

User Manual

(Volume –I)

For Applicant of

**Authorised signatory change module to change
mobile number and email**

‘ Those cases where login id & password not available ‘

Department of Telecommunications

Government of India

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Purpose of this document

This document attempts to describe the operational aspects to update/ change Authorized Signatory Mobile Number & Email for applicants who are not having login id and password in Saral Sanchar. The document provides step-wise instructions for handling various aspects of the software with visual screens for easy and better understanding. It also describes the error messages encountered while working with the software with appropriate remedial actions required to be taken by you.

How to Access

The application can be accessed through Internet Explorer/chrome web browser.

The address for the portal is <https://saralsanchar.gov.in> .

The user will land on the home page once he connects the above site.

Portal Home Page:

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संचार मंत्रालय

MINISTRY OF COMMUNICATIONS



दूरसंचार विभाग

DEPARTMENT OF TELECOMMUNICATIONS



SARAL SANCHAR

(Simplified Application For Registration And Licenses)
A Portal for License Management in DoT

Home

About Portal

Registration

Login

FAQs

Helpdesk

Fee Calculator

Document CheckList

List of Existing Licenses

List of Existing OSP Registrations

List of Licenses/Registrations issued through portal

User Manual

Support

Key Features of Portal

Single Interface for all Licenses and Registrations |

End to End Paperless workflow |

Seamless flow of application between Applicant and DoT User |

DSC (Digital Signature Certificate) based submission of application and documents |

Dashboards to view status of various applications processed |

MIS (Management Information System) reporting module

New to Portal?

Register Yourself

Already Registered?

Login

Forgot Password?

Reset

What's New

Welcome to Saral Sanchar Portal

Quick Links

DoT Website

Telecom Licensing

Wireless Planning and Coordination

Non-Tax Receipt Portal (NTRP BharatKosh)

Application Status

Fee Calculator

Document CheckList

MTCTE Portal

Statistics

Total Registered applicant: 1196

Total UL Licenses / Authorisations issued: 0

Total UL-VNO Licenses / Authorisations issued: 0

Total OSP Registration Issued: 251

About Saral Sanchar Portal

The Indian Telecommunications Sector has grown rapidly in the last few years. While Government reforms and initiatives have played a very important part, industry has been the major driver of this remarkable growth. The Department of Telecommunications is striving to play the role of an enabler for the growth of the telecommunications sector and thereby, of the digital economy.

Department of Telecom has taken some significant measures to improve the ease of doing business. It has been its endeavour to provide an environment, which is fair and transparent, encourages competition, promotes a level-playing field for all service providers, protects the interest of consumers and enables technological benefits to one and all.

'SARALSANCHAR' (Simplified Application For Registration and Licenses) a Web based Portal, for Issuing of various types of Licenses and Registration certificates is part of various Digital initiatives being taken by Department of Telecommunications. It is a unified portal to issue various types of Licenses and registrations in a digitized manner which will not only ensure transparency but also make the process more efficient. This will pave the way for a paperless, secure and hasslefree platform for various applicants.

Read More...

Downloads

Sample UL Application

Sample UL VNO Application

Sample OSP Application

Sample Power of Attorney

Sample Board of Resolutions

Sample Certificate of Details of Promoters/ Partners/shareholder in the company

Sample Equity detail certificate

Sample Certified copy of approval of Govt of India for Foreign Equity

Sample Board resolution regarding appointment of statutory auditor along with specimen signature of CA

Read More...








Website Policies

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Website Content Managed by: Department of Telecommunications, Ministry of Communications, Govt of India

Designed, Developed and Hosted by: IT Project Circle, O/O CGM, Bharat Sanchar Nigam Limited, Pune.

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After access of Saral sanchar portal. Click on 'Helpdesk' link.

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(Simplified Application For Registration And Licenses)
A Portal for License Management in DoT

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Help Request Form

Please Note:
1) This form is for issue related to login/One time registration/ for change of Authorised Signatory details (those cases where login id & password not available).
2) For issue not related to login,Kindly raise help desk ticket after login.
User Information (" means Mandatory)

Help Request for*

Name*

Mobile*

Email*

Description*:

Enter Captcha

After click on Helpdesk it will open 'Helpdesk Request Form'.

Select Problem ▼

Select Problem

Login Issue

One Time Registration Issue

Authorised Signatory Mail and Mobile number Change Issue (Only those cases where both login id & password not available)

Select Authorised Signatory Mail and Mobile number change issue(Only those cases where both login id & password not available) from drop down.

After selecting above option, it will open new form.

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Help Request Form

Please Note:
This form is for change of Authorised Signatory details (Only those cases where both login id & password not available).

User Information(* means Mandatory)

Help Request for*

Name*

Mobile*

Email*

CIN / LLPIN/ FCPR Number*

Mobile Number of New Authorised signatory*

Email-ID of New Authorised signatory*

Description*

Enter Captcha*

Enter following details in the form:

- 1) Name
- 2) Mobile Number
- 3) Email id
- 4) Enter CIN/LLPIN/FCFR Number etc.
- 5) Mobile number of new Authorised signatory.
- 6) Mail id of new Authorised signatory.
- 7) Description of request.
- 8) Enter captcha and validate the form.

Help Request Form

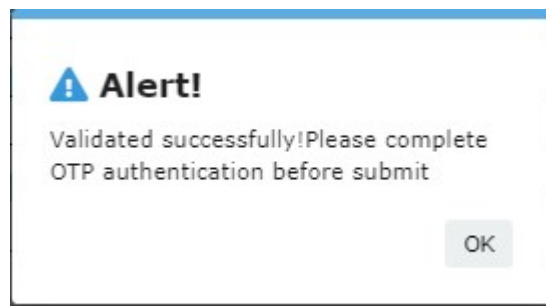
Please Note:

This form is for change of Authorised Signatory details (Only those cases where both login id & password not available).

User Information(* means Mandatory)

Help Request for*	Authorised Signatory Mail and Mobile number Change Issu
Name*	ABC NEW
Mobile*	9422310088
Email*	subhashbsnl@gmail.com
CIN / LLPIN/ FCPR Number*	U89898MH9999PPP777777
Mobile Number of New Authorised signatory*	OTP will be sent on this mobile number 9422310088
Email-ID of New Authorised signatory*	OTP will be sent on this mail ID subhashbsnl@gmail.com
Description*	Please change mobile number and email of authorized signatory
Enter Captcha*	ns967U 
Validate	

After click on 'Validate' link. System shows alert message to complete OTP authentication.



Click 'OK' to process further.

After Click 'Ok' it opens.

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Help Request Form

Please Note:
This form is for change of Authorised Signatory details (Only those cases where both login id & password not available).

User Information(* means Mandatory)

Help Request for*

Name*

Mobile*

Email*

CIN / LLPIN/ FCPR Number*

Mobile Number of New Authorised signatory*
OTP will be sent on this mobile number

Email-ID of New Authorised signatory*
OTP will be sent on this mail ID

Description*:

Mobile OTP

E-Mail OTP

Enter Captcha* 

After validating mail OTP. System shows alert message to upload supporting documents which should be in single pdf and digitally signed.

Mobile and E-Mail OTP validations done successfully!! Please upload all necessary documents like 1) Forwarding letter on company letter head. 2) Authorised signatory details form on company letter head and other related necessary documents on company letter head. All these documents should be in single pdf which should be digitally signed.

Help Request Form

Please Note:

This form is for change of Authorised Signatory details (Only those cases where both login id & password not available).

User Information(* means Mandatory)

Help Request for*	Authorised Signatory Mail and Mobile number Change Issu
Name*	ABC NEW
Mobile*	9422310088
Email*	subhashbsnl@gmail.com
CIN / LLPIN/ FCPR Number*	U89898MH9999PPP777777
Mobile Number of New Authorised signatory*	OTP will be sent on this mobile number 9422310088
Email-ID of New Authorised signatory*	OTP will be sent on this mail ID subhashbsnl@gmail.com

Description*:

Please change mobile number and email of authorized signatory

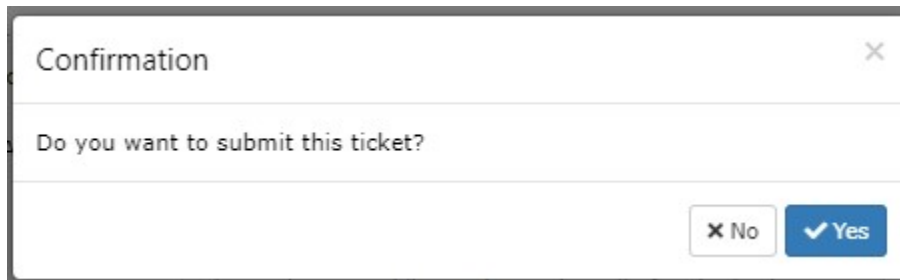
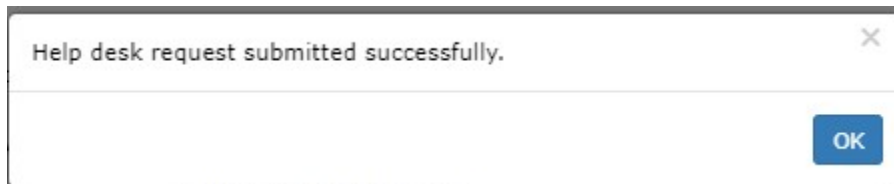
Mobile OTP	Enter OTP	ReGenerate OTP	Validate	Mob OTP verified
E-Mail OTP	Enter OTP	Regenerate OTP	Validate	Mail OTP verified
Digitally signed documents for the change of Authorised signatory contact details *	Choose File No file chosen			

Note: Upload all necessary documents like 1) Forwarding letter on company letter head. 2) Authorised signatory details form on company letter head and other related necessary documents on company letter head. All these documents should be in single pdf which should be digitally signed.

Enter Captcha*		
	Validate Submit	Reset

Upload supporting documents enter captcha and submit form to process further.

After submit

A confirmation dialog box with a title bar 'Confirmation' and a close button 'X'. The main text asks 'Do you want to submit this ticket?'. At the bottom right, there are two buttons: 'X No' and '✓ Yes'.A success message dialog box with a title bar and a close button 'X'. The main text says 'Help desk request submitted successfully.'. At the bottom right, there is a blue button labeled 'OK'.

After click on 'Ok' SMS of 'Authorised Signatory details change request (Id:2019xxxxxxx) has been submitted successfully' send to mobile number of applicant.

Case-1: Acceptance of request.

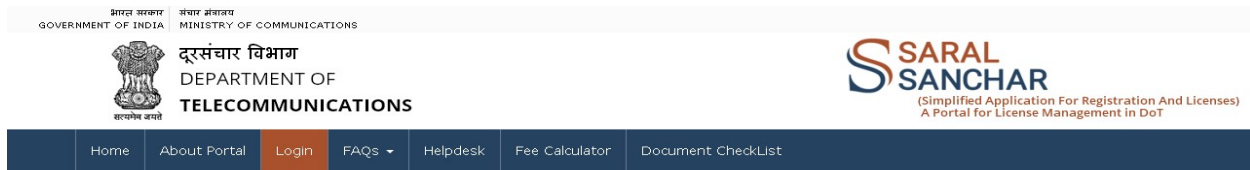
After approval of authorized signatory change request. SMS will get on authorized signatory mobile of 'Authorized signatory change request has been accepted. Please login to change authorized signatory with credentials User_ID:XXXXXXXXXX, Password: XXXXXXXX

Case-2: In case of Rejection of Request:

Authorized signatory change request(Ticket ID: 20XXXXXXXXXX) has been rejected. Remark: Not Accepted.

In this case applicant may apply newly.

After login with credentials received on mobile.



Login

UserId

Password

Security Code 

[Forgot Password?](#)

10.192.208.31:8088 says

Applicant is requested to first complete the profile update process to further proceeding on the portal.

OK

Profile Update Form:

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Digitally signed documents for registration and updation of details for licensees and service providers

User Profile Updation having request ID: 20190000124

Applicant Type

Registration Type: Company
CIN: U06909MH99999999777777

Company Name: JAI HIND PVT LTD
Upload File: Supporting digitally signed document for updation of Company name
Choose File | No file chosen | Upload

Date of Incorporation: 11-11-2011
Upload File: Supporting digitally signed document for updation of Date of Incorporation
Choose File | No file chosen | Upload

PAN: W09H00040
Upload File: Supporting digitally signed document for updation of PAN
Choose File | No file chosen | Upload

Complete Postal Address of Company

Corporate Office*
Address: HASE DH COMPLEX
Pincode: 400001
District: Mumbai
State: Maharashtra
Landline Number: 0222222222
Fax Number (if any): 0222222222
E-mail: info@hase.com
Upload File: Supporting digitally signed document for updation of Corporate Office Details
Choose File | No file chosen | Upload

Registered Office*
Address: HASE DH COMPLEX
Pincode: 400001
District: Mumbai
State: Maharashtra
Landline Number: 0222222222
Fax Number (if any): 0222222222
E-mail: info@hase.com
Upload File: Supporting digitally signed document for updation of Registered Office Details
Choose File | No file chosen | Upload

Address for Correspondence with Telephone/Fax

Correspondence Address*
Address: HASE DH COMPLEX
Pincode: 400001
District: Mumbai
State: Maharashtra
Landline Number: 0222222222
Fax Number (if any): 0222222222
E-mail: info@hase.com
Mobile Number: 9424141241
Upload File: Supporting digitally signed document for updation of Correspondence Address
Choose File | No file chosen | Upload

Authorized contact Person Signatory details

Authorized Person Contact Detail*
Name: JAI SHANKAR REDHAR
Designation: CEO
Address: JAI HIND NAGAR, BANGSHE
Pincode: 413003
District: Solapur
State: Maharashtra
Landline Number: 02274897993
Fax Number (if any): 02274897993
E-mail: jai.hind@redhar.com
Mobile Number: 9423034565
Upload File: Supporting digitally signed documents for updation of Authorized contact Person Signatory details
Choose File | No file chosen | Upload

Request letter file upload*
Digitally signed request letter for profile updation
Choose File | No file chosen | Upload

Validate Cancel

Enter mobile number and email id of new authorized signatory.

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Simplified Procedures for Registration and Licensing

User Profile Updation Pending request ID: 2019090001124

Applicant Type

Registration Type: Company
CIN: U08050MH2009PT00077777

Company Name: 361 HIND PVT LTD
Upload File: Supporting digitally signed document for updation of Company name
Choose File No file chosen

Date of Incorporation: 11-11-2011
Upload File: Supporting digitally signed document for updation of Date of Incorporation
Choose File No file chosen

PAN: R00H8054G
Upload File: Supporting digitally signed document for updation of PAN
Choose File No file chosen

Complete Postal Address of Company

Corporate Office
Address: HASE CH COMPLEX
Pincode: 400001
District: Mumbai
State: MAHARASHTRA
Landline Number: 02222222222
Fax Number (if any): 02222222222
E-mail: sg@HASEL.COM
Upload File: Supporting digitally signed document for updation of Corporate Office Details
Choose File No file chosen

Registered Office
Address: HASE CH COMPLEX
Pincode: 400001
District: Mumbai
State: MAHARASHTRA
Landline Number: 02222222222
Fax Number (if any): 02222222222
E-mail: sg@HASEL.COM
Upload File: Supporting digitally signed document for updation of Registered Office Details
Choose File No file chosen

Address for Correspondence with Telephone/Mail

Correspondence Address
Address: HASE CH COMPLEX
Pincode: 400001
District: Mumbai
State: MAHARASHTRA
Landline Number: 02222222222
Fax Number (if any): 02222222222
E-mail: sg@HASEL.COM
Mobile Number: 942041241
Upload File: Supporting digitally signed document for updation of Correspondence Address
Choose File No file chosen

Authorized contact Person /Signatory details

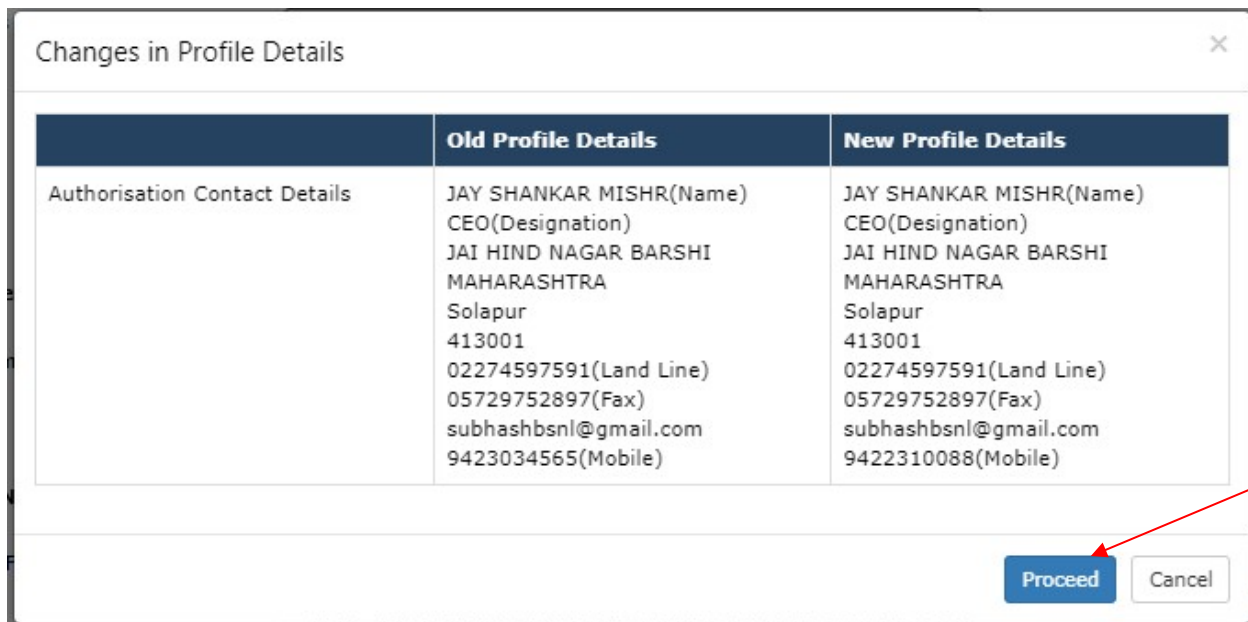
Authorized Person Contact Detail
Name: 361 HIND PVT LTD
Designation: CEO
Address: 361 HIND NAGAR, BAMBURDA
Pincode: 411001
District: Solapur
State: MAHARASHTRA
Landline Number: 02222222222
Fax Number (if any): 02222222222
E-Mail: sg@hase.com
Mobile Number: 942041241
Upload File: Supporting digitally signed documents for updation of Authorized contact Person /Signatory Details (Name of the signor: Raghavendra Narhar/Signed_on: 17-08-2018 10:06:55)
Choose File No file chosen

Request letter file upload
Digitally signed request letter for profile updation (Name of the signor: Raghavendra Narhar/Signed_on: 17-08-2018 10:06:55)
Choose File No file chosen

Validate Submit

Upload digitally signed document of authorised signatory change and digitally signed request letter on company letter head for change of authorised signatory change. After upload of documents click on validate link.

After click on validate link system shows changes made in Profile Details which indicates Old Profile Details and New Profile Details.



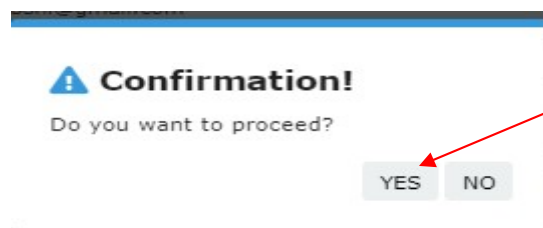
The dialog box titled "Changes in Profile Details" contains a table with two columns: "Old Profile Details" and "New Profile Details". The first row is labeled "Authorisation Contact Details". The table lists various fields including Name, Designation, Address, Location, PIN, Land Line, Fax, Email, and Mobile. A red arrow points to the "Proceed" button at the bottom right of the dialog.

	Old Profile Details	New Profile Details
Authorisation Contact Details	JAY SHANKAR MISHR(Name) CEO(Designation) JAI HIND NAGAR BARSHI MAHARASHTRA Solapur 413001 02274597591(Land Line) 05729752897(Fax) subhashbsnl@gmail.com 9423034565(Mobile)	JAY SHANKAR MISHR(Name) CEO(Designation) JAI HIND NAGAR BARSHI MAHARASHTRA Solapur 413001 02274597591(Land Line) 05729752897(Fax) subhashbsnl@gmail.com 9422310088(Mobile)

Proceed Cancel

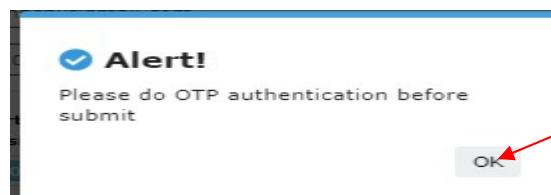
To Process further click on 'Proceed' link.

System asks confirmation to process.



The "Confirmation!" dialog box features a blue triangle icon and the text "Do you want to proceed?". It has two buttons: "YES" and "NO". A red arrow points to the "YES" button.

Click on 'Yes' to Process further



The "Alert!" dialog box features a blue checkmark icon and the text "Please do OTP authentication before submit". It has one button: "OK". A red arrow points to the "OK" button.

Click 'Ok' to process further.



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LogIn (User ID: C20190000123)

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A Division of Department of Telecommunications, Govt. of India

User profile Update having request id: 20190000124

Applicant Type:

Registration Type

CIN

Company Name *

Upload File
 Supporting digitally signed document for updation of Company name

Date of Incorporation*

Upload File
 Supporting digitally signed document for updation of Date of Incorporation

PAN*

Upload File
 Supporting digitally signed document for updation of PAN

Complete Postal Address of Company:

Corporate Office*

Address

Pincode

District

State

Landline Number

Fax Number(if any)

E-mail

Upload File
 Supporting digitally signed document for updation of Corporate Office Details

Registered Office *

Address

Pincode

District

State

Landline Number

Fax Number (if any)

E-mail

Upload File
 Supporting digitally signed document for updation of Registered Office Details

Address for Correspondence with Telephone/Mail:

Correspondence Address*

Address

Pincode

District

State

Landline Number

Fax Number (if any)

E-mail

Mobile Number

Upload File
 Supporting digitally signed document for updation of Correspondence Address

Authorized contact Person /Signatory details:

Authorized Person Contact Detail*

Name

Designation

Address

Pincode

District

State

Landline Number

Fax Number (if any)

E-Mail

Mobile Number

Upload File
 Supporting digitally signed documents for updation of Authorized contact Person /Signatory details(Name of the signer: Raghavendra Nariker/Signed_on: 17-09-2018 10:04:33)

Request letter file upload*

Digitally signed request letter for profile updation(Name of the signer: Raghavendra Nariker/Signed_on: 17-09-2018 10:04:33)

OTP Authentication

Mobile OTP

E-Mail OTP

Enter Captcha before submit

Forward To:

Click on 'click to generate OTP' for Mobile OTP and E-Mail OTP

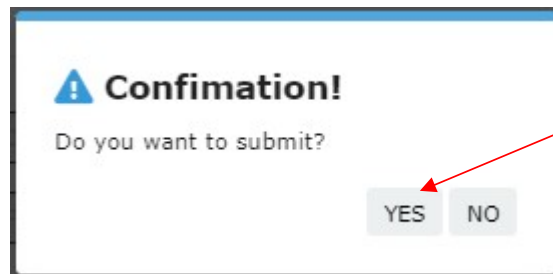
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Enter OTP received on registered mobile number and mail id and validate. Enter captcha and select one of the LSA from dropdown given against Forward To text box.



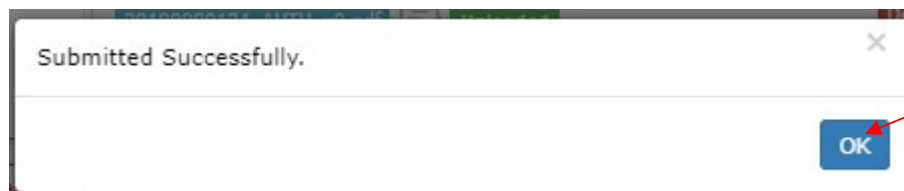
A screenshot of a web form showing a dropdown menu for selecting an LSA. The dropdown is open, displaying three options: "Select LSA" (highlighted in blue), "Select LSA", and "LSA:Mumbai(O201900124)". A red arrow points to the dropdown arrow icon on the right side of the menu.

After selecting LSA , click on 'Submit' link.



A screenshot of a confirmation dialog box. It has a blue triangle icon with an exclamation mark and the text "Confirmation!". Below this, it asks "Do you want to submit?". At the bottom right, there are two buttons: "YES" and "NO". A red arrow points to the "YES" button.

Click 'Yes' to process further.



A screenshot of a message box with the text "Submitted Successfully." and a close button (X) in the top right corner. At the bottom right, there is a blue button labeled "OK". A red arrow points to the "OK" button.

System shows 'successfully submitted message'.

After submission of Profile Update Request to DoT.

Applicant Dashboard:

Case-1: In Applicant dashboard application status shown as 'Scrutiny Pending'.



Company Info. Updation dashboard							
Current Request				Completed Request			
Sr.No.	Request ID	Submission Date	Application ID	LSA	Application Status	Action	
1	20190000124	15-10-2019 15:10:57	O201900124	Mumbai	Request applied	SCRUTINY PENDING	Do

Showing 1 to 1 of 1 rows

Case-2: After approving of Profile Update Request from DoT. In Applicant dashboard application status shown as 'User Profile Updation Certificate Issued' and 'Download Certificate'.



Company Info. Updation dashboard							
Current Request				Completed Request			
Sr.No.	Request ID	Submission Date	Application ID	LSA	Application Status	Action	
1	20190000124	15-10-2019 15:10:57	O201900124	Mumbai	User profile updation Certificate issued	Download Certificate	Do

Showing 1 to 1 of 1 rows

Case-3: After scrutiny of Profile Update Request if DoT reverted for any correction of entered data or uploaded documents. In Applicant dashboard application status shown as 'Request Reverted' and 'Update'. Here applicant click on update to view the remarks of DoT and resubmit the request after completion / correction of form.

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Logout (User id: C201900012)

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Home Change Password OSP Amendment Dashboard OSP User Profile Dashboard New OSP Registration Helpdesk

Orders/Circulars MailBox User manual Sample Application Document CheckList FAQ

Company Info. Updation dashboard

Current Request		Completed Request				
Sr.No.	Request ID	Submission Date	Application ID	LSA	Application Status	Action
1	20190000124	15-10-2019 15:10:57	O201900124	Mumbai	Request reverted	Update

Showing 1 to 1 of 1 rows

Case-4: After scrutiny of Profile Update Request if DoT rejected the requested application. In Applicant dashboard application status shown as 'Request Rejected'. In this case applicant has to apply newly.

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Logout (User id: C201900012)

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Company Info. Updation dashboard

Current Request		Completed Request				
Sr.No.	Request ID	Submission Date	Application ID	LSA	Application Status	Action
1	20190000124	15-10-2019 15:10:57	O201900124	Mumbai	Request rejected	

Showing 1 to 1 of 1 rows

Thank You



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Info:Application inprocess status of all modules(licences)

UL/UL(VNO) Applications:1

OSP Applications:1

WPC Applications:0

Please update profile through **OSP Module**.