

Senior Citizen customers Reverification process

Brief Process:

- This option is applicable for Re-verification of Mobile number used by SENIOR CITIZEN customer, who doesn't have Aadhaar Number, or have Aadhaar number but doesn't have Aadhaar registered mobile number(ARMN).
- The SENIOR CITIZEN customer will go to the link www.bsnl.co.in and select Reverification. Now if Already Existing customer sign-in Directly or New users signup.
- After Signin enter the mobile number to be verified.
- OTP will be sent to the customer's mobile number. Customer need to enter the OTP received on the web page.
- If the OTP validation is successful, a form will be displayed to customer.
- Customer will fill the required mandatory fields in the form.
- Customer will upload the requisite documents for validation like Photo Id, Address proof, Photo etc.
- On submission, a Transaction ID will be generated and SMS (Reverification CAF Submitted For GSMNO :xxxxxxxxx TRANSACTION_NO:xxxxxxx) sent to the Customer. This transaction ID will be valid for 48 hours.
- Customer will have to share this transaction ID and Mobile number with a known person (named as Trusted Person) having Aadhaar number registered with a mobile number (ARMN) and who is willing to share his/her Aadhaar number for the verification of SENIOR CITIZEN customer's Mobile Number .
- Trusted person will go to the link <http://portal2.bsnl.in/myportal/TrustedPerson.jsp> and enter the Mobile number and Transaction ID which is shared by SENIOR CITIZEN Customer.
- Trusted person will be shown the details entered by SENIOR CITIZEN customer.
- Trusted person if wishes so, need to enter the Aadhaar number.
- Trusted person will enter the OTP received on Aadhaar Registered Mobile Number.
- After OTP validation, an SMS will be sent to the customer for completion of process.
- Once the process is complete, the entered details will be sent for verification to CIRCLE ADMIN sanchar-soft.
- If the CIRCLE ADMIN verifies, a SMS will be sent to SENIOR CITIZEN customer about successful completion of re-verification process.

Step by Step process flow for re-verification of SENIOR CITIZEN customer:

GO to Link www.bsnl.co.in Then Select Reverification

Already User SIGN-IN

After Sign-in Select MOBILE VERIFICATION Link at Top Right corner

Customer need to select the second option checkbox on this page.

BSNL Connecting India

Mobile Verification Chatanya

Mobile Verification Link Your Aadhaar Number

Home > Mobile Verification

I am an Indian National, however currently NRI. I do not have Aadhaar/my Aadhaar number does not have any Mobile number registered with UIDAI. The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.

I am an Indian National and having age more than 70 years as on 01.01.2018. I do not have Aadhaar/my Aadhaar number does not have any Mobile number registered with UIDAI/my fingerprints are worn out/have Aadhaar but unable to do biometric authentication. The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.

I am an Indian National and I am physically challenged person. I do not have Aadhaar/my Aadhaar number does not have any Mobile number registered with UIDAI/my fingerprints are worn out/have Aadhaar but unable to do biometric authentication. The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.

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Senior Citizen customer will enter the mobile number to be verified, alternate contact number and the Captcha code and press Submit button

The screenshot shows the BSNL Mobile Verification interface. The page title is "Mobile Verification Link Your Aadhar Number". The user is logged in as "Chaitanya". The navigation menu on the left includes: Dashboard, Manage Accounts, Landline, Mobile, Recharge, Transactions, Unbilled Usage, View Bills, and Customer Care. The main content area shows a progress bar with four steps: Step 1 (Mobile No. Validation), Step 2 (Personal Details), Step 3 (Photo Id Details), and Step 4 (Documents Upload). The form fields are: Mobile No * (9494920017), Confirm Mobile No * (9494920017), Alternate Contact No * (9490176399), and Code * (8 2 3 2 5 5). Below the code is a captcha field with the value 823255 and a refresh button. There are "Submit" and "Cancel" buttons at the bottom. At the bottom right, there are navigation buttons: Back, Next, Finish, and Cancel. The footer contains the text: "2016 © BSNL ITPC Development, Hyderabad. ALL Rights Reserved. Privacy Policy | Legal Disclaimer".

Customer needs to enter the OTP received on the Mobile number and press Submit button and then click on Next

This screenshot is similar to the previous one, but it includes an additional field for "Enter OTP *". The OTP field contains four dots, indicating that the user has entered a four-digit OTP. The "Submit" and "Cancel" buttons are still present below the OTP field. The rest of the page layout, including the navigation menu and progress bar, remains the same as in the previous screenshot.

Customer need to fill the form requesting personnel details of the customer, and then click on Next button

The screenshot shows the BSNL Mobile Verification interface. The user is logged in as Chaitanya. The page title is "Mobile Verification Link Your Aadhar Number". The navigation menu on the left includes Dashboard, Manage Accounts, Landline, Mobile, Recharge, Transactions, Unbilled Usage, View Bills, and Customer Care. The main content area shows a progress bar with four steps: Step 1 (Mobile No. Validation), Step 2 (Personal Details), Step 3 (Photo Id Details), and Step 4 (Documents Upload). Step 2 is currently active. The form fields are as follows:

Name (As appearing in Photo Id) *	Date of Birth *	Gender *
<input type="text" value="rameshnaidu"/>	<input type="text" value="01-06-1980"/>	<input type="text" value="Male"/>
Father's/Husband's Name *	Email Address *	
<input type="text" value="m v appala andiu"/>	<input type="text" value="sdessdev@gmail.com"/>	
Address :		
H.No/Flat No *	Street/Village*	Locality/Tehsil *
<input type="text" value="26/f"/>	<input type="text" value="raodno2"/>	<input type="text" value="miayapur"/>
City/District *	State/UT *	PinCode *
<input type="text" value="hyderabad"/>	<input type="text" value="teleangana"/>	<input type="text" value="500049"/>

At the bottom right, there are buttons for Back, Next, Finish, and Cancel. The Next button is highlighted in green.

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Customer need to select the photo id details, and then click on Next button

The screenshot shows the BSNL Mobile Verification interface. The user is logged in as Chaitanya. The page title is "Mobile Verification Link Your Aadhar Number". The navigation menu on the left is the same as in the previous screenshot. The main content area shows a progress bar with four steps: Step 1 (Mobile No. Validation), Step 2 (Personal Details), Step 3 (Photo Id Details), and Step 4 (Documents Upload). Step 3 is currently active. The form fields are as follows:

Photo ID Type *	photo ID Number *
<input type="text" value="Aadhar Card(12 Digits)"/>	<input type="text" value="594779197527"/>
Total Other Operator Numbers(Count)	Other Operator Numbers(Operator wise) Ex:BSNL-3,AIRTEL-1,JIO-1
<input type="text" value="3"/>	<input type="text" value="airtel-2,jio-1"/>

At the bottom right, there are buttons for Back, Next, Finish, and Cancel. The Next button is highlighted in green.

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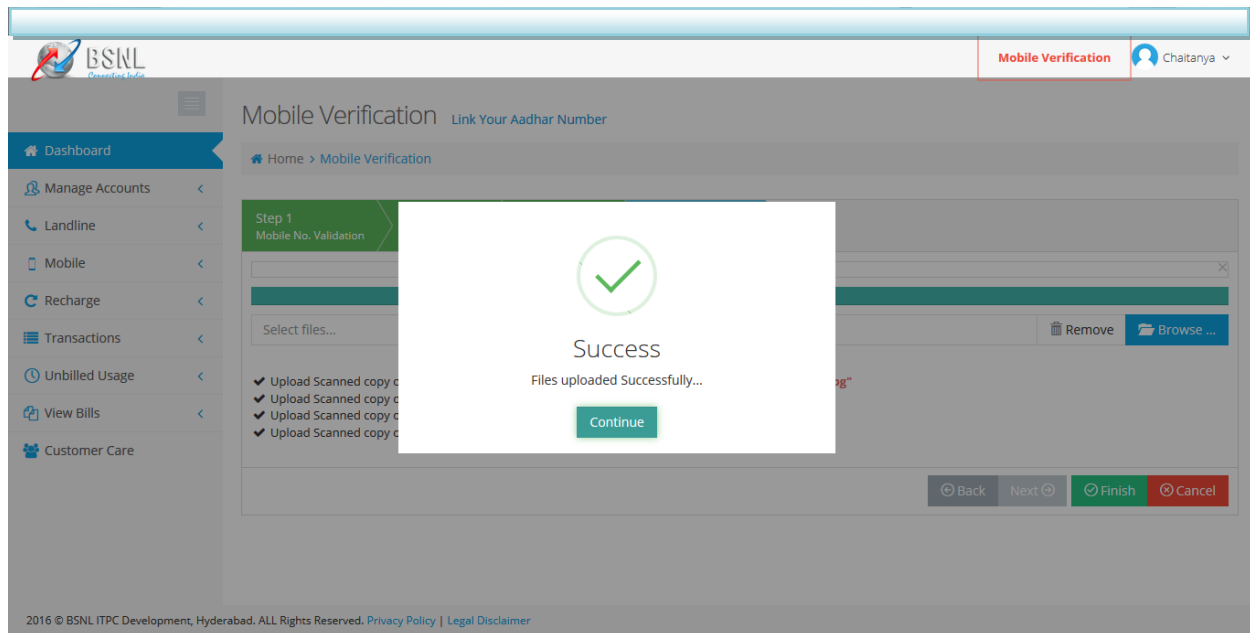
Customer need to upload the requisite documents like Photo, DOB supporting document, address proof etc

The screenshot shows the BSNL Mobile Verification portal. The user is logged in as Chaitanya. The interface includes a sidebar with navigation options: Mobile, Recharge, Transactions, Unbilled Usage, View Bills, and Customer Care. The main content area displays a progress bar with four steps: Step 1 (Mobile No. Validation), Step 2 (Personal Details), Step 3 (Photo Id Details), and Step 4 (Documents Upload). Two files are selected for upload: 'Id_Proof.jpg' (74.85 KB) and 'Photo.jpg' (10.7 KB). Below the upload area, there is a confirmation message: "The information provided by me in this respect is correct. I am the existing user of above mobile number and the sim card of above mobile is under my possession." A list of instructions is provided: "Upload Scanned copy of Govt. issued Photo ID havig name, Date of Birth with filename as 'Id_Proof.jpg'", "Upload Scanned copy of lattest PHOTO with filename as 'Photo.jpg'", and "Each file size should not be more than 300KB".

After uploading all the documents, click on Finish. On clicking finish, customer will be asked for confirmation.

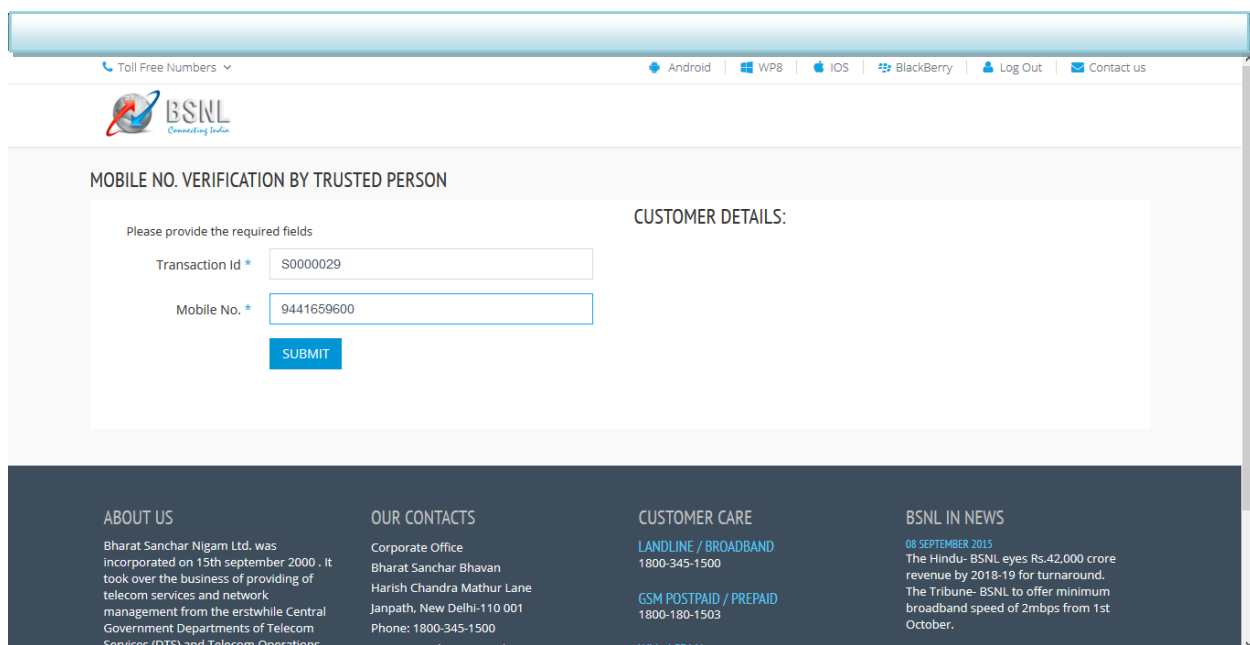
The screenshot shows the BSNL Mobile Verification portal at the final confirmation step. The progress bar indicates that Step 4 (Documents Upload) is complete. Two files are selected for upload: 'pass_back.jpg' (74.85 KB) and 'rameshphoto.jpg' (10.7 KB). Below the upload area, there is a confirmation message: "Do you want to Submit?". A dialog box with 'Yes' and 'No' buttons is displayed. At the bottom, there are navigation buttons: Back, Next, Finish, and Cancel. The footer contains the text: "2016 © BSNL ITPC Development, Hyderabad. ALL Rights Reserved. Privacy Policy | Legal Disclaimer".

If customer selects yes, below screen will be displayed. A transaction Id will be generated and will be shared to SENIOR CITIZEN customer. This transaction Id will be valid for 48 hours.



After completing the above process, the Senior Citizen customer will share this transaction ID and Mobile number with a known person (named as Trusted Person) having Aadhaar number registered with a mobile number (ARMN) and who is willing to share his/her Aadhaar number for the verification of SENIOR CITIZEN customer's Mobile Number .

Trusted person will open the URL link <http://portal2.bsnl.in/myportal/TrustedPerson.jsp> and enter the Transaction Id and Mobile Number and click on submit button



Senior Citizen customer details will be displayed to the trusted person. The trusted person will click the check box to give consent. Trusted person will enter the Aadhaar number and press submit button.

MOBILE NO. VERIFICATION BY TRUSTED PERSON

Please provide the required fields

Transaction Id *


Mobile No. *

The user of above mobile number is known to me. I here by give my consent to verify above mobile number possessed by the subscriber(As per the Details shown). This should be considered as my consent for authentication through UIDAI under Addhaar Act,2016 and rules/regulations made under the said Act.

Aadhar ID *

OTP is required for validation

CUSTOMER DETAILS:



NAME & ADDRESS:
Name: ramesh
House No: 26/F
Street: roadno2
Locality: miyapur
City: hyderabad
State: telangana
Pincode: 500049

The trusted person need to enter the Captcha Code and OTP received on Aadhaar Registered Mobile Number and click on Submit.

MOBILE NO. VERIFICATION BY TRUSTED PERSON

Please provide the required fields

Transaction Id *

Mobile No. *

I agree to verify the Mobile number using my Aadhaar number.


Aadhar ID *

OTP is required for validation

Code *

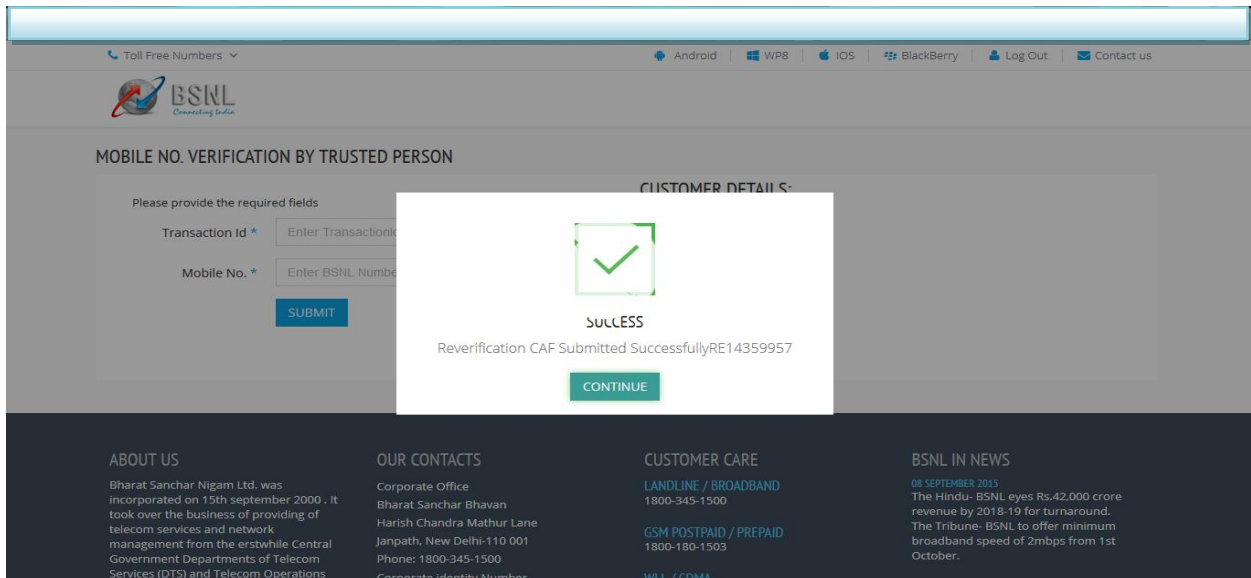
OTP *

CUSTOMER DETAILS:



NAME & ADDRESS:
Name: painti nagaraju
House No: PLOT19,20
Street: MAHALAXMI NAGAR
Locality: CONTONEMENT
City: VIZIANAGARAM
State: ANDHRA PRADESH
Pincode: 535003

On Successful OTP validation, a successful CAF submission message will be displayed to trusted person.



Once the process is complete, the entered details will be sent to circle Admin Sanchar soft for approval. If the CIRCLE ADMIN verifies/approves, a SMS will be sent to Senior Citizen customer about successful completion of re-verification process.

CAF Approval Process Re-Verified Mobile Connection Senior Citizen (above 70 years as on 1st January 2018)/Physically Challenged person (Sancharsoft Login Menu:Circle Admin->Rev-Ekyc)


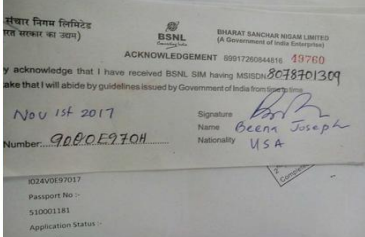
List of GSM Numbers				
	GSM Number	CAF Serial No	Customer Name	Customer Type
1	9490000766	RE01364429	Suresh	Senior Citizen

Note: Double click on the corresponding Row to view the CAF

Double Click on GSM number to get the CAF Details..

Application Form for Re-Verified Mobile Connection Senior Citizen(above 70 years as on 1st January 2018)/ Physically Challenged person (Website process)	
Click Here to View Uploaded Documents of Senior Citizen(above 70 years as on 1st January 2018)/Physically Challenged person	
Unique Customer Application Form(CAF) No*: RE01364429	Type of Connection*: POSTPAID
1. Name of the Subscriber (As entered by Subscriber)*: Suresh . .	
1A.Consent of subscriber*:	
<input checked="" type="checkbox"/> I am an Indian National <input checked="" type="checkbox"/> Having age more than 70 years as on 01.01.2018 <input checked="" type="checkbox"/> OR <input checked="" type="checkbox"/> Physically Challenged <input checked="" type="checkbox"/> I do not have Aadhaar <input checked="" type="checkbox"/> OR <input checked="" type="checkbox"/> My Aadhaar does not have any Mobile number registered with UIDAI <input checked="" type="checkbox"/> OR <input checked="" type="checkbox"/> I have Aadhaar but unable to do biometric authentication <input checked="" type="checkbox"/> The document uploaded by me are authentic and if found forged,actions as per the law of the land should be applicable to me <input checked="" type="checkbox"/>	
Note: Please tick appropriate box	
2. Name of Father/Husband *(As entered by Subscriber): Kumar	
3. Gender (As entered by Subscriber) *:	4.Date Of Birth (As entered by Subscriber)*:
<input checked="" type="radio"/> Male <input type="radio"/> Female	08/03/2017
6.Subscriber Address (As entered by Subscriber)*:	
fdfsdfzdfz, dsfzdsfzfd, zdfszdfzf, Sdfsfdf, dfzdfdf-584656	
Pincode:584656	
7.Status Of Subscriber *:	8.NATIONALITY (As entered by Subscriber)*:
Individual	INDIAN
9.POI Details * (As entered by subscriber with photograph & Date of Birth)*:	
9A.POI Type*:	9B: POI Number*:
7.Status Of Subscriber *:	8.NATIONALITY (As entered by Subscriber)*:
Individual	INDIAN
9.POI Details * (As entered by subscriber with photograph & Date of Birth)*:	
9A.POI Type*:	9B: POI Number*:
10. Number of mobile connections held in name of Applicant in India (Operator-wise) *: [Total-6 BSNL-3,AIRTEL-1]	
11.Email Address : hgh@gmail.com	12.Alternate Contact Number : 9440471785
13.PROFESSION of Subscriber: OTHERS	14.PAN/GIR :
Declaration by subscriber	
(A) The information provided by me in my respect is correct	
(B) I am the existing user of mobile number 9490000766 and the SIM card of this mobile number is under my possession.	
Transaction Id (Issued by Licensee)*: S0000109	
Date & Time *: 31/12/2017 18:05:00	
19.Details (Name, Address and Aadhaar number) of Trusted Person(As received from UIDAI)*:	
Name of Trusted Person*:Thalluri Jaga Jeevana Rao	
Aadhaar number of the Trusted Person*: 524002692410	
Address of Trusted Person*:S/O Thalluri Raja Rao Late PlotNo-147,FlatNo-301,Tara Residency Rajiv Nagar,MothiNagar Yousufguda Khairatabad Khairatabad Hyderabad Telangana 500045	
DOB*:13/08/1979	Gender*:M
Declaration by Trusted Person	
I. The user of mobile number 9490000766 is known to me.	
II. I hereby give my consent to verify mobile number 9490000766 possessed by Suresh . . (Name of subscriber).This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 & reules/regulations made under the said Act	
Unique Response code*: 2d88534ced9942abae4e42f9ff6042b	
Date & Time *: 2017-12-31T18:41:06.718+05:30	
Fields to be filled by Service provider/Authorised Representative	
20.IMSI No *:	21.Existing Mobile Number *: 9490000766
<input type="button" value="Activate"/> <input type="button" value="Reject"/> <input type="button" value="Close"/>	

Click On [CLICK HERE](#) Link Shown Top of the CAF Form to View Uploaded Documents of Senior Citizen(above 70 years as on 1st January 2018)/Physically Challenged person.

1.Senior Citizen Photo:	2.Document Proof:
	

Inbox (4,279) - nagendra.bsnl@gmail.com - Gmail - Google Chrome

Click on Activate button to Approve the CAF and Then CONFIRM the Approval

7.Status Of Subscriber *: Individual	8.NATIONALITY (As entered by Subscriber)*: INDIAN
9.POI Details * (As entered by subscriber with photograph & Date of Birth):*	
9A.POI Type*:	9B: POI Number*:
10. Number of Mobile connections held in name of Applicant in India (Operator-wise) *: [Total-6]BSNL-3,AIRTEL-1	
11.Email Address : hgh@gmail.com	12.Alternate Contact Number : 9440471785
13.PROFESSION of Subscriber: OTHERS	14.PAN/GIR :
Declaration by subscriber	
(A) The information provided by me in my respect is correct	
(B) I am the existing user of mobile number 9490000766 and the SIM card of this mobile number is under my possession.	
Transaction Id (Issued by Licensee)*: S0000109	
Date & Time *: 31/12/2017 18:05:00	
19.Details (Name, Address and Aadhaar number	
Name of Trusted Person*:Thalluri Jaga Jeeva	
Aadhaar number of the Trusted Person*: 52	
Address of Trusted Person*:S/O Thalluri Rajja Khairatabad Khairatabad Hyderabad Telangana	Rajiv Nagar,MothiNagar Yousufguda
DOB*:13/08/1979	
I. The user of mobile number 9490000766 is known to me.	
II. I hereby give my consent to verify mobile number 9490000766 possessed by Suresh . . (Name of subscriber).This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 & reules/regulations made under the said Act	
Unique Response code*: 2d88534ced9942abae4e42f9ff6042b	
Date & Time *: 2017-12-31T18:41:06.718+05:30	
Fields to be filled by Service provider/Authorised Representative	
20.IMSI No *:	21.Existing Mobile Number *: 9490000766
<input type="button" value="Activate"/> <input type="button" value="Reject"/> <input type="button" value="Close"/>	

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If REJECT click on Reject Button. On Reject please select the Appropriate Reason for Rejection and Then CONFIRM the Rejection.

7.Status Of Subscriber *: Individual	8.NATIONALITY (As entered by Subscriber)*: INDIAN
9.POI Details * (As entered by subscriber with photograph & Date of Birth):*	
9A.POI Type*:	9B: POI Number*:
10. Number of Mobile connections held in name of Applicant in India (Operator-wise) *: [Total-6 BSNL-3,AIRTEL-1]	
11.Email Address : hgh@gmail.com	12.Alternate Contact Number : 9440471785
13.PROFESSION of Subscriber: OTHERS	14.PAN/GIR :
Declaration by subscriber	
(A) The information provided by me in my respect is correct	
(B) I am the existing user of mobile number 9490000766	is under my possession.
Transaction Id (Issued by Licensee)*: S0000109	
Date & Time *: 31/12/2017 18:05:00	
19.Details (Name, Address and Aadhaar number)	
Name of Trusted Person*:Thalluri Jaga Jeeva	
Aadhaar number of the Trusted Person*: 52	
Address of Trusted Person*:S/O Thalluri Raja Khairatabad Khairatabad Hyderabad Telangana	Rajiv Nagar,MothiNagar Yousufguda
DOB*:13/08/1979	
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Notification ✕</p> <p>Please Select the Reasons</p> <p>DOCUMENTS UPLOADED INCORRECT/UNREAD</p> <p>INCOMPLETE INFORMATION</p> <p style="text-align: center;"> <input type="button" value="Reject"/> <input type="button" value="Discard"/> </p> </div>	
I. The user of mobile number 9490000766 is k	
II. I hereby give my consent to verify mobile num	
my consent for authentication through UIDAI under Aadhaar Act, 2016 & reuies/reguatiocans made under the said Act	
Unique Response code *: 2d88534ced9942abaee4e42f9ff6042b	
Date & Time *: 2017-12-31T18:41:06.718+05:30	
Fields to be filled by Service provider/Authorised Representative	
20.IMSI No *:	21.Existing Mobile Number *: 9490000766
<input type="button" value="Activate"/> <input type="button" value="Reject"/> <input type="button" value="Close"/>	