



संघ राज्य प्रशासन, लद्दाख
पर्यटन एवं संस्कृति विभाग

संघ राज्य सचिवालय, लेह, लद्दाख

टेलीफोन/Telephone: 01982- 255786

THE ADMINISTRATION OF UNION TERRITORY OF LADAKH

DEPARTMENT OF TOURISM & CULTURE

UT SECRETARIAT, LEH, LADAKH

ईमेल/Email: secytour-cul@ladakh.gov.in

CIRCULAR

Subject: Procedure for Procurement of Satellite Phones by Private Tour Operators for Tourism Purposes in the Union Territory of Ladakh, through BSNL, Leh

The Department of Tourism, Union Territory of Ladakh, hereby informs all private tour operators and other eligible tourism stakeholders about the prescribed process for procurement of GPS Satellite Phones for tourism-related operations in the Union Territory of Ladakh.

BSNL, Leh shall function as the single-window agency for processing applications, including obtaining all mandatory security and statutory clearances from the Ministry of Home Affairs, Government of India and other competent authorities, wherever applicable. The stepwise procedure to be followed is detailed below:

Step 1: Submission of Application

Interested tour operators and eligible tourism stakeholders shall submit their application to the Enterprise Business (EB) Section of the BSNL Office, Near New Bus Stand, Leh. The prescribed application form (enclosed as Annexure-A) may either be:

- Submitted in a duly filled format along with all requisite supporting documents; or
- Collected from the BSNL office, filled on-site, and submitted at the same office along with the required documents.

Step 2: Scrutiny and Security Clearance

Upon receipt of the application, BSNL shall scrutinize the submitted documents and initiate the necessary security clearance process. As Ladakh falls under barred areas, additional clearance from the Ministry of Home Affairs, Government of India is mandatory, in accordance with Clause 8 of the Department of Telecommunications, Ministry of Communications, Government of India guidelines issued vide Order No. 800-87/2011-CS-I (Pt-II) dated 12.06.2017 (enclosed as Annexure-B), which stipulate that satellite services in barred areas shall be provisioned only after due clearance.

Further, as per Clause 3 of the aforesaid guidelines, BSNL, being the licensed service provider, shall act as the single-window agency and shall directly apply to the Ministry of Home Affairs, Government of India and other concerned security vetting agencies, wherever required. Applicants are not required to approach the Ministry of Home Affairs, Government of India or any other security agency independently.

Step 3: Issuance of Demand Note

Upon receipt of the requisite No Objection Certificate (NOC) and security clearance from the Ministry of Home Affairs, Government of India, as well as security vetting clearances from other concerned agencies, BSNL shall issue a Demand Note to the applicant specifying the applicable charges for procurement of the satellite phone service.

The concerned security vetting agencies, as clarified by the Ministry of Defence, Government of India vide letter No. 23(03)/2022/D(G&GS-III)-Pt-III dated 17.07.2025 (enclosed as Annexure-C), include the following:

- a) Headquarters 14 Corps – General Service (Operations) Branch
- b) Headquarters North-West Frontier, Indo-Tibetan Border Police
- c) State Police Department
- d) State Intelligence Bureau, Leh

Step 4: Payment, KYC and Activation

After payment of the prescribed charges against the Demand Note, the applicant shall complete eKYC/dKYC formalities strictly in accordance with the guidelines issued by the Department of Telecommunications, Ministry of Communications, Government of India. Upon successful completion of KYC formalities, BSNL shall proceed with activation of the satellite phone connection.

Note: This circular is issued by the Department of Tourism, Union Territory of Ladakh, solely for the purpose of informing tourism stakeholders about the procedural steps involved in procurement of satellite phones as per the SOP issued by BSNL. All queries and clarifications related to satellite phones, including but not limited to, shall be addressed directly with BSNL:

- Application form filling
- Applicable fees and tariff plans
- Mode of payment
- Device specifications
- Activation timelines
- Usage guidelines
- Any other technical, commercial, or operational matters

The Department of Tourism, Union Territory of Ladakh shall not be responsible for any technical, financial, or operational aspects pertaining to satellite phone services.

Annexures

- **Annexure-A:** Customer Application Form
- **Annexure-B:** Department of Telecommunications, Ministry of Communications, Government of India guidelines issued vide Order No. 800-87/2011-CS-I (Pt-II) dated 12.06.2017

- **Annexure-C:** Ministry of Defence, Government of India clarifications on the usage of satellite phone in UT Ladakh vide Letter No. 23(03)/2022/D(G&GS-III)-pt-III, dated 12.07.2025
- **Annexure-1:** Authorization Letter
- **Annexure-2(I):** Request Letter for Activation of GPS Connection
- **Annexure-2(II):** Undertaking
- **Annexure-3:** Format for submission of details of persons authorized to use GPS satellite phone connection within the organisation
- Standard Operating Procedure issued by Bharat Sanchar Nigam Limited (BSNL), dated 17.12. 2025

Checklist of Documents

The applicants are required to submit the following documents in conjunction with the duly completed Customer Application Form:

1. Self-attested photocopy with stamp of the authorized person (Aadhaar card and Driving license / Voter ID card / Passport)
2. Business PAN card and business GST certificate (if applicable)
3. Self-attested photocopy of Aadhaar card and Driving license / Voter ID card / Passport of the sanctioning authority as specified in the Certificate of Registration
4. Business certificate of registration
5. Memorandum of Association (MoA) of the company (if applicable)
6. Proof of address of the organization (Government water bill / electricity bill / telephone bill)
7. End-User List as per Annexure-3 (Both hard copy and soft copy to be submitted)

अतुल सिंह मनकोटिया / Atul Singh Mankotia (JKAS)

अवर सचिव/ /Under Secretary

पर्यटन एवं संस्कृति विभाग / Tourism & Culture Department

संघ राज्य लद्दाख /UT Ladakh

Secy(Trm)(Satellite)(229)/2026/3633-40

Dated: .01.2026

Copy to the:

1. Director Tourism, UT of Ladakh for information.
2. Assistant Director, Tourism, Leh & Kargil for information.
3. Tourist Officer, Zaskar, for information.
4. President, ALTOA, for information.
5. President, AKTTA, for information.
6. President, LMGA, for information.
7. Office file.

BSNLConnecting India
Faster**BHARAT SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

UP (West) Telecom Circle**CUSTOMER APPLICATION FORM FOR GLOBAL SATELLITE PHONE SERVICE (GSPS)**www.bsnl.co.in | Helpline Toll Free No. 1800 425 1957Paste recent Passport size
photograph of applicant
(Do not staple)
Please sign across, sign
should overlap on photo and
form

CAF No./Barcode

GSPS No.

SIM No.

IMSI No.

Kindly fill-up the form in BLOCK letters

Filling of all the details is mandatory. Please tick (✓) the appropriate box. In case any field is not applicable, the same should be written as NA

1. Type of Connection:

Post Paid ☐Pre Paid ☐

2. Category:

Govt. ☐Commercial ☐Individual ☐

3. Type of Customer:

Govt. ☐PSU ☐Organization ☐Individual ☐Bulk ☐

If Other specify

4. Customer's / Organization Name:

(As per POI Attached)

5. Father's/Husband's/Authorized Signatory Name:

6. Date of Birth:

Age:

8. Gender:

(Mark
Tick)M ☐F ☐

9. Profession:

7. UID No. (Aadhar No.):

11. PAN/GIR No.:

8. Nationality:

INDIAN

9. Contact Nos. (i)

(ii).

10. Email ID:

1.

2.

11. Bill to be Sent at:

Present/Local Address ☐Permanent / Headquarter Address: ☐

12. Present/Local Address (As given in Proof of Address document)

House No.

Street Address

Locality/Tehsil:

City/District:

State/UT

PIN:

13. Permanent / Headquarter Address (To be filled in mandatorily by outstation customers, supporting PoA document mandatory)

House No.

Street Address

Locality/Tehsil:

City/District:

State/UT

PIN:

14. Photo ID Proof Document Type:

Driving License ☐Voter ID Card ☐Passport ☐PAN Card ☐Bank Pass Book ☐

If Other Specify

Document No.

Date of Issue:

Place of Issue:

Issuing Authority:

15. Address Proof Document Type:

Driving License ☐Voter ID Card ☐Passport ☐State Subject ☐Bank Pass Book ☐

If Other Specify

Document No.

Date of Issue:

Place of Issue:

Issuing Authority:

16. Tariff Plan Applied:

23. Value Added Services Applied (if any):

17. Services/Facilities required:

STD ☐ISD ☐International Roaming ☐Others ☐

18. Place of use of GSPS Connection (Address and Co-ordinates-Lat/Long in six figures):

House No.

Street Address

Locality/Tehsil:

City/District:

State/UT

PIN:

Latitude Co-ordinate:

Longitude Co-ordinate:

19. Period of Use of GSPS connection:

20. Purpose for which GSPS connections are required:

21. No. of GSPS connections required (In case of bulk user):

22. Details of other GSPS/ Inmarsat Service connection working on my name and my Organization / Department, if any:

S. No.	GSPS No./Inmarsat No. & Type	Name of Customer	Office address	S. No.	GSPS No./Inmarsat No. & Type	Name of Customer	Office address
1.				2.			
3.				4.			
5.				6.			

Reason for taking multiple connection(s):

Contd. Page-2

23. **Payment Details** (To be filled in case of Post-paid/Pre-paid Connection):

Cash ☐ Cheque ☐ Credit Card ☐ Debit Card ☐ Auto Debit ☐ Bank A/c No.

Bank Name: Branch: IFSC Code:

24. You may note that this GSPS no. will be registered under NCPR (Do-Not-Disturb Registry) to avoid unwanted commercial communication

25. **Customer's Declaration:**

25.1 I/We hereby declare that information given above is true to the best of my knowledge; I/We will abide by the prevailing Telegraph Act/Rules framed there under and tariffs as amended from time to time. I/We am/are not a defaulter on account of non-payment of bills for any telecom services provided by any service provider. I/We have read and understood the terms and conditions for GLOBAL SATELLITE PHONE SERVICE (GSPS) and accept them as binding on me/us. I/We have understood all rates, charges and related terms and conditions at which telecom services are provided by BSNL as applicable on this date and as amended from time to time. I/We confirm that the information/particulars supplied by me/us is correct in all respects. I/We declare that in case of roaming abroad my usage amount will not exceed the limit prescribed by FEMA regulation. I/We understand that the connection/SIM is non-transferable. Any misuse of connection/SIM by customer or any other person or furnishing of incorrect or incomplete information is illegal and liable for criminal action including recovery of penalty imposed for not reporting all connections.

25.2 I/We understand that in case of objection by Govt. of India -DoT/WPC/ MHA, my/our GSPS connection will be disconnected immediately without assigning any reason/notice and I/We shall deposit the GSPS Terminal to BSNL within 7 days of the notice through email/post whichever is earlier.

25.3 I/We understand that WPC License fee per Annum is payable in advance i.e. initially at the time of registration for new GSPS connection and thereafter periodically every year. I also understand that permission of use of GSPS terminal is granted initially for 3 years only.

25.4 I/We shall take adequate safe guards against misuse of GSPS Terminal/service connection and facility shall be utilized for the genuine requirement only. I/We shall ensure that adequate safe guards are taken against the risk of Militant outfit gaining access to the use of GSPS connection/terminal belonging to me/us by threat or coercion.

Signature of Customer
with Date and Seal

26. **Declaration by Point of Sale (POS)**

(a) The customer acquisition form has been signed by the applicant in my presence. I have seen the applicant and matched the photo pasted on customer application form with him/her. The photocopy of identity and address proof has been matched and verified with the original with the applicant.

(b) Declaration by POS in case of outstation customer.

Certified that local reference has been contacted on contact no. _____, who verified bonafides of the outstation customer.

Calling No. _____ Date and Time of Call _____

Sign & Stamp

POS Name: _____
Code: _____
Date: _____

27. **Declaration of Franchisee/BSNL Staff**

(a) It is Certified that I have Checked the CAF as per the DOT guidelines and entered the subscriber details correctly in the BSNL database.

Sign with
Date: _____

Franchisee / BSNL Staff
Name: _____
Code: _____
Stamp: _____

35. **Declaration by BSNL employee activating the SIM**

(a) Certified that the entire documentary requirement has been completed and subscriber details have been entered in the database before activation of the SIM.

(b) Certified that local reference in case of outstation customer has been contacted on contact no. _____, who verified bonafides of the outstation customer.

Calling No. _____ Date and Time of Call _____

(c) Details of Add-on/Value Added facilities as requested by Customer and Tariff plan(s) etc. activated on the SIM Card _____

(d) Initial activation done on date _____

(e) Final activation done after tele-verification on date _____

Employee Name: _____

Designation: _____

Sign with Date & Stamp

CAF No.: <input type="text"/>	Name of subscriber: <input type="text"/>	GSPS No. applied for: <input type="text"/>
Type of POI: <input type="text"/>	Issuing Authority*: <input type="text"/>	Date of Issue: <input type="text"/>
Type of POA: <input type="text"/>	Issuing Authority*: <input type="text"/>	Serial No.: <input type="text"/>
Make of GSPS Terminal: <input type="text"/>	Model of GSPS Terminal: <input type="text"/>	Serial No. of GSPS Terminal: <input type="text"/>
		IMEI No. of GSPS Terminal: <input type="text"/>

Received with thanks an amount of Rs. _____ by cash/Draft/ Cheque No. _____ Dated _____ Issued from _____ Bank _____ City _____

Name of POS: Stamp*: Signature: Date:

Important Note: For activation please dial 1507 using your new SIM in 1-2 days for Tele-verification.

Agreement / Terms & Conditions

On acceptance of duly signed Order form for Post-paid/Pre-paid GSPS Connection (hereafter called as "Post-paid/Pre-paid GSPS") from customer by BSNL, an agreement is hereby formed between the customer, named in the order form (hereinafter referred to as the "Customer") of the one part and

Bharat Sanchar Nigam Limited having its Circle office at Shastri Nagar Telephone Exchange, Tejarhi Chauraha, Meerut (U.P.) and having its Registered Office at Bharat Sanchar Bhawan, Janpath, New Delhi 110 001 (hereinafter referred to as "BSNL-UP(West)") of the other part.

The customer has been provided with the details of different plans/ schemes including applicable call charges & tariff. The customer has understood the same & exercised his choice accordingly. BSNL has already provided a SIM Card along with PIN (Customer's security code) and a personalized telephone number to enable the customer to use GSPS services of BSNL in its licensed service area of GSPS service i.e. whole of India.

Now, it is hereby agreed by & between the parties:

1. Period of Agreement :-

- 1.1 This agreement will come into effect from the date of signing of the terms & conditions and/or activation of SIM whichever is later & shall be valid unless terminated by either of the party.
- 1.2 The agreement period shall be limited to the last date of validity of the license of BSNL for the operation of Satellite based services in the licensed service area i.e. whole of India along with its extension as received from time to time from the licensor i.e. Department of Telecommunications, Ministry of Communications, Government of India. It is also subject to all applicable laws, bylaws, rules, regulations, notifications, orders, directions of the Government (Centre & State) / Local Municipality/ Court/ Tribunal.
- 1.3 BSNL reserves the right to terminate the subscription of any customer who is not competent to enter into any contract under the Indian Contract Act, 1872.
- 1.4 Except as provided elsewhere either party may end the agreement by written notice giving not less than 30 days to other party but such a notice shall not absolve the customer of its liability to make payments of the accounts that may be due and outstanding on the date of such notice or as may become due subsequently.

2. The said SIM card of personalized GSPS number shall remain exclusive property of BSNL. The customer is licensed to use it to obtain access to the network during the Agreement period only and shall return the same to BSNL upon the termination/ determination hereof and/ or upon disconnection of service.

- 2.1 BSNL GSPS connection/SIM card shall be non-transferable in nature. Any private transfer effected by the customer shall not absolve the customer of his primary duty towards
 - a) BSNL for usage charges levied pertaining to such particular connection/ SIM card and/ or
 - b) Proper usage as envisaged under Clause 5.1.
- 2.2 BSNL's acceptance of payment from a person other than the customer shall not amount to BSNL having transferred or modified any of rights & obligations to the customer or to such third parties.
- 2.3 For addition/ deletion/ change in any supplementary services/ plan / scheme/ features, customer shall submit order in the requisite form and shall be bound by the additional terms thereof.
- 2.3.1 Any withdrawal/ change in supplementary services/ plan / scheme/ features shall entitle the customer to adjustment/ refund of the money already paid as per applicable terms & conditions.
- 2.4 After 90 days of permanent disconnection of the GSPS service, BSNL reserves the right to allot the telephone no. to another Customer. The customer shall not have any right on the said GSPS number.
- 2.5 The warranty of SIM card shall be six months from the date of its purchase. The faulty SIMs during the warranty period shall be replaced by BSNL free of charge.
- 2.5.1 The faulty SIMs beyond warranty period shall be replaced against charges as applicable for issue of duplicate SIM card.

3. Duties & Responsibilities of the Customer :-

- 3.1 The Customer hereby agrees that
 - a) He will not use the GSPS connection/ service for any unlawful/ illegal/ immoral purposes.
 - b) He will not use improper/ abusive/ indecent/ threatening/ harassing language on the GSPS connection.
 - c) He will not send obscene, indecent, threatening, harassing, unsolicited messages or messages affecting/ infringing national interest to create any damage or risk to BSNL or its equipment/ network, and/ or other customers.
- 3.1.1 In case of failure to observe above conditions, BSNL reserves the right to disconnect service without liability, at its sole discretion.
- 3.2 The Customer will be responsible for safe keeping of SIM/GSPS Handset provided to him to gain access to GSPS network of BSNL.
- 3.2.1 In case of loss of SIM card by the customer, the same shall be reported to BSNL at the earliest.
- 3.2.2 The liability arising from the unauthorized use/ misuse of SIM card shall be borne by/ lie on the customer.
- 3.2.3 On request from the customer, BSNL shall issue duplicate new SIM card against Charges as set out in the tariff schedule from time to time.
- 3.3 The Customer will provide all information and cooperation to BSNL that BSNL may reasonably require from time to time.
- 3.4 The customer hereby agrees to indemnify and hold BSNL harmless against any claim against BSNL for libel or slander arising out of communications sent or received by customer on BSNL's network. The customer shall also indemnify BSNL for any claim against BSNL arising out of any infringement or violation of copyright by the customer or by anyone else using the GSPS connection of the customer.

4. Duties & Responsibilities of BSNL :-

- 4.1 BSNL shall be at liberty to provide the GSPS under any brand name.
- 4.2 BSNL reserves the right to seek/ verify financial and other information that customer's Banker/ Credit provides and such other sources and reserves the right to reject subscription even after activation for any reasons without liability.
- 4.3 The information provided by customer in the order form and/ or subsequent forms and/ or collected/ gathered by BSNL shall be property of BSNL even if application is rejected/ refused and/ or connection is disconnected. BSNL may use the said information in any manner, if deems fit.
- 4.4 BSNL will not be liable to the customer for any loss of business, profit, revenue or goodwill, anticipated savings use of contracts or for any indirect or consequential loss howsoever it arises.
- 4.5 BSNL shall not be liable for any delayed activation.
- 4.6 BSNL will not be liable for any dealings for the customer with any party which is not authorized to deal on its behalf.
- 4.7 BSNL is not responsible for the acts of Franchisees/Business Associates/ Direct Selling Agents/ PCO holders/ Channel Partners/ Dealers/ Retailers with regard to the scheme which are not authorized by BSNL or which are purported to have been offered on behalf of BSNL without the latter's sanction.
- 4.8 BSNL shall not be responsible for any civil or criminal liability incurred by the customer due to misuse of the service provided by BSNL i.e. any acts of commission or omission by the customer.
- 4.9 BSNL shall not be liable for any act of commission or omission of any third party/suppliers/manufacturers including any agency/company offering any privilege or benefits to customer without specific permission or authority of BSNL.
- 4.10 BSNL will not be held liable in case GSPS are affected outside its control viz. Atmospheric conditions, Structures (Building/ Bridges) & proximity of Base Stations, acts of God or any other Force Majeure conditions.

5. Services :-

- 5.1 The scope of GSPS is governed by the statutory guidelines issued by the Telecom Regulatory Authority & Govt. of India within the parameters of license agreement executed with the Ministry of Communications, Govt. of India. The Global satellite phone services are governed by the Telegraph Act, 1885 and the Indian Telegraph Rules, 1951 framed under the same act, as amended from time to time and the customer shall abide by them.
- 5.2 BSNL is entitled to change, vary, add, withdraw any services/additional services, supplementary services etc. and or change, vary, alter, delete, withdraw any/all charges/prices/discounts/surcharges, etc. related thereto including equipments, accessory(ies) and/or prices thereto etc. at any time in its sole discretion for one or more or all customers.
- 5.3 BSNL will test the equipment prior to activation & customer shall ensure its functionalities thereafter. BSNL shall not be responsible for any of the defect/ fault etc. which is not expressly covered by the manufacturer of the equipment.
- 5.4 Any repairs/ exchange carried out by BSNL at the request of customer for defects, etc. shall be charged from the customer as per BSNL policy on the subject from time to time.
- 5.4.1 In case of suspension/ disconnection etc. reconnection may be made by BSNL in its sole discretion on such additional terms as BSNL may determine.

6. Privacy of communication is not guaranteed which is subject to Regulation of the Government.

- 6.1 BSNL may withdraw/ add/ change/ vary any services/ supplementary services/ scheme/ plans etc. and/ or to vary the terms and change at any time in compliance with the directions of the Govt. agencies.

7. Charges :-

- 7.1 The rates/ charges may change as per the directives of TRAI/ any statutory authority from time to time.
- 7.2 Any increase/addition/introduction of taxes and/ or levy of taxes, duties or any other statutory charges, etc. in future shall be to the customer's account. No separate notice will be issued to him in this regard and the same shall be deemed to be part of tariff.
- 7.3 All discounts or other special benefits announced by BSNL from time to time shall have the time limitation. BSNL shall have the right to withdraw/ vary/ extend any/ all such discounts, etc. at any time without notice.
- 7.4 A service tax or any other tax as notified from time to time, by the Govt. of India/ Govt. of J&K (as applicable) shall be levied on all charges payable by the customer.

8. Billing and Payment :-

- 8.1 The billing cycle shall normally run on monthly basis or such other frequency as may be decided by BSNL from time to time and periodic bills will be issued accordingly. The customer is responsible to pay his bills by the prescribed date. It is incumbent on the customer to enquire for his/ her balance and settle the same in case of non receipt of monthly bill for any reason whatsoever.
- 8.2 BSNL reserves the right to raise interim bills and the customer agrees to make such interim payment as and when required by BSNL, based on internal credit rating of BSNL.
- 8.3 Bills will be sent to the billing address of customer as furnished by him/ her. For any change of address, the billing department should receive notification in writing well in advance to change the address along with such proof to accept the change.
- (a) In case any charges are disputed, customer shall intimate BSNL within two days of receipt of bills. In case of non receipt of such information the charges will be presumed to have been accepted. Customer shall have to pay full amount of even disputed charges pending settlement of disputes.
- 8.4 The customer agrees to pay to BSNL the subscription charges, call charges, value added service charges, supplementary service charges as per the tariff plan opted by the subscriber. BSNL charges for calls made from GSPS to fixed/mobile network and vice versa, monthly rental, STD/ISD charges, SMS, Delivery reports, Roaming call charges for incoming/outgoing and other VAS services, license fee, other taxes and duties etc. and other charges payable for services as published and notified by BSNL as per tariff applicable from time to time.
- 8.5 All charges and other sums to be paid by customer are due for payment by prescribed due date. All charges must be paid in full without any deduction, set off with holding. All payments must be made in favour of Account Officer, Global Satellite Phone Service, BSNL/any designated AO (cash), BSNL.
- 8.6 The present rate of deposits connection charges, monthly rental charges, call charges and other payable charges are set out in the tariff schedule as notified by BSNL. BSNL shall have the option to vary the tariff charges for Value added services, supplementary services and any other conditions of services, retrospectively or from the future date and the same shall be binding on the customer.
- 8.7 If the customer GSPS handset or a SIM is lost or stolen the customer should inform BSNL immediately. This notification will authorize BSNL to suspend all or any part of the services and/ or disconnect the customer GSPS handset from the network. However, the customer remains liable for charges for all the calls made before such notification and suspension of services made by BSNL.
- 8.8 The customer must pay the call charges in respect of all calls made/ received during the agreement period from / to his/ her GSPS number and/ or SIM whether or not authorized by a customer and whether or not exceed any credit limit, if any, agreed between BSNL and the customer this equally applies to all the other payments.
- 8.9 The loss of or inability to use the customer GSPS handset or a SIM does not bring the agreement or the customer liability to pay the charges at the end.
- 8.10 Where a security deposit has been paid, the BSNL is entitled to retain it and apply it as it decides, in full or to the partial satisfaction of any sums due from the customer to BSNL any time. At the end of the agreement period, provided all sums payable to BSNL have been duly paid, the balance (if any) of the deposit or fee will be repaid to the customer on fulfillment of such conditions as may be intimated by BSNL. No interest will be paid on the deposit. BSNL reserves the right to adjust security deposit of the BSNL connection of one member of a family against the bill of the other BSNL connection(s) issued by other family member(s).
- 8.11 The call pulse rates shall be governed by the rules and regulations as specified by regulatory authorities from time to time and/ or specifically specified by BSNL.
- 8.12 Itemized monthly bills are available on the request and are chargeable in nature at such rate as may be decided by BSNL from time to time.
- 8.13 Penal Charges for delayed Payment: The payment against monthly bills beyond the stipulated date shall entail an interest charges @ 2% per month or such other rate fixed amount as may be decided by BSNL from time to time over the payment from the date it became due. This however is without prejudice to rights of BSNL to suspend the services partially or fully due to non-payment.
9. Suspension and Disconnection
- 9.1 BSNL may at any time suspend, without notice and without any liability, the service wholly or partially and/ or disconnect any customer equipment from the network for any reason which is found to be reasonable by BSNL including any of the following circumstances
 - a) Due to any discrepancy noticed in the material particulars provided in the form overleaf including address confirmation. In case it is found that the information furnished in the order form is incorrect/ false and/ or the document enclosed are not truthful/ genuine, the telephone services provided are liable to be withdrawn immediately without any notice. In addition action may be taken by Police / Security agencies as deemed fit.
 - b) The nonpayment of bills beyond the due date. The BSNL reserves the right to totally or partially disconnect the customer in case of nonpayment of the due bill by the due date or in case the cheque is dishonored. Although no notice is mandatory, all warning or a SMS message notified to the customer on his mobile number or any other verbal or written communication shall be construed as due notice in this regard.
 - c) During technical failures, modification or repair or testing of the network.
 - d) BSNL reserves the right totally or partially disconnect the customer connection or to put him on local call facility or only incoming facility with or without notifying him in the case of his exceeding the prescribed credit limit. BSNL does not however guarantee to effect such suspension /disconnection immediately upon the customer reaching the credit limit. The BSNL has the right to predetermine and prefix the credit limit to usage of Air Time Services, PSTN services and other Value Added Services. In the event of the customer having exceeding his predetermined limit he will be responsible to pay all the calls made and services obtained even beyond the stated limit.
 - e) When the agreement is terminated owing to any reason in consonance with the terms of this agreement.
 - f) Any other reason which is found to be reasonable by BSNL warranting suspension / disconnection.

10. Dispute Resolution/Arbitration

- 10.1 All such dispute & differences that may arise between the parties hereto as to the meaning, construction or effect of the terms & provisions of this agreement or as to the right or claim of the either party under this agreement shall be referred to the sole arbitration of Chief General Manager Telecom, BSNL (UP/West) Circle or his nominee including any officer/ executive of BSNL nominated by him.
- 10.1.1 The customer will not raise any objection in any such appointment that arbitrator so appointed is employee of the BSNL.
- 10.1.2 The same will be settled by Arbitration conducted in accordance with the Provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof or any rules made thereof.

11. Notice:

- 11.1 Any notice pursuant to this agreement shall be deemed duly given or made when they have been delivered by regd. Post/ Email/ by hand addressed to the party at the address set forth at the beginning of this agreement or to such other address as has been given to the other party in writing.

12. Litigation :-

- 12.1 The Courts at the headquarter of UP (West) Circle viz. Meerut shall have exclusive jurisdiction under this agreement.

I confirm that I have read the terms & conditions and agree to abide by them.

(Signature of Customer)

Annexure - B

Government of India
Ministry of Communications
Department of Telecommunications
20, Sanchar Bhawan, Ashok Road, New Delhi-110001
(Carrier Services-I Cell)

No. 800-87/2011-CS-I (Pt.-II)

Dated: 12.06.2017

To

CMD, BSNL
Bharat Sanchar Bhawan,
H.C. Mathur Lane
Janpath, New Delhi-01

Sub: Instructions in respect of provision of Satellite based services using Gateway installed in India by M/S BSNL-reg.


Ref: No. 100-59/2016-TPL(R)/Part 8 dated 16.01.2017 from PGM (Radio), BSNL.

In reference to above referred letter No.100-59/2016-TPL(R)/Part 8 dated 16.01.2017 and the provisions of licence agreement No.800-87/2014-CS dated 25.08.2014 for "provision and operation of satellite based service using Gateway installed in India", the undersigned is directed to convey that:

- 1) For provision of Satellite based services, M/S BSNL, the licensee, is hereby permitted to act as a single window agency to deal with WPC, DOT in respect of the provisioning and operation of the Satellite based services to its customers. M/S BSNL may obtain Import license from WPC, DOT for importing handsets. Proper record of all the handsets shall be maintained at all the times by M/S BSNL including the faulty and surrendered handsets. These records may include but not limited to IMEI/ Equipment Identity, the date of import of the equipment, the customer name and address to whom the equipment has been allotted, the history of the allotment of the equipment to the customer, the MSISDN allotted to the customer during the usage period, location where the equipment was/ is deployed in case of stationary usage etc.
- 2) M/S BSNL, acting as a single window agency to deal with WPC, DOT shall ensure compliance of all the license conditions and is hereby allowed to coordinate with WPC, DOT to obtain Wireless Operating License (WOL) and payment of the Spectrum charges comprising of License Fee and Royalty Charges per terminal. M/S BSNL may take up the case directly with WPC wing of DOT for the matters being dealt by WPC.

- 3) M/S BSNL, being the licensee, is hereby allowed to act as a single window agency to obtain NOC/ clearance from Ministry of Home Affairs (MHA) directly and other security vetting from other security agencies, wherever applicable, as per the policy to be laid down by DoT.
- 4) M/S BSNL is hereby allowed to migrate the existing subscribers having valid Wireless Operating License/ NOC to its Gateway, provided such information is made available to MHA and the Law Enforcement Agencies (LEAs) immediately upon such migration and the services are not provided beyond the terms and conditions of the operating license/ NOC. However, other requirements as applicable to a new subscriber or as prescribed by DoT and MHA shall be duly complied with.
- 5) The subscriber shall apply to M/S BSNL for provisioning of Satellite based services. M/S BSNL shall be required to complete the Customer Acquisition Process prescribed for mobile connections by DoT, as amended from time to time. M/S BSNL shall also obtain from the subscriber the details such as place of use, period of use and the purpose for which Satellite handset shall be used. In addition to this the subscriber shall be required to furnish an undertaking in the prescribed format to be specified by M/S BSNL. Subsequently, the SIM and Satellite handset along with user manual shall be delivered to the subscriber by M/S BSNL through its own outlets only to avoid any laxity in subscriber verification process. The customer verification process should be made very stringent to ensure genuineness of both the customer and the purpose for application for these services in order to ensure prevention of unauthorized access of the devices to undesirable elements.
- 6) M/S BSNL shall be responsible for providing after-sale support/ AMC of handset including user education/ training. M/S BSNL may have back-end arrangement for AMC/ repair of the handsets.
- 7) M/S BSNL will ensure through appropriate technical arrangement with M/S INMARSAT that the parameters of the handsets are such configured so that there is no bypass of the BSNL Satellite Gateway while in Indian geography i.e. all the communication emanating from Satellite handset issued by M/s BSNL should pass through directly in their Gateway station situated in India; and the handset can't be used with any other satellite service provider and / or Gateway.
- 8) In all cases, the provisioning of customers shall be such made that no service in barred areas is available to a customer for whom proper clearance from MHA and other security vetting from other security agencies is not available.

- 9) The person who acquires Satellite based service for one barred area should not be allowed to use it in another barred area for which proper clearance from MHA and other security vetting from other security agencies is not available.
 - 10) There should be a mechanism to monitor and restrict the usage of a Satellite based connection outside its permitted area and after expiry of its valid time period.
 - 11) M/s BSNL should maintain and provide all logs and records including IMEI number, Lat & Long, IMSI in respect of issued Satellite Phones, which should be available to all LEAs as and when demanded.
 - 12) Any transformation in the status of Satellite Phone like SIM replacement or faulty device replacement etc. should be intimated to security agencies.
2. The compliance of the above instructions shall be strictly ensured, in accordance with Condition 16.1 of the license agreement.
3. Kindly acknowledge the receipt.


(Shambhu Prasad Singh)
Director (CS-I)
Tele- 2303-6253

Copy to:

1. Secretary, TRAI
2. Sr. DDG (AS)/ Sr. DDG (TEC)/ Sr. DDG (TERM)/ Sr. DDG (LFP)/ Wireless Advisor
3. JS(A)/ DDG (LFA)/ DDG (WPF)/ DDG (Security)/ DDG (DS)/ DDG (NOCC)
4. Joint Secretary (IS-I), MHA for information of all concerned.
5. Director (IT), DOT may kindly arrange to upload this letter on DOT website.

No. 23(03)/2022/D(G&GS-III)-pt-III
रक्षा मंत्रालय/Ministry of Defence
रक्षा विभाग/Department of Defence
रक्षा (जी & जी एस-III)/(G&GS-III)

Annexure - C

South Block, New Delhi
Dated: 01st July, 2025

To,
The Secretary,
Department of Tourism & Culture,
UT Secretariat, Leh, Ladakh

Subject: Clarification on usage of satellite phones for Tourism Purpose in UT of Ladakh -reg.

Madam/Sir,

I am directed to refer to Administration of Union Territory of Ladakh's Letter dated 24.12.2024 vide which clarifications were sought from this Ministry with regard to the conditions stipulated with the security clearance provided vide its OM dated 22.11.2022 regarding usage of satellite phone for tourism purposes in the UT of Ladakh.

2. In this regard, the requisite information is provided as per under:

Q. 1: Does BSNL, Leh need to obtain clearance from MHA before handing over the satellite phones to the tour operators? If yes, provide the details of the prescribed form and the procedure the BSNL needs to follow for seeking such clearances from MHA?

Response: As per information vide Para 3 of Ministry of Communication, Department of Telecommunication dated 12.06.2017, on instructions in respect of Provisions of Satellite Based Services using Gateways installed in India by M/s BSNL, it is stated that BSNL being the licensee is allowed to act as single window agency to obtain Non-Objection Certificate/Clearance from MHA directly and other security vetting from other agencies, as per the policy laid down by Department of Telecommunication.

The details of prescribed form and procedure to be followed by BSNL to seek clearance from MHA be sought from Department of Telecommunication.

Q. 2: Please specify which all Law Enforcement Agencies (LEAs) in the Union Territory of Ladakh should be reported about this.

Response: Updated details of satellite phones and tour operators to whom the phones are issued be notified by BSNL to the following:

- Headquarters 14 Corps General Service (Operations) Branch.
- HQ North West Frontier, Indo Tibetan Border Police.
- State Police Department.
- State Intelligence Bureau, Leh.

3. However, further specific details on both the above points may be obtained from the concerned Ministries/organizations i.e. MHA, DoT & BSNL.

4. This issues with the approval of competent authority

Yours faithfully



(Rahul Mahna)

Deputy Secretary (G&GS-III)

Tele - 23011896

Annexure-1

(Issued by Sanctioned Authority mentioned in Certificate of Registration)
(Kindly print on letter head which was approved in registration certificate or memorandum of association)

Letter No.(mandatory).....date:.....(mandatory).....

To Whom So Ever It May Concern

Passport size photograph
of Sanctioned Authority
with Cross Stamp and Sign
by self mentioned in
Certificate of Registration.

Passport size photograph
of authorised signatory
with Cross Stamp and Sign
by Sanctioned Authority
mentioned in Certificate
of Registration.

Sub: Authorization letter for Authorized Signatory.

This is to certify that Mr./ Mrs.(name of Authorised person).....is working as (Designation).....
in (Company name).....

His office address is:

(Location).....City.....State.....Pin.....

Permanent Residential Address is:

(Location).....City.....State.....Pin.....

Aadhar card No.....Date of birth.....

Contact Mobile no. Registered for Aadhar OTP.....

Contact no. (Office)..... Mobile.....

He is authorized for taking new Prepaid/ Post-paid GSPS connection of (No. of connections)....Nos.
under **Individual/Bulk Connection Category**.

Details of all the connection are mentioned at ANX-3.

Signature of authorized Signatory is attached below:

Signature of Authorised
Signatory

Regards,

Sanctioned Authority Signature
Name
Designation
Department name
Stamp

Annexure-2(I)

(Issued by Authorised Signatory specified by sanctioned authority in Anx-1)
(Kindly print on letter head which was approved in registration certificate or memorandum of association)

Letter No. (mandatory).....

date:.....(mandatory)

To,
GM INMARSAT
BSNL

Sub: Request Letter for activation of GSPS Connections under INDIVIDUAL/BULK CONNECTION CATEGORY.

Sir,

We have requirement of (No. of Connections)....nos. of GSPS Connections for the purpose ofPlease give purpose.....

I have been authorised to take GSPS Prepaid/Post-paid Bulk Sims from BSNL.
The authorisation letter from (Sanctioned authority designation)..... are attached at ANX.1.

Kindly issue and activate connection in the name of (Company /Department Name).....

Office Email ID (for further communication).....
(Mandatory in case of post-paid connection for sending soft copy of bill)

Company GSTIN (If available).....

The details of officers, who will use these connections, are attached at ANX-3.

Contact person for further communication regarding Bill/Recharge (mention if other than you):
Name:

Contact no. (Office) Mobile.....

Regards,
Signature of Authorised Officer
Name
Designation
Department Name
Authorised Signatory Stamp

Please attach following documents along with these forms:

1. *BSNL CAF (2 Nos.) cross stamp on photo with sign by authorised signatory.
2. *Self attested Photocopy of 2-separate Id's i.e. Aadhaar card/Driving licence/Voter card/Passport of the officer authorised for taking new SIMs with stamp.
3. Company PAN Card.
4. *Self attested Photocopy of Aadhaar card/Driving licence/Voter card/Passport of sanctioning authority specified in certificate of registration.
5. *Company Certificate of Registration.
6. *Company Memorandum of Association.

Note:

1. In order to issue the SIM card, as per DOT guidelines issued vide letter no. CGMT/HR/CMM/CAF/X/2012/4 dated 03.10.2012, the above details marked * in ANX-1, 2 and 3 are mandatory, Failing which the SIM will not be issued.
2. **Filled by BSNL Office.
3. Please follow this format strictly.

Annexure-2(II)

(Issued by Authorised Signatory specified by sanctioned authority in Anx-1)

(Kindly print on stamp paper of Rs-10/- and attested with Notary)

UNDERTAKING

I hereby undertake the following on behalf of (Company name) _____ with respect to the new GSPS (ISAT-2) Connections being taken from BSNL:

- 1) We shall pay the license fees and spectrum charges of WPC for the new ISAT-2 phones to BSNL as per the date of Lol (date of renewal of license) from WPC, every year (2018 onwards).
- 2) We shall inform BSNL in case of any eventuality with ISAT-2 phone(s) like theft, loss etc. and also take necessary action in this regard.
- 3) We shall abide by all the instructions issued from WPC /DoT with regard to Satellite phone service, instructions for CAF and possession of its handsets, issued from time to time.
- 4) We will not use the GSPS connection/ service for any unlawful/ illegal/ immoral purposes.
- 5) We will not use improper/ abusive/ indecent/ threatening/ harassing language on the GSPS connection.
- 6) We will not send obscene, indecent, threatening, harassing, unsolicited messages or messages affecting/ infringing national interest to create any damage or risk to BSNL or its equipment/ network and/or other customers.
- 7) We will be responsible for safe keeping of SIM/GSPS Handset provided to him to gain access to GSPS network of BSNL.
- 8) In case of loss of Handset/SIM by the customer, the same shall be reported to BSNL at the earliest.
- 9) The liability arising from the unauthorized use/ misuse of SIM card shall be borne by me.
- 10) We will provide all information and cooperation to BSNL that BSNL may reasonably require from time to time.
- 11) In case of failure to observe above conditions, BSNL reserves the right to disconnect service without liability, at its sole discretion.
- 12) J&K, Punjab, Northeast states, Coastal area of Gujarat, coastal area of Tamil Nadu & Border Districts of Rajasthan are barred/restricted for use of satellite phone. To obtain the services in these area user/customers need to get NOC from MHA.

(Notary Stamp and Sign)

Signature of Authorised Officer
Name
Designation
Department Name
Authorised Signatory Stamp

To,

GM (Satellite), BSNL,
Satellite Building,
ALTTC ,
Rajnagar,
Ghaziabad-201002

Annexure-3

The details of officers, who will use GSPS connections: (Issued by Authorised Signatory specified by sanctioned authority in Anx-1)

Sr. No	Officer's Name	Designation*	Adhaar No.	Contact No.	Office Address*	Handset IMEI No.*	Latitude	Longitude	Allotted GSPS No.**	Allotted SIM Number**
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

Regards,
 Signature of Authorised Officer
 Name
 Designation
 Department
 (Sign and Stamp on every Page of detail and table also)

Annexure-3

The details of officers, who will use GPS connections: (Issued by Authorised Signatory specified by sanctioned authority in Anx-1)

Sr. No	Officer's Name	Designation*	Adhaar No.	Contact No.	Office Address*	Handset IMEI No.*	Latitude	longitude	Allotted GPS No.**	Allotted SIM Number**
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

Regards,

Signature of Authorised Officer

Name

Designation

Department

(Sign and Stamp on every Page of detail and table also)



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

उद्यम व्यापारअनुभाग, महप्रबंधककार्यालयदूरसंचार,लद्दाख

दूरभाषकेंद्रपरिसर, निकटनएबसअड्डा,लेह,194101

GENERAL MANAGER TELECOM, Ladakh, TELEPHONE EXCHANGE COMPLEX,

Tel.No. +91 1982-252525, E-mail- agmadmn1234@gmail.com

To,
Atul Singh Mankotia (JKAS)
Under Secretary
Tourism & Culture Department
UT Ladakh

Sub: Regarding SOP for procurement of Satellite phones for Ladakh UT.
Ref: Minutes of Meeting held on 09.12.2025 issued on 11.12.2025

Sir,

Pl refer above mentioned references. The standard revised SOP for procurement of Satellite phones for UT Ladakh is mentioned below:
Documents are required from customer for purchase of GSPS Satellite phone Service . The detail documents required are attached.

1. If the customer belong to barred areas (J&K, Ladakh, Punjab, Northeast states, coastal areas of Gujarat and Tamil Nadu and border districts of Rajasthan), additionally permission from MHA is required. [As per clause No. 8 **"In all cases, the provisioning of customers shall be such made that no service in barred areas is available to a customer for whom proper clearance from MHA and other security vetting from other security agencies is not available"** of MHA guidelines vide order No. 800-87/2011-CS-I (Pt-II) Dated 12.06.2027],
2. BSNL will apply for NOC from MHA as per clause No. 3 of MHA guidelines vide order No. 800-87/2011-CS-I (Pt-II) Dated 12.06.2027 **" M/S BSNL, being the licensee, is hereby allowed to act as a Single window agency to obtain NOC/clearance from Ministry of Home Affairs (MHA) directly and other security vetting agencies, wherever applicable , as per the policy to be laid down by DoT."**
3. After receipt of complete set of documents and NOC from MHA and other security vetting agencies, wherever applicable a demand note will be issued to the customer.
4. After receipt of payment from the customer, the customer is required to complete EKYC/DKYC as per DoT Guidelines and activation will be done.

R/Kate

17/12/2025

AGM EB
BSNL Ladakh