally be required at the time of submission of application for PCO] :

- i. Self attested photograph pasted on application form.
- ii. Proof of identity of the applicant.  
[Copy of any of the document – Driving License, Voter ID Card, Photo ID Card issued by any Govt/Semi Govt. Department, Income Tax PAN Card, Photo Credit Card, Arms License.]
- iii. Proof of residence of the applicant.  
[Copy of any of the document – Passport, Electricity Bill, Ration Card, Driving License, Telephone Bill or any other documents containing Photograph issued by Govt. or Semi Govt. Department].
- iv. Initial Security Deposit in the form of Demand Draft or Cash.

2. CSC Staff as well as the Commercial Officer are hereby given full powers for allotment of PCO on receipt of completed application forms. In all the CSCs where commercial and TRA integrated packages have been implemented, on the spot issue of demand note-cum-registration slip for new PCO along with collection of initial security deposit in the form of draft/cash shall be carried out by the CSC staff at the same counter after verifying the copies of the documents with their originals. The applicant on submission of application for the PCO shall be allotted a registration number and customer account number and demand-cum-security deposit receipt containing these details shall be given to the customer. The online OB shall be issued by the CSC staff, as is the case with new telephone connection, without checking the technical feasibility. In other areas where integrated package has not yet been implemented, this procedure will be implemented after computerization of the commercial activities. Till such time, allotment of PCO shall be done on day to day basis by the Commercial Officer.

