

## Physically Challenged customers Reverification process:

### Brief Process:

- This option is useful for Re-verification of Mobile number used by PHYSICALLY CHALLENGED customer, who doesn't have Aadhaar Number, or has Aadhaar number but doesn't have Aadhaar registered mobile number.
- The PHYSICALLY CHALLENGED customer will go to the link [www.bsnl.co.in](http://www.bsnl.co.in) and select Reverification. Now if Already Existing customer sign-in Directly or New users signup.
- After sign-in 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, certificate for disability etc.
- On submission, a Transaction ID will be generated and SMS (Reverification CAF Submitted For GSMNO :xxxxxxx 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 PHYSICALLY CHALLENGED customer's Mobile Number .
- Trusted person will go to the link <http://portal2.bsnl.in/myportal/TrustedPerson.jsp> and will enter the Mobile number and Transaction ID which is shared by PHYSICALLY CHALLENGED Customer.
- Trusted person will be shown the details entered by PHYSICALLY CHALLENGED 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/approves, a SMS will be sent to PHYSICALLY CHALLENGED customer about successful completion of re-verification process.

Step by Step process flow for re-verification of PHYSICALLY CHALLENGED customer:

GO TO link [www.bsnl.co.in](http://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 third option checkbox on this page.

BSNL Connecting India

Mobile Verification Chaitanya

Mobile Verification Link Your Aadhar 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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PHYSICALLY CHALLENGED 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 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). The form fields are: Mobile No \* (9494920017), Confirm Mobile No \* (9494920017), Alternate Contact No \* (9490176399), Code \* (8 2 3 2 5 5), and a captcha field (823255). There are Submit and Cancel buttons at the bottom. At the bottom right, there are navigation buttons: Back, Next, Finish, and Cancel.

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

The screenshot shows the BSNL Mobile Verification interface, similar to the previous one, but with an additional field for "Enter OTP \*". The OTP field contains four dots. The Submit and Cancel buttons are still present at the bottom. The navigation buttons at the bottom right are Back, Next, Finish, and Cancel.

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). 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="sdesdev@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="mlayapur"/>
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 footer contains the text: "2016 © BSNL ITPC Development, Hyderabad. ALL Rights Reserved. Privacy Policy | Legal Disclaimer".

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

The screenshot shows the BSNL Mobile Verification interface at Step 3: Photo Id Details. 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). 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 footer contains the text: "2016 © BSNL ITPC Development, Hyderabad. ALL Rights Reserved. Privacy Policy | Legal Disclaimer".

Customer need to upload the requisite documents like Photo, DOB supporting document, address proof, disability certificate etc. After uploading all the documents, click on Finish. On clicking finish, customer will be asked for confirmation.

The screenshot shows the BSNL Mobile Verification interface. On the left is a navigation menu with options: Transactions, Unbilled Usage, View Bills, and Customer Care. The main area displays three uploaded files: 'Photo\_Id.jpg (74.85 KB)', 'Photo.jpg (18.7 KB)', and 'Ph\_certificate.jpg (108 KB)'. Below the files, a confirmation message reads: '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 follows: 'Upload Scanned copy of Govt. issued Photo ID having Date of Birth with filename as "Photo\_Id.jpg"', 'Upload Scanned copy of latest PHOTO with filename as "Photo.jpg"', 'Upload Scanned copy of PH CERTIFICATE with filename as "Ph\_certificate.jpg"', and 'Upload Scanned copy of Each file should not be more than 300KB.'. At the bottom, there are buttons for '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 Finish yes, below screen will be displayed. A transaction Id will be generated and will be shared to PHYSICALLY CHALLENGED customer. This transaction Id will be valid for 48 hours.

The screenshot shows the BSNL Mobile Verification interface after a successful upload. A central modal window displays a green checkmark and the text: 'Success Files uploaded Successfully... Continue'. The background interface is dimmed, showing the navigation menu and the 'Step 1 Mobile No. Validation' section. The 'Finish' button is now highlighted in green. The footer contains the text: '2016 © BSNL ITPC Development, Hyderabad. ALL Rights Reserved. Privacy Policy | Legal Disclaimer'.

After completing the above process, the Physically CHALLENGED 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 PHYSICALLY CHALLENGED customer's Mobile Number .

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

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### MOBILE NO. VERIFICATION BY TRUSTED PERSON

Please provide the required fields

Transaction Id \*

Mobile No. \*

#### CUSTOMER DETAILS:

**ABOUT US**  
Bharat Sanchar Nigam Ltd. was incorporated on 15th september 2000 . It took over the business of providing of telecom services and network management from the erstwhile Central Government Departments of Telecom Services (DTS) and Telecom Operations

**OUR CONTACTS**  
Corporate Office  
Bharat Sanchar Bhavan  
Harish Chandra Mathur Lane  
Janpath, New Delhi-110 001  
Phone: 1800-345-1500  
Corporate Identity Number

**CUSTOMER CARE**  
**LANDLINE / BROADBAND**  
1800-345-1500  
**GSM POSTPAID / PREPAID**  
1800-180-1503  
**WLL / CDMA**

**BSNL IN NEWS**  
08 SEPTEMBER 2015  
The Hindu- BSNL eyes Rs.42,000 crore revenue by 2018-19 for turnaround. The Tribune- BSNL to offer minimum broadband speed of 2mbps from 1st October.

PHYSICALLY CHALLENGED 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.

**BSNL**  
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### 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.

The screenshot shows the BSNL website interface for mobile number verification. The page title is "MOBILE NO. VERIFICATION BY TRUSTED PERSON". The form is divided into two main sections: "Please provide the required fields" and "CUSTOMER DETAILS".

**Form Fields:**

- Transaction Id \*: N0000026
- Mobile No. \*: 9494920017
- Agreement:  I agree to verify the Mobile number using my Aadhaar number.
- Aadhar ID \*: 594779197527
- OTP is required for validation
- Code \*: 7 1 7 5 9 4 (Captcha)
- Code Input: 717594
- OTP \*: 746132
- Submit Button

**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.

The screenshot shows the BSNL website interface after successful OTP validation. A success message is displayed in a white box over the form.

**Success Message:**

- Icon:** Green checkmark in a box
- Text:** SUCCESS
- Message:** Reverification CAF Submitted SuccessfullyRE14359957
- Button:** CONTINUE

**Form Fields (Background):**

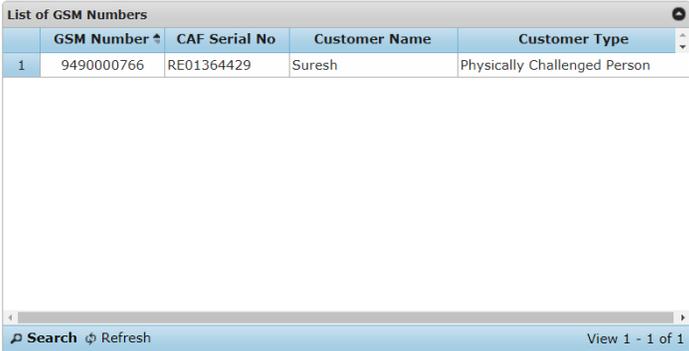
- Transaction Id \*: Enter Transaction Id
- Mobile No. \*: Enter BSNL Number
- Submit Button

**Footer:**

- ABOUT US:** Bharat Sanchar Nigam Ltd. was incorporated on 15th september 2000. It took over the business of providing of telecom services and network management from the erstwhile Central Government Departments of Telecom Services (DTS) and Telecom Operations
- OUR CONTACTS:** Corporate Office, Bharat Sanchar Bhavan, Harish Chandra Mathur Lane, Janpath, New Delhi-110 001, Phone: 1800-345-1500, Corporate Identity Number
- CUSTOMER CARE:** LANDLINE / BROADBAND: 1800-345-1500, GSM POSTPAID / PREPAID: 1800-180-1503, WLL / CDMA
- BSNL IN NEWS:** 08 SEPTEMBER 2015, The Hindu- BSNL eyes Rs:42,000 crore revenue by 2018-19 for turnaround. The Tribune- BSNL to offer minimum broadband speed of 2mbps from 1st October.

Once the process is complete, the entered details will be sent to circle Admin Sanchar soft for approval. If the circle Admin verifies, a SMS will be sent to PHYSICALLY CHALLENGED 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)



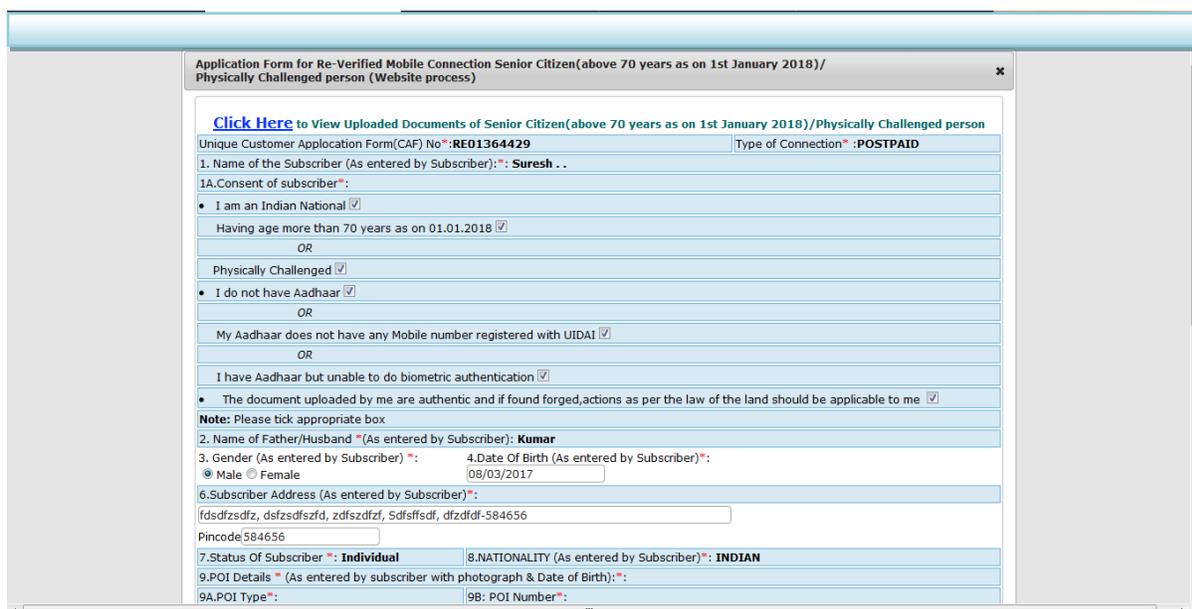
	GSM Number	CAF Serial No	Customer Name	Customer Type
1	9490000766	RE01364429	Suresh	Physically Challenged Person

Search Refresh View 1 - 1 of 1

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\*:

- I am an Indian National
- Having age more than 70 years as on 01.01.2018
- OR
- Physically Challenged
- I do not have Aadhaar
- OR
- My Aadhaar does not have any Mobile number registered with UIDAI
- OR
- I have Aadhaar but unable to do biometric authentication
- The document uploaded by me are authentic and if found forged,actions as per the law of the land should be applicable to me

Note: Please tick appropriate box

2. Name of Father/Husband \*(As entered by Subscriber): **Kumar**

3. Gender (As entered by Subscriber) \*:  Male  Female

4.Date Of Birth (As entered by Subscriber)\*: **08/03/2017**

6.Subscriber Address (As entered by Subscriber)\*:  
**fdsfzsfz, dsfzsfzsfz, zdfszdfz, Sdfsfzsf, dfzdfz-584656**  
 Pincode:584656

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\*:

7.Status of Subscriber *: <b>Individual</b>	8.NATIONALITY (As entered by Subscriber)*: <b>INDIAN</b>
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 : <b>hgh@gmail.com</b>	12.Alternate Contact Number : <b>9440471785</b>
13.PROFESSION of Subscriber: <b>OTHERS</b>	14.PAN/GIR :
<b>Declaration by subscriber</b>	
(A) The information provided by me in my respect is correct	
(B) I am the existing user of mobile number <b>9490000766</b> and the SIM card of this mobile number is under my possession.	
Transaction Id (Issued by Licensee)*: <b>S0000109</b>	
Date & Time *: <b>31/12/2017 18:05:00</b>	
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
<b>Declaration by Trusted Person</b>	
I. The user of mobile number <b>9490000766</b> is known to me.	
II. I hereby give my consent to verify mobile number <b>9490000766</b> possessed by <b>Suresh . .</b> (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*: <b>2d88534ced9942abae4e42f9ff6042b</b>	
Date & Time *: <b>2017-12-31T18:41:06.718+05:30</b>	
<b>Fields to be filled by Service provider/Authorised Representative</b>	
20.IMSI No *:	21.Existing Mobile Number *: <b>9490000766</b>
<input type="button" value="Activate"/> <input type="button" value="Reject"/> <input type="button" value="Close"/>	

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

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:
	
<p>Inbox (4,279) - nagendra.bsnl@gmail.com - Gmail - Google Chrome</p>	

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

The screenshot shows a web form for activating a CAF. The form contains the following fields and text:

- 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 Raja Khairatabad Khairatabad Hyderabad Telangana**  
 DOB\*: **13/08/1979**

Notification dialog box: **1. Are you Sure ...??**  
 Buttons: **Confirm**, **Discard**

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 & rules/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**

Buttons: **Activate**, **Reject**, **Close**

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

The screenshot shows the same web form as above, but with a rejection dialog box open. The form fields are identical to the previous screenshot.

Notification dialog box: **Please Select the Reasons**  
**DOCUMENTS UPLOADED INCORRECT/UNREAD**  
**INCOMPLETE INFORMATION**  
 Buttons: **Reject**, **Discard**

Buttons: **Activate**, **Reject**, **Close**