



MAHANAGAR TELEPHONE NIGAM LTD, DELHI
(A Govt. of India Enterprising)
APPLICATION FOR LOCAL/STD/ISD PUBLIC CALL OFFICE (PCO)
For Landline

Passport size
 photograph
 Cross signed by
 Applicant

1. Name of the applicant in whose name Local/STD/ISD PCO is required. :
 2. Father/Spouse's name (in case of individual) :
 3. Address of Installation :
 4. Residential Address of applicant :
 5. Permanent Address of applicant :
 6. If applicant is handicapped, please state and attach the document indicating the disability : **i) Yes ii) No.**
 7. Telephone Number in the vicinity of the installation address(if any) :
 8. Whether any PCO is working in the name of applicant in the same premises, if so indicate the Tele. Nos. :
 9. Whether any PCO is working in the name of Applicant at any other premises. If yes, please indicate Tele. Nos. :
 - Telex / Fax No. :
 10. Type of application : Individual, Company, Others(Specify)
 11. Service : 1. Local only.
2. Local & STD
3. Local & STD & ISD
 12. Category of PCO : 1. Landline
2. FWT Post paid
3. FWT Prepaid
 13. Proposed timing of PCO : Working day From.....to.....
Holidays From.....to.....
 14. (a) I am enclosing demand draft No.....of Bank.....
Branch.....Dated.....for amount.....
(b) I will be paying by cash after receipt of demand note.
- *Strike off whichever is not applicable.**
15. I/We hereby declare that the current rules and regulations/Instructions/terms and conditions of the MTNL as amended from time to time are acceptable to me/us. I/We also agree that any dispute arising with MTNL will be subjected to Arbitration by the arbitrators appointed by the MTNL. The undertaking duly signed by me/us is annexed.

Date: _____ Signature of the Applicant
 Name: _____

- Encl: 1. Proof of identity.
 2. Proof of Address of installation.
 3. Attested signature by Banker/GO, in original, with designation, address & telephone no. of the officer attesting the signature.
 4. Undertaking.

For Office Use Only
 Application received on _____ Regn. No. _____
 Dtd: _____

The documents are verified with original by undersigned and found them to be in order
 Signature:-----
 Name:-----
 Staff No-----
 Design. :-----
 QCSC:-----

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INSTRUCTIONS TO APPLICANTS REQUESTING FOR LOCAL/STD/ISD PCO

***The application form for Local /STD/ISD/PCO is free of cost.**

*The premises where Local/STD/ISD is required to be installed should be accessible to the public.

* Please ensure that all columns in the application form are filled in properly and all relevant documents as given below are annexed with the application form before submitting to the PCO Registration Counter.

1. Undertaking on paper from the applicant
2. Demand Draft / cash towards Security Deposit for Local & STD/ISD for landline /FWT prepaid/FWT Post –paid PCO respectively.
3. (a) Document required for address proof: Self Attested copy of any of the following-
Passport, latest paid telephone/Gas/water/electricity/Credit Card/House Tax Bills receipt, Allotment letter of accommodation issued by Estate Office of a Govt. Body Income-Tax return. Election Card, Driving licence, Rent receipt/rent lease agreement.
(b) Documents required for proof of identity: self attested copy of any of the following:- Passport, Driving licence, Election Card issued by Election Commission of India, PAN Card. Any Govt. document containing photograph, identity card issued by Govt./Semi Govt./PSU/Recognized Institutions.
(c) Please present original document mentioned above for verification by the MTNL Official at the booking counter. Photograph will also be verified by MTNL official.
(d) One self attested photograph to be affixed by the applicant. In case the applicant is a Public Ltd Company/Govt. Body the photograph is not required.
(e) Public Ltd Companies may enclosed certificate of incorporation, memorandum of articles, duly signed by MD/director of Company along with any proof of identity's above of the authorized Officer of the Company. In case application is signed by authorized signatory, then attested copy of power of attorney must be attested
(f) Signature attestation by Banker in original.
4. **THE APPLICATION SHOULD BE SIGNED BY THE COMPETANT AUTHORITY AS INDICATED BELOW.**
Office seal should be affixed in all cases except I individuals.
 - (a) By the individual applicant.
 - (b) Director/Authorized signatory if it is for a company.
 - (c) By Secretary, if it is a Society
 - (d) Trustee, if it is a Trust.
 - (e) By the Principal, if it is for the college/School.
5. The applicant is required to purchase & provide at his own cost MTNL/TEC approved models of CCB type PCO instrument for Local and MTNL/ TEC approved charging device for STD/ISD PCO only & no other model. Similarly, the charging device should be MTNL/TEC type approved.
6. The applicant is informed that MTNL has full right to deny installation of LOCAL/STD/ISD at the installation address should there be any outstanding dues against any telephone that is/was working at the installation address.
7. The registration for the Local/STD/ISD PCO shall be done only if above conditions & required valid documents are furnished along with the application. It is therefore, the responsibility of the applicant of ensure supply of all the valid documents to the MTNL authorities.
8. In addition to above, whenever it is required MTNL may request the applicant for production of additional documents as may deem fit & the same shall be produced by the applicant.

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UNDERTAKING BY PCO HOLDER
LOCAL/STD/ISD PUBLIC TELEPHONE OFFICE

1. I, Shri/Smt./Ms. _____ S/o, D/o, W/o _____
_____ and resident of _____

_____ hereby state and declare the following:-

- a) My nationality is Indian and I am above 18 year of age.
- b) The Premises where the Public Telephone required is:
 - i) easily accessible to public
 - ii) Occupied by me/allotted to me by _____
(Name of Authority)
- c) MTNL/ DoT-TEC approved CCB instrument only will be purchased by me at my own cost for the Local PCO provision and the same will be maintained by me in working condition. Similarly, MTNL/ DoT-TEC approved charging equipment will be purchased by me at my own cost for my STD/ISD/PCO which will be compatible to operate invariably on 16 KHz metering pulse from the telephone exchange and calls will be charged according to this metering pulse.
- d) My landlord has no objection for installation of STD/ISD PCO at installation address. However, if in future my landlord takes objection for STD/ISD/PCO then I hereby authorize MTNL Delhi to disconnect my PCO line without giving any notice to me. Further, I indemnify MTNL Delhi from any liabilities due to any dispute between me and the owner and /or lesser of the premises.
- e) I hereby declare that all the documents provided by me for STD/ISD/PCO are true and genuine. However, if in future any of the documents submitted by me proves to be false and/or fabricated in that case MTNL Delhi is authorized to disconnect my PCO line without giving any notice to me and I am aware that I will be liable for losses and consequences arising thereof.
- f) I am also aware that if any of the above information stated at item No. 1(a) to (d) is found to be false or incorrect or distorted my PCO will not be installed by MTNL and that the money deposited by me to MTNL for STD/ISD/Local PCO will be refunded to me without interest. Also, any of the conditions stated at item (1) above is violated at any stage, my Public Telephone is liable for disconnection by MTNL at any time without giving any notice to me.

2. After the installation of the STD/ISD/Local PCO by MTNL, I give the following undertaking.

- a) I shall not replace the CCB instrument/STD PCO charging equipment with any other type of instrument other than MTNL/ DoT-TEC approved.
- b) I shall charge strictly according to MTNL rates. The STD PCO pulse will be sent by exchange and I will use a charging device which operates only on 16 KHz exchange pulse. For local PCO, I will programme my PCO instrument according to pulse rate decided by MTNL.
- c) I shall not charge any service charge or any other additional charge from the Public for local calls made from local PCO. For STD/PCO I know that I am eligible to charge upto Rs. 2/- only per STD call as service charge.
- d) I shall allow everybody to use the PCO and I shall keep PCO open on all days.
- e) I shall not convert this PCO into a private phone.
- f) I shall allow use of VCC cards without collecting any charges from users.
- g) I Shall comply with all applicable laws,/bye-laws, rules, regulations, orders directions, notification etc. of the Govt./Court/Tribunals and shall also comply with all directions issued by MTNL.
- h) I am fully aware that MTNL will not given any rebate on account of wrong calls ,access metering. No free calls will be permitted
- i) I shall ensure prompt payment of telephone bills and I am aware that my first and subsequent PCO connections are liable to be disconnected should I become a defaulter to non-payment for any of my PCO bill.
- j) In case I do not receive any telephone bill on prescribed date, I will on my own approach Accounts Officer (Telephone Revenue), for getting the bill for making payment to avoid disconnection of my PCO for non payment.
- k) I shall extend all co-operation every time to MTNL staff/ Officers who come for inspection/verification.

- l) I will pay minimum guaranteed revenue as prescribed by MTNL from time to time irrespective of no. of calls made by PCO.
- m) I will not use the service for any unlawful immoral, improper or abusive purpose for sending obscene, indecent, threatening, harassing, unsolicited message or messages affecting/infringing national interest, nor creating any damage or risk to MTNL or its network.
- n) I shall fully co-operate with MTNL to investigate any complaint from the Public.
- o) I am fully aware that if any of the statements given at item 2 (a) to (n) above is violated by me, the PCO is liable to be disconnected by MTNL without any notice and further action as deemed fit by MTNL shall be taken.
- 3. MTNL shall not be liable for any act of Commission or omission of any third party /Supplier/manufacturer including any other service provider offering any privilege or benefits to the PCO holder.
- 4. CDMA FWT set issued to the PCO holder shall remain the constructive property of the MTNL in the hands of PCO holders. The same shall be returnable to MTNL on Surrender/Disconnection for any reasons whatsoever, as per the terms & conditions.
- 5. CDMA FWT set shall not be used in any way to access any other network other than MTNL for which it is solely meant.
- 6. The PCO holders shall be responsible for proper use of CDMA FWT set. For replacement of any physically damaged FWT set, MTNL shall charge damage charges on actual basis.
- 7. In case of any loss/theft of CDMA FWT set by PCO holders, the full depreciated cost of the lost set will have to be paid by the PCO holders. On payment, MTNL shall issue another replacement FW set.
- 8. Security deposit shall be refunded subject to deposit of CDMA FWT set in proper working condition.
- 9. If the PCO holders does not recharge his Prepaid PCO connection for two successive months, he will have to surrender back the CDMA FW set to MTNL in good working condition.

Signature & Name of Applicant

Date :

Place

Note; Condition from 4 to 9 are applicable on CDMA FWT Prepaid/Post-paid PCO.

Documents Required:-

Address proof/ID proof : Self attested copies of POA(Proof of Address)/POI(Proof of Identity) are to be enclosed with CAF (Customer Application Form) & their original documents are to be presented by customers for verification by the MTNL official at the booking counter.