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
## INDEX

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Introduction</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Index</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Purpose of this document</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Access to Saral Sanchar Portal</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Portal Home page</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Helpdesk Request Form</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>Saral Sanchar Login</td>
<td>9</td>
</tr>
<tr>
<td>7</td>
<td>Profile Update Form</td>
<td>12</td>
</tr>
<tr>
<td>8</td>
<td>Application Dashboard</td>
<td>19</td>
</tr>
<tr>
<td>9</td>
<td>Case-1 (Submission of Profile Update Request Application)</td>
<td>19</td>
</tr>
<tr>
<td>10</td>
<td>Case-2 (Approval of Profile Update Request Application)</td>
<td>19</td>
</tr>
<tr>
<td>11</td>
<td>Case-2 (Revertion of Profile Update Request Application)</td>
<td>20</td>
</tr>
<tr>
<td>12</td>
<td>Case-2 (Rejection of Profile Update Request Application)</td>
<td>20</td>
</tr>
</tbody>
</table>
**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](https://saralsanchar.gov.in).

The user will land on the home page once he connects the above site.
**Portal Home Page:**

- **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

- **Welcome to 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 undertaken many significant measures to improve the ease of doing business. It has been its endeavour to provide an environment, which is both 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) is a web-based portal for issuing various types of Licenses and Registration certificates is part of various Digital initiatives being undertaken 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 Promoter/Partner/shareholder in the company
  - Sample Equity 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...
After access of Saral sanchar portal. Click on ‘Helpdesk’ link.

After click on Helpdesk it will open ‘Helpdesk Request Form’.

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.

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

Click ‘Ok’ to process further.
After Click ‘Ok’ it opens.

After validating mail OTP. System shows alert message to upload supporting documents which should be in single pdf and digitally signed.
Upload supporting documents enter captcha and submit form to process further.
After submit

**Confirmation**

Do you want to submit this ticket?

[× No] [✓ Yes]

**Help desk request submitted successfully.**

[OK]

After click on ‘Ok’ SMS of ‘Authorised Signatory details change request (Id:2019xxxxxxxx) 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:XXXXXXXXXXX, Password: XXXXXXXXXX

**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.

10.192.208.31:8088 says

Applicant is requested to first complete the profile update process to further proceeding on the portal.
Profile Update Form:

Enter mobile number and email id of new authorized signatory.
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.

<table>
<thead>
<tr>
<th>Authorisation Contact Details</th>
<th>Old Profile Details</th>
<th>New Profile Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAY SHANKAR MISHR (Name)</td>
<td>JAY SHANKAR MISHR (Name)</td>
<td>JAY SHANKAR MISHR (Name)</td>
</tr>
<tr>
<td>CEO (Designation)</td>
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<td>JAI HIND NAGAR BARSHI</td>
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<td>Solepur</td>
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<tr>
<td>413001</td>
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<td>413001</td>
</tr>
<tr>
<td>02274597591 (Land Line)</td>
<td>02274597591 (Land Line)</td>
<td>02274597591 (Land Line)</td>
</tr>
<tr>
<td>05729752897 (Fax)</td>
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<td><a href="mailto:subhashbsnl@gmail.com">subhashbsnl@gmail.com</a></td>
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<td>9423034565 (Mobile)</td>
<td>9422310088 (Mobile)</td>
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</table>

To Process further click on ‘Proceed’ link.

System asks confirmation to process.

Click on ‘Yes’ to Process further
Click ‘Ok’ to process further.

Click on ‘click to generate OTP’ for Mobile OTP and E-Mail OTP
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.

After selecting LSA, click on ‘Submit’ link.

Click ‘Yes’ to process further.

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’.

**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’.
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.

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.
Thank You
Info: Application in process status of all modules (licences)
VD/VDD/VDDC Applications: 1
OSP Applications: 1
WPC Applications: 0

Please update profile through OSP Module.