**Annexure-II**

**FORM - I**

**APPLICATION FOR**

**REGISTRATION OF OSP CENTRE**

**A. APPLICANT PROFILE**

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name of Applicant Company |  | | |
| 2. Registered Office Address:  Telephone:  Fax:  E-mail: |  | | |
|  | | |
|  | | |
|  | Website: | |
|  | | | |
| 3. Corporate Office Address:  Telephone:  Fax:  E-mail |  | | |
|  | | |
|  | | |
|  | | Website: |
|  | | | |
| 4. Name of Authorized Signatory and Contact Person :  Full address for Communication:  Telephone nos.  Fax  Email |  | | |
|  | | |
|  | | |
|  | | |
| Present activities of the company/ group company |  | | |

B. PRESENT PROPOSAL (Please submit separate sheet for each OSP center)

Type of Centre (Please Tick One)

|  |  |  |  |
| --- | --- | --- | --- |
| International OSP Centre |  | Domestic OSP Centre |  |

Type of Activity(Please Tick One)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Vehicle Tracking Centre | | | | | Billing Service Centre | | | e -Publishing Centre | | | |
| Medical transcript. service | | | | | Financial service | | | KPO | | | |
| Tele-trading | | | | | Tele-medicine | | | Tele-education | | | |
| Network Operating Centre | | | | | Any other (Pl attach a write up regarding nature of proposed Centre) | | | | | | |
| 1. Address of the location of proposed Centre | | | | |  | | | | | | |
| 2. No. of seats | | | | |  | | | | | | |
| 3. Client’s Details(Name, address, & nature of business) | | | | |  | | | | | | |
| 4. Bandwidth connectivity details from the proposed Center to the POPs at the Foreign/Local end locations. (Point of presence (POPs) are the client locations at the foreign/local end where the telecom traffic of the client is collected for bringing to the Indian end (OSP centre) on the telecom bandwidth taken from the authorised service provider.) ( ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY) | | | | | | | | | | | |
|  | | Proposed OSP centre address details(Indian end address) Same as B1 above  END A | | | Address of the foreign/local end PoP END B | Existing bandwidth, if any  X | | | New Bandwidth connectivity/ additional connectivity requested  Y | | Total Bandwidth (from Authorised Service Provider)  X+Y |
| i | |  | | |  |  | | |  | |  |
|  |  | | |  | |  |
| 5. Whether the proposed OSP Center will have Data connectivity to any data centre of the client? If yes, give connectivity details, addresses etc ( ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY) | | | | | | | | | | |
|  | | | Proposed OSP centre address details (Indian end address) Same as B1 above  END A | Address of data centre location of the client where the connectivity is required  END B | | | Existing bandwidth, if any  X | | | New Bandwidth connectivity/ additional connectivity requested  Y | Total Bandwidth (from Authorised Service Provider)  X+Y |
| i | | |  |  | | |  | | |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. **PSTN connectivity details** | | | | | | |  | | | |
| No. of PSTN/PLMN lines proposed at the call centre | | | | | | |  | | | |
| Whether these PSTN lines will be incoming only? | | | Yes | | | | No | | | |
| 7**(a).** Whether the proposed Center will be inter-connected to any other OSP Center of the company/group company? If yes, give connectivity details, addresses etc. ( ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY) | | | | | | | | | | |
|  | Proposed OSP centre address details    END A | Connectivity requested to the other OSP centre of the company/ group company (Address of the location and Reg.No.)  END B | | | Existing bandwidth, if any  X | | | New Bandwidth connectivity requested    Y | | Total Bandwidth (from Authorised Service Provider)  X+Y |
| i |  |  | | |  | | |  | |  |
|  | | |  | | |  | |  |
| **7(b). Whether the proposed Center will be using Closed User Group (CUG) for internal communication of the OSP company ? (Please tick any one of the following) :-**   1. **Use of CUG with the Sharing of EPABX proposed ? Yes/ No**   [ If yes, then the provisions, terms & conditions in the OPTION-2 of Sharing the Infrastructure would apply. This includes submission of requisite Bank Guarantee.   1. **Use of CUG with the Sharing of operator position proposed ? Yes/ No**   [ If yes, then the provisions, terms & conditions in the OPTION-1 of Sharing the Infrastructure would apply. This includes submission of requisite Bank Guarantee.   1. **Use of CUG without using the sharing of infrastructure** (sharing of EPABX or sharing of operator position or Centralised EPABX architecture).   [ If there is no sharing of infrastructure, the OSP need not submit the Bank Guarantee. The OSP is however required to submit a declaration that the International and/or Domestic call centers at the location shall not share infrastructure and there shall be no use of sharing of EPABX or Sharing of operator position or use of the Centralised EPABX architecture. The OSP shall comply with the conditions regarding “Use of CUG” mentioned in clause 6 of the chapter IV of the terms & conditions of OSP Registration]   1. **Use of CUG is not proposed.**   8. Whether the proposed Center will be inter-connected to any HOT Site Center of the company/third party? If yes, give connectivity details, addresses etc. | | | | | | | | | | |
|  | END A address details | END B address details | | Existing bandwidth | | New Bandwidth | | | Total Bandwidth | |
| i |  |  | |  | |  | | |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 9. Whether the proposed Call Center will have Internet connectivity? If yes, give connectivity details  Note: The company shall take internet connection from the authorised service provider only and it will use internet telephony only to the extent it is permitted by the ISP or authorised service provider as detailed in clause 1.14 of the licence agreement of "Internet with telephony" available on website i.e. www.dot.gov.in.  ( ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY) | | | | | | |
|  | | Proposed OSP centre address details    END A | Internet Service Provider Details | Existing bandwidth, if any  X | | New Bandwidth connectivity/ additional connectivity requested  Y | Total Bandwidth (from Authorised Service Provider)  X+Y |
| i | |  |  |  | |  |  |
| 10(i) Whether this Center will share common infrastructure with other centers of the same company at the same location?  **or**  (ii) **Would the Centre be using Centralised EPABX architecture?**  **or**  (iii) **Would the Centre be deploying the Closed User Group (CUG) for internal communication of the OSP company along with the sharing of EPABX or sharing of same operator position(s) ?** | | | | Yes / No  **(If answer is ‘Yes’ to any of the 10**(i) to (iii)**, the** Part C of the application to be filled in the prescribed format. If **answer is ‘No’ to all of these facilities**, please submit a declaration that **the International and/or Domestic call centers at the location shall not share common infrastructure [ i.e. there shall be no use of sharing of EPABX, sharing of same operator position(s) or use of the Centralised EPABX architecture.** ] | | |
| 11. Processing fee details (Demand Draft in favour of Accounts Officer of concerned registering authority, as per Appendix-A.) | | | | Rs. 1000/- per OSP centre registration | | |
| No. and date | | | |  | | |
| Amount | | | |  | | |
| Name of Bank on which drawn | | | |  | | |

**C. SHARING OF INFRASTRUCTURE:**

* **For Sharing the EPABX of International Call Centre (ICC), Domestic OSP Centres and/or PSTN lines with logical partitioning.**
* **For Use of Centralised EPABX architecture.**
* **For Deploying the CUG for internal communication of the OSP company with sharing of EPABX/ sharing of same operator position(s).**

**C1. Details of the Domestic OSP centre whose infrastructure is to be shared**

|  |  |
| --- | --- |
| Address of the location of domestic OSP center |  |
| (ii) Applied for Registration / already registered | Date of Application:  Or  Registration No. of the domestic call centre: |
| (iii) No. of seats | Shared:  Non Shared: |
| (iv) Client’s name and address |  |

**C2. Details of the International OSP centre whose infrastructure is to be shared**

|  |  |
| --- | --- |
| (i) Address of the location of International OSP center |  |
| (ii) Applied for Registration / already registered | Date of Application:  Or  Registration No. of the domestic call centre: |
| (iii) No. of seats | Shared:  Non Shared: |
| (iv) Client’s name and address |  |

**C3. Choice of the OSP for sharing the Common infrastructure**

Please select the appropriate option for sharing the common infrastructure:

|  |  |
| --- | --- |
| **OPTION 1**  (Subject to a Bank Guaranty of Rs. 50/- Lakhs for each OSP Centre) | Separate & Independent EPABX to be used for International & Domestic OSP Centers with sharing of same operator position  (Also applicable in case of use of CUG for internal communication of the OSP companywith sharing of same operator position) |
| **OPTION 2**  (Subject to a Bank Guaranty of Rs. 1 Crore for each OSP Centre) | **For Sharing the EPABX of International Call Centre (ICC), Domestic OSP Centres and/or PSTN lines with logical partitioning**  **For Use of Centralised EPABX architecture.**  (Also applicable in case of use of CUG for internal communication of the OSP companywith sharing of EPABX.) |

**Tick the Option Selected: OPTION 1**

**OPTION 2**

**C4. Details of the EPABX proposed to be shared in case of OPTION 2**

|  |  |
| --- | --- |
| CAPACITY OF THE EPABX  NAME OF THE VENDOR  CONFIGURATION OF THE LOGICAL PARTITIONING OF PORTS BETWEEN DOMESTIC, INTERNATIONAL CALL CENTRE **AND/OR PSTN LINES FOR OFFICE USE**.   1. **For Sharing the EPABX of International Call Centre (ICC), Domestic OSP Centres and/or PSTN lines with logical partitioning)** 2. **For Use of Centralised EPABX architecture.** 3. **For Deploying the CUG for internal communication of the OSP company with sharing of EPABX.** |  |
| **Note: Please provide complete details of the network and the use of facilities mentioned above. Extra-sheets as per the requirement may be used.** | |

**D. Details of Extended agent positions(Work From Home)**

|  |  |
| --- | --- |
| Total no. of agent positions |  |
| No. of agent position to be extended |  |
| Type of connectivity and Name of service provider |  |

**NOTE:**

**-** The extended agent position is permitted subject to a **Bank Guaranty of Rs. One Crore**.

-Applicant must ensure that no column in the application is left blank. Please mention ‘Not applicable’ or ‘Nil’ if so.

- Please tick either ‘YES’ or ‘NO’ in the appropriate column.

- Applications with incomplete / unclear proposal may be rejected without any notice.

**E. DOCUMENTS TO BE ENCLOSED**

1. Following documents duly verified and certified by the **company secretary/ statutory auditors/one of the Directors /Public notary** with name, designation and seal is required to be enclosed along with the application form.

**Please tick ‘Yes’ or ‘No’.**

|  |  |  |
| --- | --- | --- |
| **(A) Mandatory documents** | | |
| Memorandum & Articles of Association | Yes | No |
| Certificate of Incorporation issued by Registrar of Companies | Yes | No |
| **Authorisation to the Authorized Signatory :**  (a)Resolution of The Board of Directors OR  (b) Power of Attorney duly notorised authorising the signatory with attested signature. | Yes  Yes | No  No |
| **(B) Optional documents(To be submitted if it differs from (A)** | | |
| List of Present Directors of the company with Name, Address | Yes | No |
| Present shareholding pattern of the company (indicating Indian Equity & Foreign Equity) | Yes | No |
| **( C) Documents required for Sharing of infrastructure/Work from Home** | | |
| Vendor Certificate for logical partitioning in the EPABX being shared in case of option 2 of item C3. | Yes | No |
| Undertaking that the Bank Guarantee of Rs. 50 Lakhs in the prescribed format would be submitted at the time of signing the agreement (In case of option 1 of item C3.) | Yes | No |
| Undertaking that the Bank Guarantee of Rs. One Crore in the prescribed format would be submitted at the time of signing the agreement. (In case of option 2 of item C3.) | Yes | No |
| Undertaking that the Bank Guarantee of **Rs. One Crore** in the prescribed format would be submitted at the time of signing the agreement. (In case of option of Work from Home as per Item D.) | Yes | No |
| **(D)** Processing Fees(DD of Rs. 1000/- for each OSP centre) | Yes | No |
| **(E) Network diagram - the OSP must clearly mention in the diagram whether it is using Sharing of Infrastructure or Centralised EPABX architecture or the CUG facility. Any change in the network is also required to be intimated immediately by the OSP without any delay.** | **Yes** | **No** |

**F. DECLARATION**

1. I/We hereby certify that I/We have carefully read the guidelines/terms and conditions, for the registration under Other Service Provider category and I/We undertake to comply with the terms and conditions therein. (Terms and Conditions of Other Service Provider category are available at www.dot.gov.in/osp/osp.html)

2. I/We understand that this application if found incomplete in any respect and/or if found with conditional compliance shall be summarily rejected.

3. I/We understand that processing fee is non-refundable irrespective of whether or not the proposal is registered.

4. I/We understand that if at any time any averments made or information furnished for obtaining the registration is found incorrect then my application and the registration if granted thereto on the basis of such application shall deemed to be cancelled.

5. I/We undertake to intimate to the TERM Cell any change in the Network diagram, any change in use of Sharing of Infrastructure or Centralised EPABX or CUG without delay to the concerned TERM Cell. I/We would provide Unhindered access to the premises and the system(s) to the DoT Authorities for checking compliance to the terms & conditions of the OSP Registration.

Date     Signature and name of the

Place Authorised Signatory with

Company’s seal

Note: The completed application form may be submitted to the field unit of DoT within whose area the proposed OSP centre falls.

**Appendix-A**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Designated Authority: DDG/Head of TERM,..................................**  **(Name of the TERM Cell )** | | | | **DD to be drawn in favour of CAO o/o CCA (.......)** |
| **Sl.No.** | **TERM Cell** | **Address** | **Circle/ Jurisdiction** | **CCA** |
| **(i)** | **(ii)** | **(iii)** | **(iv)** | **(v)** |
| 1 | **Ahmedabad** | 1st Floor, P&T Administrative Building,  Khanpur, Ahmedabad-380001 | Ahmedabad | Gujrat  Gujarat |
| 2 | **Andaman & Nicobar** | DTO Building, 1st Floor, Bengali Club Road, Near Head Post Office, Port Blair, A&N - 744101 | Andaman & Nicobar | Andaman and Nicobar |
| 3 | **Andhra Pradesh** | D-11,Telcom Officer's Complex,  Tikkel Road, Mogalrajpuram, Vijayawada - 520 010 (AP) | Andhra Pradesh excluding Hyderabad | Andhra Pradesh |
| 4 | **Assam** | 9th Floor, O/o CGMT, BSNL, Assam,  Pan Bazar, Guwahati, Pin-781001 | Assam | Assam |
| 5 | **Bangalore** | II Floor, Aminity Block, Palace Road,  Bangalore-560001 | Bangalore | Karnataka |
| 6 | **Bihar** | 7th Floor, Telephone Bhawan, R Block, Patna - 800001 | Bihar | Bihar |
| 7 | **Chennai** | 3rd Floor, Kellys Telephone Exchange, 22 Kellys Road, Chennai-10 | Chennai Metro and Pondicherry | Tamil Nadu |
| 8 | **Chhattisgarh** | 2nd Floor, CTO Building, Jaistambh Chowk, Raipur | Chhattisgarh | Chhattisgarh |
| 9 | **Delhi** | 5/6th Floor, MTNL TE Building, Nehru Place, New Delhi – 19 | Delhi including Ghaziabad, Noida, Faridabad, Gurgaon | Delhi |
| 10 | **Gujarat** | 1st Floor, P&T Administrative Building,  Khanpur, Ahmedabad-380001 | Gujarat excluding Ahmedabad | Gujarat |
| 11 | **Haryana** | 3rd Floor, CGMT BSNL Office Building, 107, The Mall, Ambala Cantt | Haryana | Haryana |
| 12 | **Himachal Pradesh** | Hari Niwas, Khalini, Simla, HP-171002 | Himachal Pradesh | Himachal Pradesh |
| 13 | **Hyderabad** | 2nd Floor, Kavadiguda Telephone Exchange, Hyderabad-3 | Hyderabad. | Andhra Pradesh |
| 14 | **Jaipur** | Ground Floor, Sanchar Bhawan Jhalana Institiutional Area Jaipur-302004. | Jaipur | Rajasthan |
| 15 | **Jammu & Kashmir** | 4th Floor, Technical Block, Telephone Xge Building, Trikuta Nagar, Rail Head Complex, Jammu. | Jammu & Kashmir | Jammu & Kashmir |
| 16 | **Jharkhand** | 2nd Floor, ARTTC Building, BSNL, (Near Jumar River), Hazaribagh Road, P.O. Neori, Ranchi- 835217 | Jharkhand | Jharkhand |
| 17 | **Karnataka** | Ground Floor, Sanchar Complex, WMS Compound, 47th Cross, 9th Main, 5th Block, Jaya Nagar, Bangalore-5600041 | Karnataka excluding Bangalore | Karnataka |
| 18 | **Kerala** | O/o the DDG(TERM), Kerala, DoT, BSNL Telecom Store Depot., Gandhi Nagar, Ernakulam 682020 | Kerala and Lakhadweep | Kerala |
| 19 | **Kolkata** | QA Bhawan, Block- EP & GP, Sector-V,Saltlake, Kolkata- 700091 | Kolkata Metro | Kolkata |
| 20 | **Lucknow** | 5/464-465, Viram Khand-V, Gomti Nagar, Lucknow | Lucknow | UP(East) |
| 21 | **Madhya Pradesh** | Doordarshan Bhawan, Room No.222, II Floor, Hoshangabad Road, Bhopal-462015 | Madhya Pradesh | Madhya Pradesh |
| 22 | **Maharashtra** | 2nd Floor Khamla Telephone Exch. Khamla Nagpur-440025 | Maharashtra excluding Pune and Mumbai | Maharashtra |
| 23 | **Mumbai** | 5th Floor, Technical wing, Saki Vihar Telephone Exchange, Andheri (East), Mumbai- 400072 | Mumbai Metro | Maharashtra |
| 24 | **North East-I** | III Floor, CTO Building, Shillong-793001 | North East-I (Tripura, Meghalaya, Mizoram ) | North East-I |
| 25 | **North East-II** | Behind OCB-Telephone Exchange Building, Dimapur - 797112 | North East-II (Arunachal Pradesh, Manipur, Nagaland ) | North East-II |
| 26 | **Orissa** | 4th Floor, Doorsanchar Bhawan, Unit-IX, Bhubaneswar-22, Orissa | Orissa | Orissa |
| 27 | **Pune** | CTO Compound, Behind GPO, church Road,Camp,Pune-411001, Maharashtra | Pune | Maharashtra |
| 28 | **Punjab** | 1st Floor , Telephone Exchange Building, Sector-70, Mohali, Chandigarh-160071 | Punjab including Chandigarh | Punjab |
| 29 | **Rajasthan** | Ground Floor, Sanchar Bhawan, Jhalana Institutional Area, Jaipur-302004 | Rajasthan excluding Jaipur | Rajasthan |
| 30 | **Tamilnadu** | 5th FL, Telecom Building, No-2,Bharthi Park Road- II, Coimbatore- 641043 | Tamilnadu excluding Chennai and Pondichery | Tamil Nadu |
| 31 | **Uttar Pradesh (East)** | 5/464-465,Viram Khand-5,Gomti Nagar, Lucknow | UP(East) excluding Lucknow | UP(East) |
| 32 | **Uttar Pradesh (West)** | 1st Floor Brahmpuri Tele. Exch. Meerut (U.P.)- 250002 | UP (W) excluding Uttaranchal | UP (West) |
| 33 | **Uttarakhand** | 1st floor, BSNL Telephone Exchange, 197 Rajpur Road, Dehradun , Uttaranchal-248001 | Uttarakhand | Uttarakhand |
| 34 | **West Bengal** | 82,Bullygunj Place,II Floor, Near Convergence Hall, Kolkata-700019 | West Bengal | West Bengal |