

## FAQs - BASIC SERVICES

### + How and where do I apply for a new telephone connection?

You can apply at your area Customer Service Centre (CSC)/Sanchar Haat on a prescribed application form .The registration fee of Rs.500/- in the form of Cash/DD/Pay order / Crossed Cheques in favour of MTNL, Delhi.

### + What are the different categories under which I can get a telephone connection?

Sl. No.	Category	Security Deposit(Rs.)	Rent / months(Rs)	Inst. Charges(Rs.)
1.	Non - OYT General	3,000	250	500
2.	Non - OYT Special	3,000	250	500
3.	Non - OYT-SS	3,000	250	500
4.	Non- - OYT -SWS	3,000	125	NIL
5.	Non - OYT -SE (MTNL/DOT)	NIL	NIL	NIL
6.	Senior citizen	3000	187.50	375

#### NOTE :-

This is as per present tariff structure.

A rebate of Rs. 250/- is given if subscriber provides his own internal fitting and own telephone instrument.

Details are available at area Customer Service Centres/Sanchar Haat.

### + What are the eligibility conditions for registration under different categories?

A: The various eligibility conditions for the categories stated are tabulated below:

#### Sl.No.Category

1. Non - OYT General Open to all.
2. Non - OYT Special Medical Professionals, Press Public Instructions. Small Scale Industries, Eminent Persons, Govt. Schools and Colleges, Blind Persons, Gallantry Award Winners in three services, War Windows, Disabled Soldiers, Hajj committee, Advocates having minimum 5 years standing at the Bar, income tax assessee for past 2 years and Judicial Officers of all the courts.
3. Non - OYT-SS Foreign Missions, Embassies, UN Organization, MPs, MLAs, Municipal Councilors, Distinguished Persons, Senior Retired Officers of Central of Central and State Governments, Director Generals of Government, Research Council, Directors of National Laboratories, Vice Chancellors of Universities (on retirement, retired MTNL /Dot Employees.
4. Non- - OYT - SWS Freedom Fighters and window of freedom fighters.

5. Non - OYT - SE Serving employees of MTNL/Dot. (MTNL/DOT)
6. Senior citizen Open for all age of 65 years and above.

**+ What are the types of new telephone connections that are available for short duration? How quickly can I get a telephone connection for short duration?**

A: There are tow types of short duration telephone connection available, these are tabulated below:

Type of Connection	Eligibility	Duration	Security Deposit for local (Rs.)	Install. Charges (Rs.)	Rental (Rs.)	Remarks
Casual Telephone	Sanctioned for purely casual Requirements such as social/religious functions, marriages, exhibition, conferences, etc.	1 to 10 days	2000	150	250	Application to the Area GM of the respective exchange. No Free calls allowed.
		11 to 20 days	2000	150	500	
		21 to 30 days	2000	150	750	

Security deposit for STD Rs.5000/- ISD RS.10,000/-

**+ Can I change my category, name, address, and constitution before getting a connection?**

A : Yes, the details are tabulated below :

Sl.No.	Nature of Request	Permissible or Not Processing Fee(Rs.)	Processing Fee (Rs.)	Remarks
1.	Change in address before issue of OB and after issue of OB.	Yes	NIL	Apply at area CSC on plain paper with registration details and OB number, if issued.
2.	Any Change in the incumbency of the signatory/ constitutions	Yes (Change will be allowed after due verification)	NIL	Apply to area CSC on a plain paper.
3.	Change in category.			Apply to area CSC on plain paper with registration details, OB number if issued, along with: 1. Registration cum Demand Note Slip. 2. Cheque / DD/Pay Order of due difference of registration fee.
a)	From OYT to Non- OYT	No	-	
b)	Tatkal to OYT/Non- OYT	No	-	
c)	Non -OYT or Tatkal	Yes	50/-	

**+ Can I cancel the registration before I get the connection?**

A: Yes, an application may be submitted on plain paper to area CSC signed by the original applicant along with the Registration Cum Demand Note Slip in original to get your registration fee refunded.