## **User Manual**

(For Applicant)

Online Registration of Unified License (UL)

# **Department of Telecommunications**

**Government of India** 

04 Dec, 2021

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## **Section-1**

#### 1.1 General Introduction

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.

#### **Acronyms and Abbreviations**

List of the acronyms and abbreviations used in this document and the meaning of each.

- **DoT**: Department of Telecommunications.
- **OTP**: One Time Password.
- **UL**: Unified License.
- **UL-VNO**: Unified License Virtual Network operator.
- **OSP** : Other service provider
- **LOI**: Letter of Intent

#### 1.2 About Unified Licenses

Applicant can apply for Unified License along with authorisation for any one or more services listed below:

- a. Unified License (All Services)
- b. Access Service (Service Area-wise) as per details at Annexure- IV
- c. Internet Service (Category-A with All India jurisdiction)
- d. Internet Service ( Category-B with jurisdiction in a Service Area) as per details at Annexure-IV
- e. Internet Service (Category-C with jurisdiction in a Secondary Switching Area) as per details at Annexure- III
- f. National Long Distance (NLD) Service
- g. International Long Distance (ILD) Service
- h. Global Mobile Personal Communication by Satellite (GMPCS) Service
- i. Public Mobile Radio Trunking Service (PMRTS)Service
- j. Very Small Aperture Terminal (VSAT) Closed User Group (CUG) Service
- k. INSAT MSS-Reporting (MSS-R) Service.
- 1. Resale of International Private Leased Circuit (IPLC) Service

Saral Sanchar web base portal facilitates to apply for authorization of above said services and License / Authorization will be issued through this portal. This user manual will guide to become registered user of this portal and explains various steps in the process of issuing license/autorization

## **Section-2 Applicant Part**

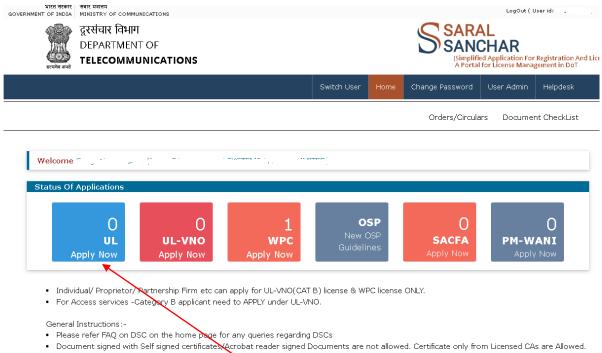
## 2.1 Login

Click on the Home Button on the above page. On the **home page** go to the **Login** button which is available on the **top Navigation bar** and the **top right sidebar panel**.

Enter your credentials in the login forms as shown below, after entering the **CAPTCHA CODE** Click on **LOGIN BUTTON**.



After clicking Login you will be directed to this page.



• Licensed Certificate Authorities as per cca.gov.in ace a) Safescrypt CA b)(n)Code Solutions CA c)e-Mudhra CA d)Capricorn CA e)Verasys CA

• For Payment of Various fees (processing, entry etc) to be done on NTRP (https://bharatkosh.gov.in) and only challan details is to be filled in the p

You can apply for any of the above options i.e. **UL** or **UL-VNO** or **OSP**. As you can see above, the status of each UL, UL-VNO, and OSP is "0". This is because you have not applied for any of the above till now.

## 2.2 UL Application:

Below is a sample demo for **UL application**.

For this click on the APPLY NOW button ( Shown by red arrow) on the UL tab.

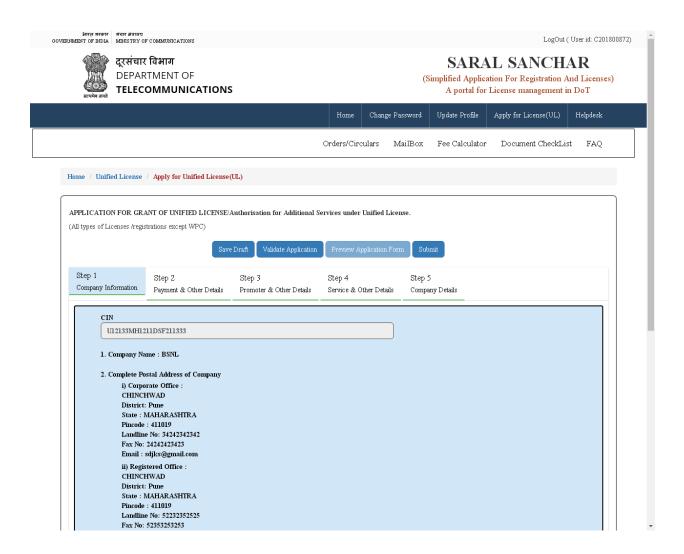
Application form will appear as follows. **CIN Number** will be generated and will be shown on top of application form. Form will comprise of 5 steps viz. company info, payment details, promoter details, owner details and service details.

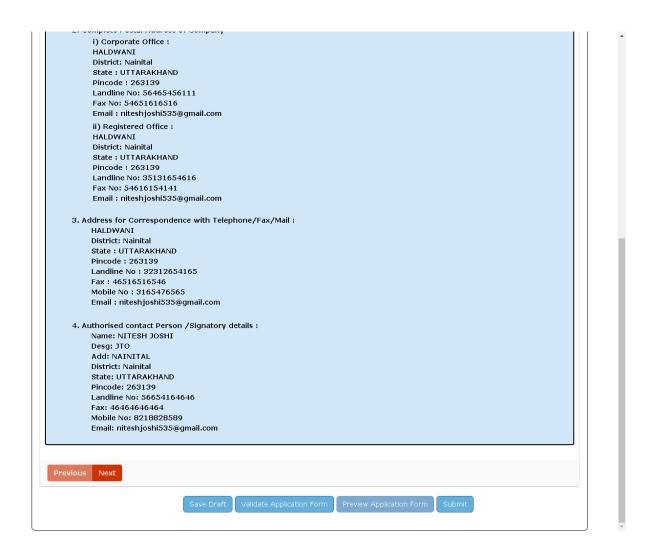
### **IMPORTANT**

<u>Digitally Signed Document</u>: All the document to be uploaded hereafter must be in "pdf format" and "digitally Signed". The portal will automatically reject any document which is not digitally signed or in pdf format.

## 2.2.1 Step I

**Company Information**: In this step the information about company entered while registration will pop up and will be in disabled form.



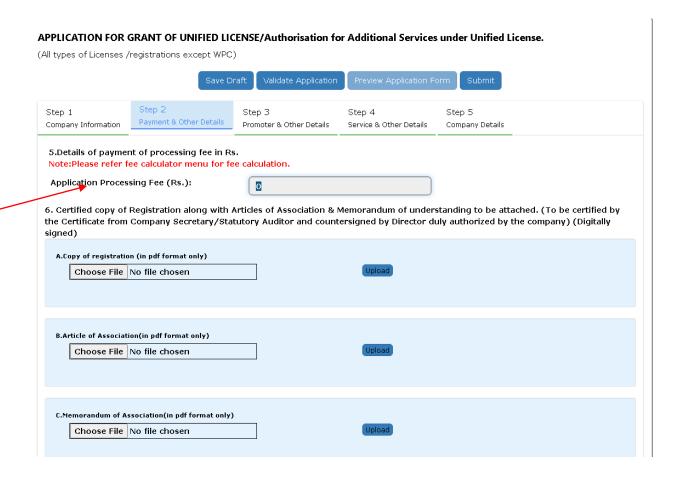


Press "next " button to go to next step.

### 2.3.2 Step II

## Payment details of processing fee

Payment is auto calculated as per the selection of service authorisations selected. This only displays the fee to be paid using online mode in Bharatkosh after the submit of application.



In this page, user has to upload "certificate of Registration" by clicking "choose File" button of **6.1** and then selecting file and upload using "upload button".

#### **IMPORTANT**

<u>Digitally Signed Document</u>: All the document to be uploaded must be in "pdf format" and "digitally Signed". The portal will automatically reject any

#### document which digitally signed format. is not in pdf APPLICATION FOR GRANT OF UNIFIED LICENSE/Authorisation for Additional Services under Unified License. (All types of Licenses /registrations except WPC) Step 1 Step 3 Step 4 Step 5 Payment & Other Details Company Information Promoter & Other Details Service & Other Details Company Details 5.Details of payment of processing fee in Rs. Note:Please refer fee calculator menu for fee calculation. Application Processing Fee (Rs.): 0 6. Certified copy of Registration along with Articles of Association & Memorandum of understanding to be attached. (To be certified by the Certificate from Company Secretary/Statutory Auditor and countersigned by Director duly authorized by the company) (Digitally A.Copy of registration (in pdf format only) Choose File No file chosen B.Article of Association(in pdf format only) Choose File No file chosen C.Memorandum of Association(in pdf format only)

Choose File No file chosen

User also has to upload "Articles of Association" by clicking "choose File" button of 6.2 and then selecting file and upload using "upload button". user also has to upload "MoU" by clicking "choose File" button of 6.3 and then selecting file and upload using "upload button".

The form can be saved at any intermediate stage by clicking "save draft" button. After completion of this step, next step will be active using "next" button.

#### **2.2.3 Step III**

#### Promoter Details

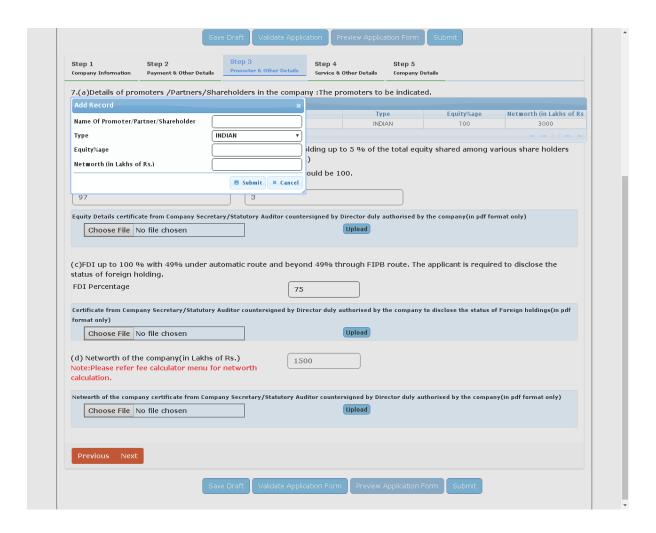
The next step is entering "promoter Details".

Promoter Details	omoters /Partners/Sh	archolaci s in the comp	ourly Trite promoter	s to be indicat	cu.	
	Name Of Promoter/Part	ner/Shareholder		Туре	Equity%age	Networth (in Lakhs of
	bsnl			INDIAN	100	3000
+ / 8						14 <4   10
can be clubbed b	up of 100% of equity ut Indian and Foreign (in percentage) .Total	equity must be separat	te.)		,	
97		3				
Equity Details certifi	icate from Company Secret	ary/Statutory Auditor coun	ntersigned by Director	luly authorised b	y the company(in pdf fo	ormat only)
	No file chosen		Upload	)		
Choose File (c)FDI up to 100 status of foreign	% with 49% under au		ond 49% through	FIPB route. Th	e applicant is requir	red to disclose the
(c)FDI up to 100 status of foreign FDI Percentage	% with 49% under au holding. apany Secretary/Statutory	7	ond 49% through			
(c)FDI up to 100 status of foreign FDI Percentage	% with 49% under au holding.	7	ond 49% through 5 Director duly authorise			
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(c)FDI up to 100 status of foreign FDI Percentage Certificate from Conformat only) Choose File (d) Networth of Note:Please refercalculation.	% with 49% under au holding.  Apany Secretary/Statutory  No file chosen  the company(in Lakhs o	Auditor countersigned by E of Rs.) 1	ond 49% through  5  Director duly authorise  Upload	l by the company	to disclose the status o	of Foreign holdings(in pdf
(c)FDI up to 100 status of foreign FDI Percentage Certificate from Conformat only) Choose File (d) Networth of Note:Please refercalculation.	% with 49% under au holding.  Apany Secretary/Statutory  No file chosen  The company(in Lakhs of fee calculator menu fo	Auditor countersigned by E of Rs.) 1	ond 49% through 5 Director duly authorise Upload	l by the company	to disclose the status o	of Foreign holdings(in pdf
(c)FDI up to 100 status of foreign FDI Percentage Certificate from Conformat only) Choose File (d) Networth of Note:Please refercalculation.	% with 49% under au holding.  Apany Secretary/Statutory  No file chosen  The company(in Lakhs of fee calculator menu fo	Auditor countersigned by E of Rs.) 1	ond 49% through 5 Director duly authorise Upload	l by the company	to disclose the status o	of Foreign holdings(in pd

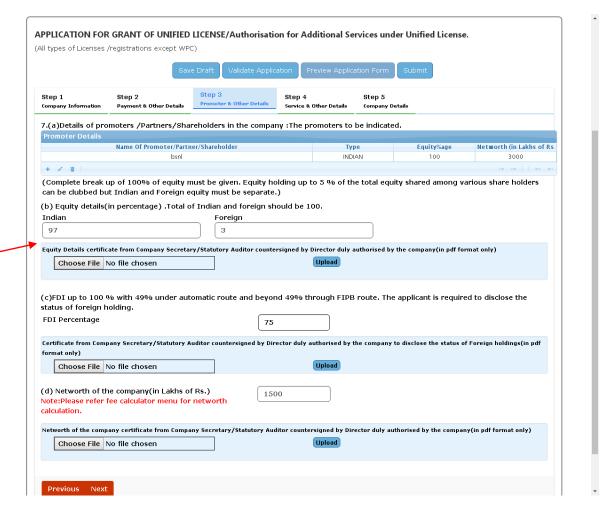
(a)As shown in image below on left side there is option of adding, editing and deleting promoter details. If you click "+" sign separate window will pop up to enter promoter details. Here you have to enter name of promoter, type, equity percentage and net worth.

If already details are submitted and user wants to change it then he has to click on "/" icon. Separate window will pop up to feed the data. Do necessary changes and submit.

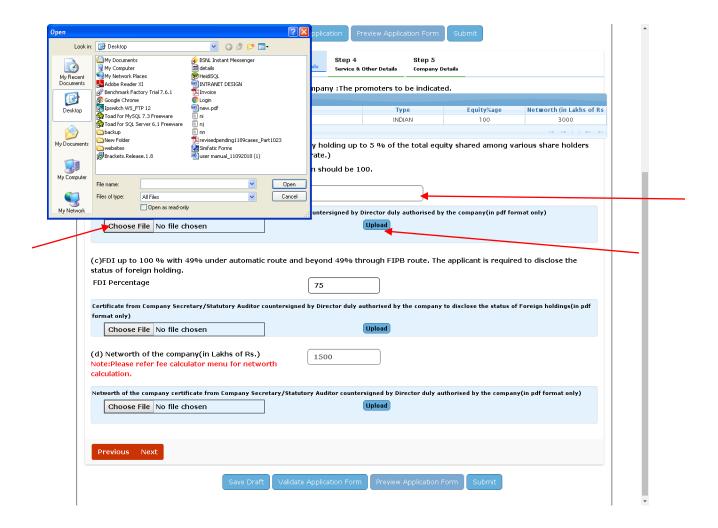
To delete already submitted details click on " $\hat{\mathbf{m}}$ " icon. Separate window will open to get your confirmation by pressing "delete" button.



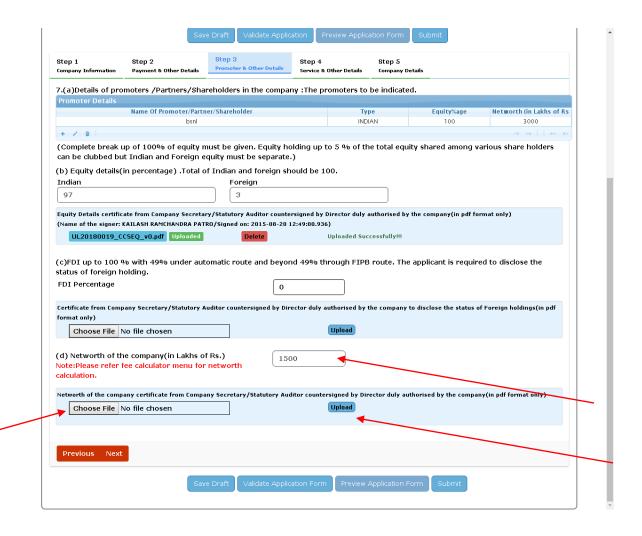
(b) In this step, equity details of the company should be entered, As shown in image below there are text boxes to enter these details in percentage.



(c) Here, the FDI status is to be entered in terms of percentage. Along with this certificate from Company Secretary or Statutory Auditor countersigned by director duly authorized by company has to be uploaded as shown in image below.



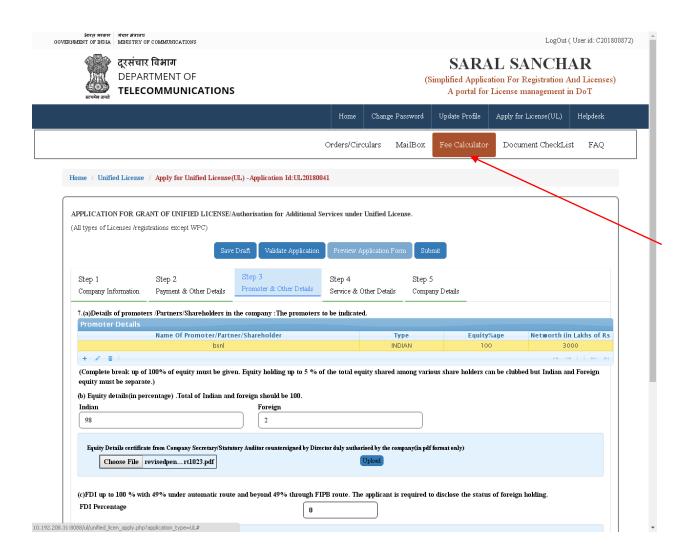
(d) In this section, enter the net worth of the company in lakhs in textbox as shown in below image. Also upload certificate from Company Secretary or Statutory Auditor countersigned by director duly authorized by company has to be uploaded as shown in image below.



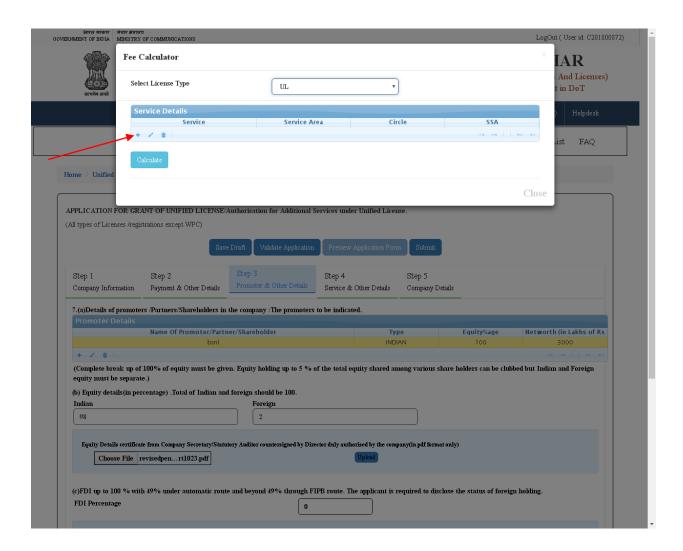
The form can be saved at any intermediate stage by clicking "save draft" button. After completion of this step, next step will be active using "next" button.

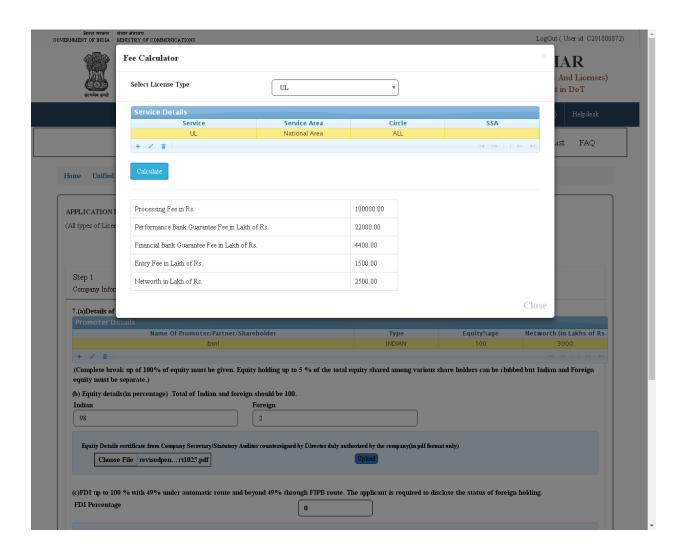
#### 2.2.4 Fee Calculator:

The applicant can also use the **FEE CALCULATOR** Button, which is available at the navigation bar shown by the red arrow in the below screenshot.



On clicking the Fee Calculator button a pop will appear as shown below. You can fill the details by clicking the "+" button and after filling in the details click the **Calculate** button.

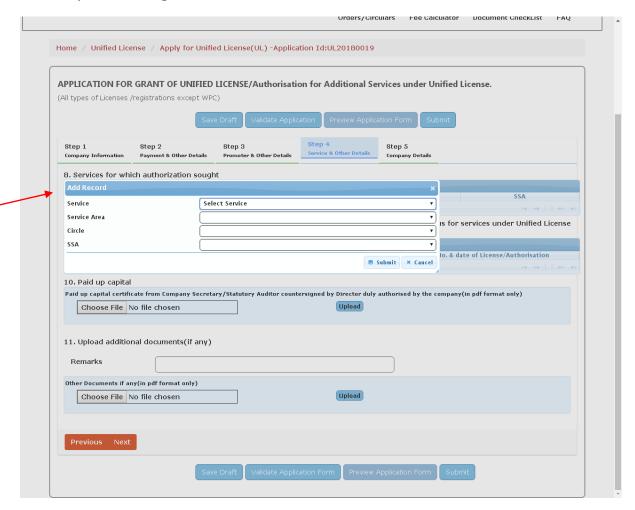




This way you can calculate your fee details.

#### 2.2.5 Step IV

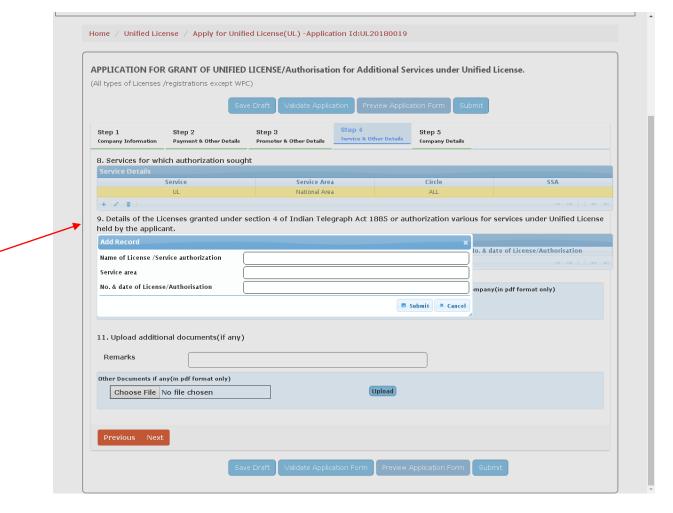
This step is entering "Service & Other Details".



(a)As shown in image above on left side there is option of adding, editing and deleting Services for which Authorization sought. If you click "+" sign separate window will pop up to enter promoter details. Here you have to enter name of promoter, type, equity percentage and net worth.

If already details are submitted and user wants to change it then he has to click on "/" icon. Separate window will pop up to feed the data. Do necessary changes and submit.

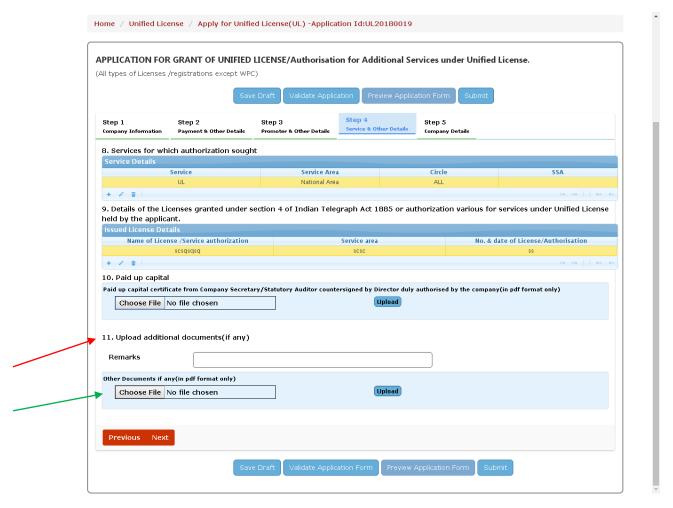
To delete already submitted details click on " $\hat{\mathbb{I}}$ " icon. Separate window will open to get your confirmation by pressing "delete" button.



(b)As shown in image above on left side there is option of adding, editing and deleting Services for which licenses already available. If you click "+" sign separate window will pop up to enter promoter details. Here you have to enter name of promoter, type, equity percentage and net worth.

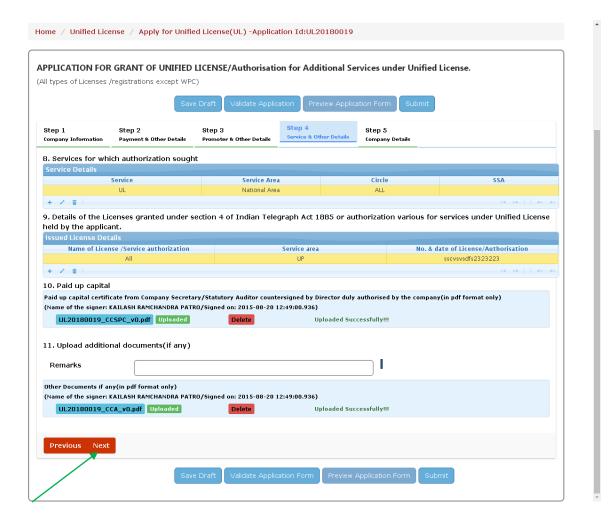
If already details are submitted and user wants to change it then he has to click on "/" icon. Separate window will pop up to feed the data. Do necessary changes and submit.

To delete already submitted details click on " $\hat{\mathbf{m}}$ " icon. Separate window will open to get your confirmation by pressing "delete" button.



- (c) Here upload pdf file of certificate of paid up capital issued by Company Secretary using a button shown by red arrow in above image.
- (d) Here any other file if applicant wants to upload can upload. This is not compulsory.

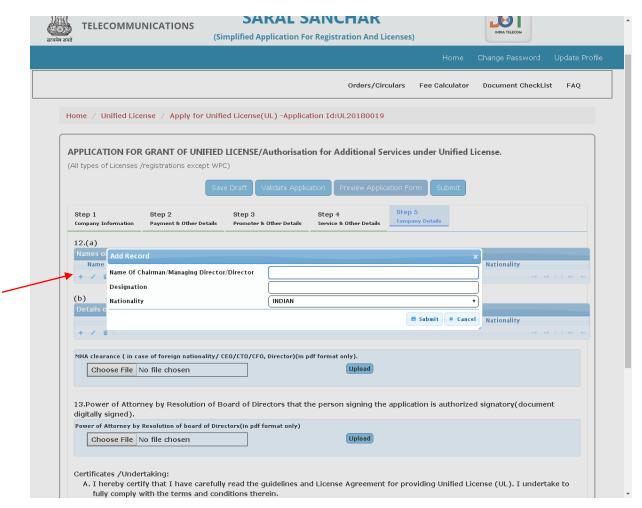
The form can be saved at any intermediate stage by clicking "save draft" button. After completion of this step, next step will be active using "next" button.



#### Step IV

#### Owner & Other Details

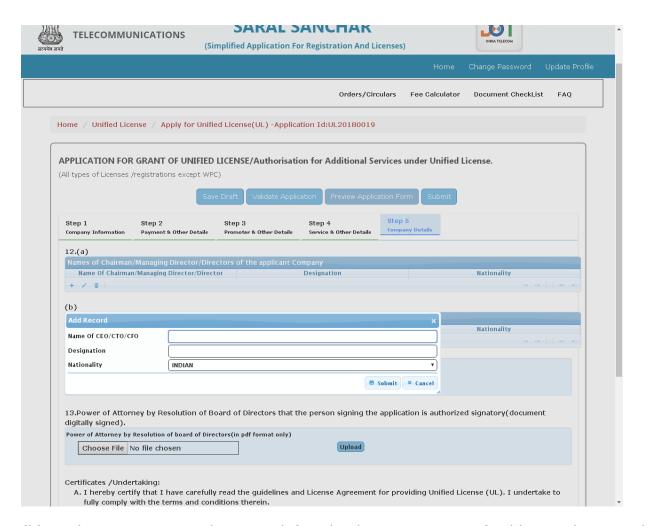
This step is entering "Owner & Other Details".



(a)As shown in image above on left side there is option of adding, editing and deleting Company owner details. If you click "+" sign separate window will pop up to enter promoter details. Here you have to enter name of promoter, type, equity percentage and net worth.

If already details are submitted and user wants to change it then he has to click on "'/" icon. Separate window will pop up to feed the data. Do necessary changes and submit.

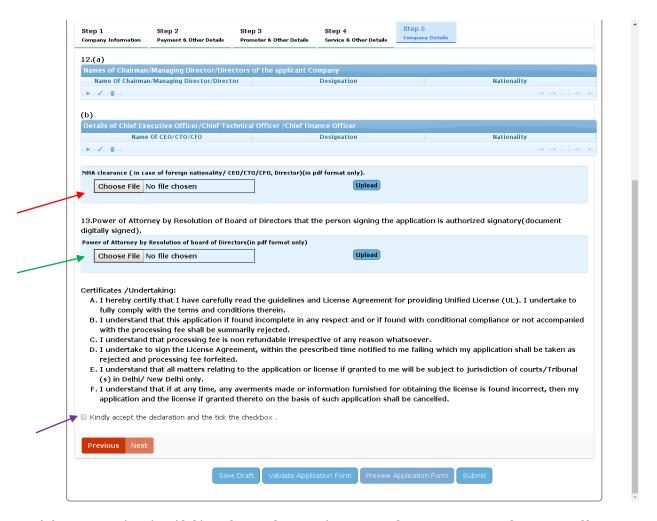
To delete already submitted details click on "\overline{m}" icon. Separate window will open to get your confirmation by pressing "delete" button.



(b)As shown in image above on left side there is option of adding, editing and deleting CEO/CTO/CFO details. If you click "+" sign separate window will pop up to enter promoter details. Here you have to enter name of promoter, type, equity percentage and net worth.

If already details are submitted and user wants to change it then he has to click on "/" icon. Separate window will pop up to feed the data. Do necessary changes and submit.

To delete already submitted details click on " $\hat{\mathbf{m}}$ " icon. Separate window will open to get your confirmation by pressing "delete" button.



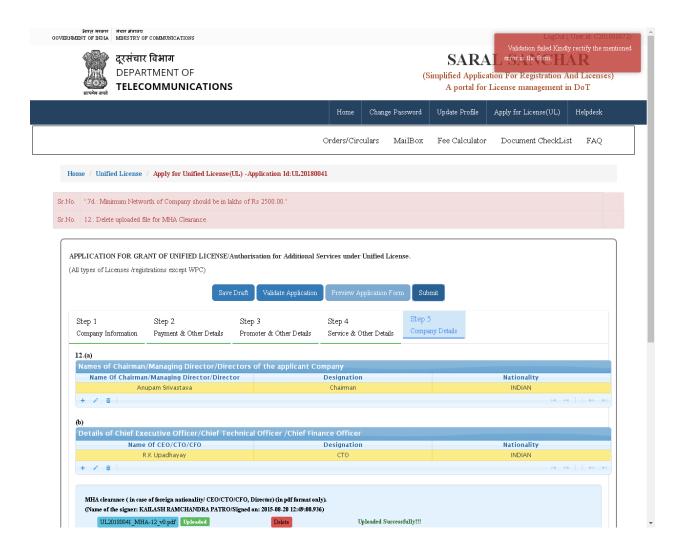
- (c) Here upload pdf file of certificate clearance from Ministry of Home Affairs using a button shown by red arrow in above image if owner or if CEO/CFO/CTO is foreign national.
- (d) Here upload pdf file of Certified Power of Attorney by Resolution of Board of Directors that the person signing the application is authorized signatory (document digitally signed). Using a button shown by green arrow in above image.
- (e)Accept all terms and conditions by click on checkbox shown by purple arrow in above image.

Save the form by clicking "save draft" button. Now next button is disabled as this is the final stage. You can go to any previous stage using "previous" button and can do the changes.

Now, validate & preview application form using "Validate & Preview Application Form" button. If any discrepancies in the form then it will get reflected on the top of the page as shown below.

User should preview the form and do necessary changes . After all this process form should be submitted using "submit" button. If "Terms & Conditions" checkbox not clicked then system will not allow to submit the form.

So, first click on "Terms & Conditions" checkbox then press "submit" button. Form will get submitted and home screen will get displayed showing status of the application and action pending.



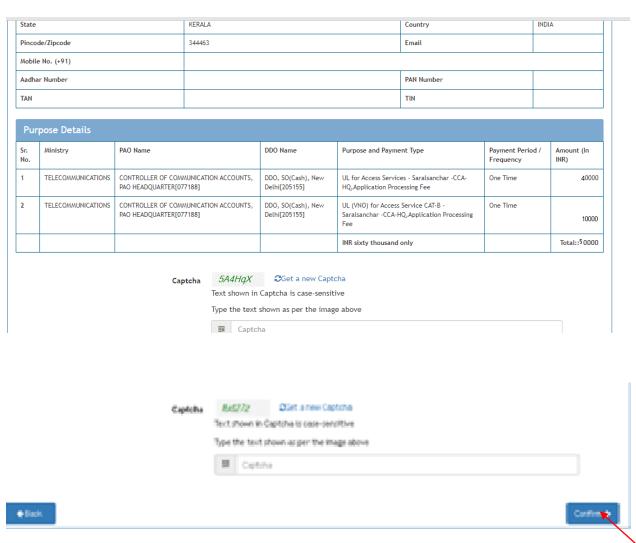
This shows the errors.

## 2.3 Online Payment of Processing Fee

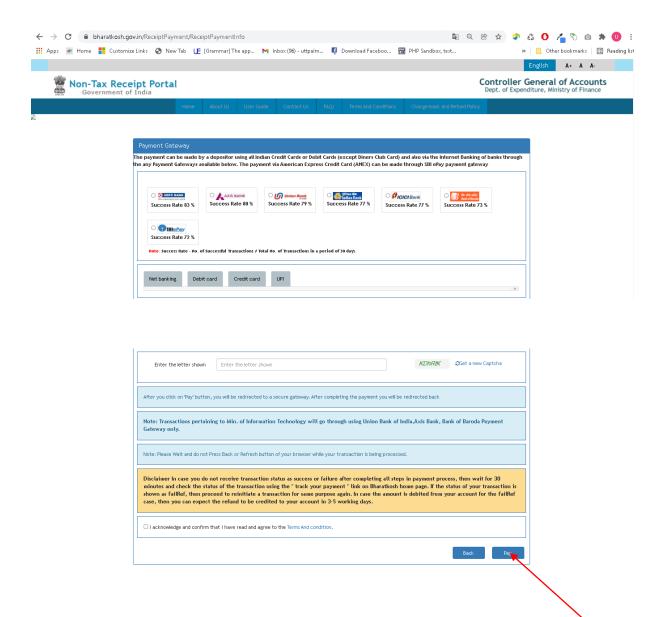
If no discrepancy then on the top right corner "validation successful message" gets displayed & you will be redirected to the Payment screen which is shown below.



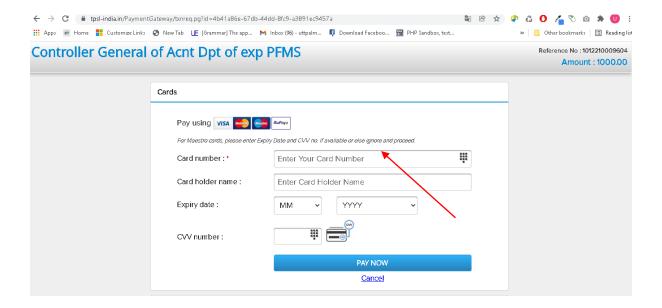
On Click of Pay Now Button, you will be redirected to Bharatkosh Payment gateway.



On click of confirm button, you will directed to the payment mode selection



Click pay button to get redirected to enter details of Credit card/bank details



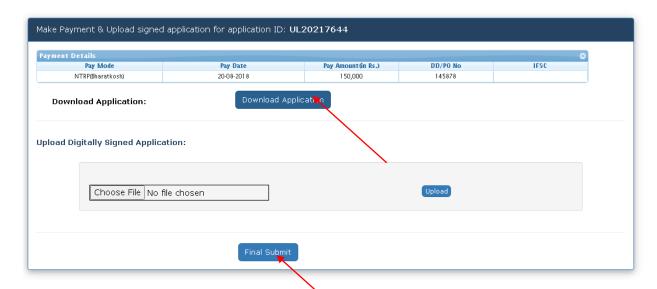
On completion of successful payment , you will be redirected to Saralsanchar portal with the transaction ref no , challan number.



**Note**:- The Payment of Processing fee is made online in Bharat kosh Portal since 04-12-2021. If any challan prior to 04-12-2021 is already paid. Then create a helpdesk desk request for Bharat Kosh and send the digitally signed challan, application id and all details .

## 2.4 Upload Application:

On completion of successful payment,

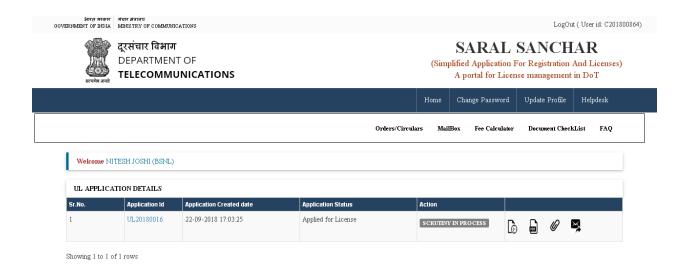


Download the application to PDF of the completed application and Upload the digitally signed PDF application and click final submit of the application.

You can download the application form in pdf format from the "**Download Application**" button

Upload the necessary document and click on the "Final Submit" button.

After This you will be redirected to the dashboard page .



## **Scrutiny:**

If after scrutiny any of your documents are not acceptable to DoT then documents will be reverted back to you and you will be notified about the same via SMS and E-Mail. You will required to upload the reverted documents again . The link for reuploading the reverted documents will be available in your dashboard.

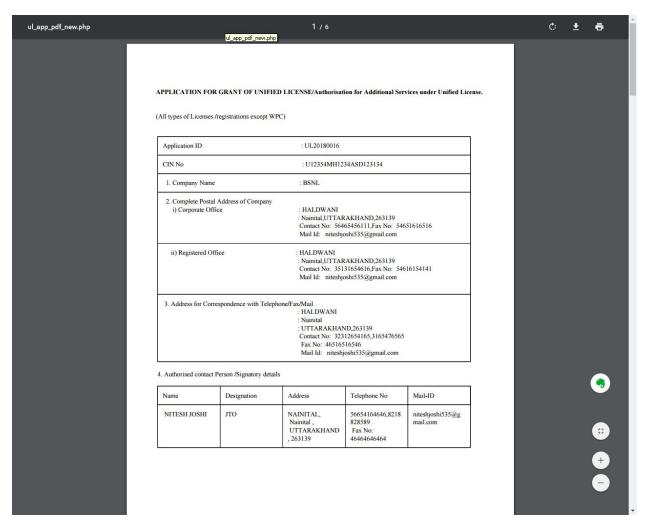
#### 2.5 Dashboard Details:

This dashboard has four buttons

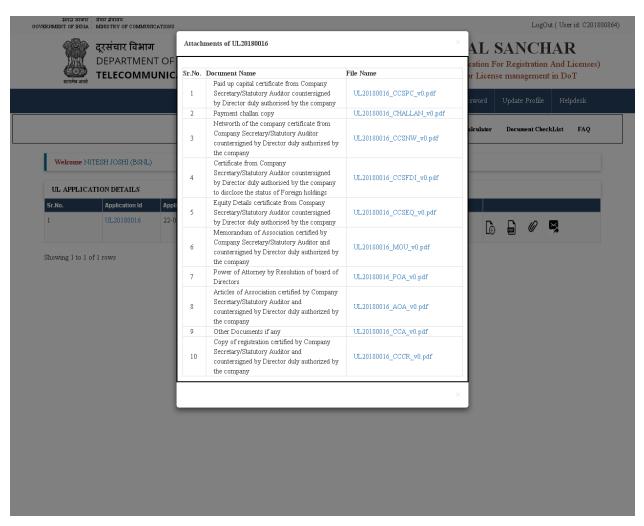
**1. History button**: This shows the history of actions completed till now.



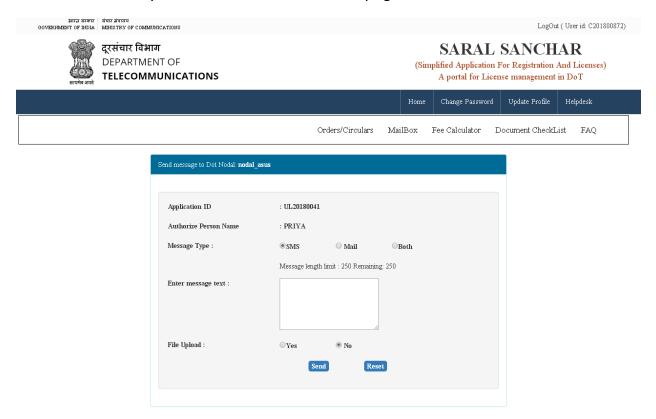
**2. Download Application button**: This button lets you download your application form.



**3. Attachment button**: This shows the list and links of the documents you have uploaded till now.



**4. Reminder button**: This button lets you put some reminders. On clicking this button you will be redirected to this page.



On the 1<sup>st</sup> line will be your **Application Id** followed by the **Authorized Person** Name.

On the next line is the message type i.e. if you want your reminder to be only a text message then click the radio button of SMS, if you want your reminder to be only an E-Mail, click on the Mail radio button and if you want both SMS and Mail reminder then click on both.

If you want to upload any file then click on yes and upload the file.

Click on send , your message for the reminder will be sent to the DoT personnel.

Now go to the Mailbox button on the  $2^{nd}$  Navigation Bar and you will be redirected to your mailbox.

Click on the outbox to see your recently sent message regarding **reminder** to the DoT personnel.

You will see all the details of the message you sent to the DoT personnel including the attachments (if any).

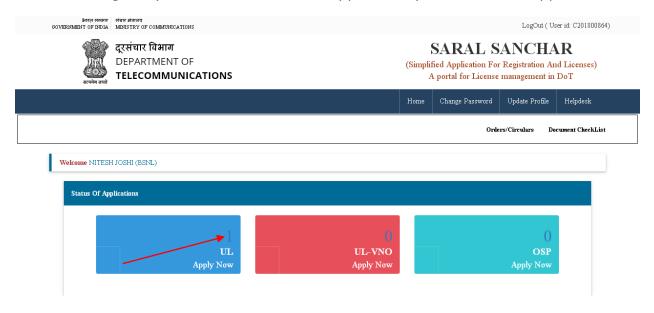


After receipt of application and all documents, DOT officer will accept the application after verification. DOT officer will issue LOI after acceptance of application.

### 2.6 Upload Signed LOI:

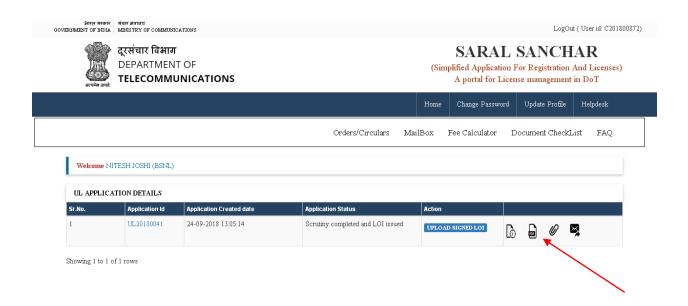
After scrutiny DoT will issue the LOI, you will be notified about it by SMS on your registered Mobile number, thereafter you can download the LOI from your dashboard which is shown below.

You will firstly log in and after successful log in you will click on the "1" shown by red arrow to go to your dashboard for the application you had earlier applied for.

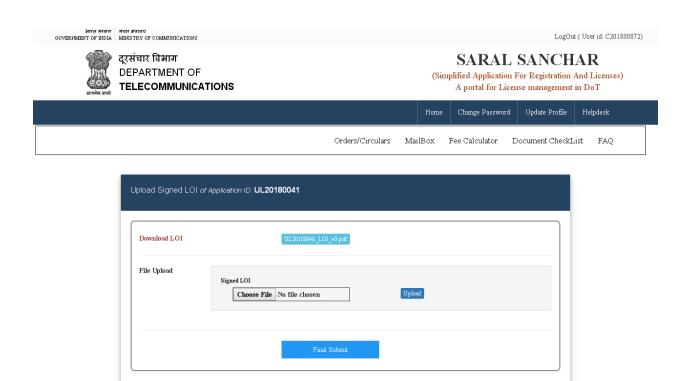


To download the LOI (unsigned) please click the **Download Application** button shown by arrow .

After downloading the LOI , you are required to signed the LOI and upload the signed LOI. You can upload the signed LOI by clicking the **Upload Signed LOI** button.

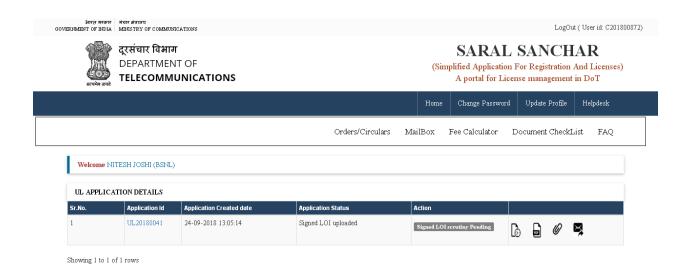


After clicking the upload signed LOI Button You will see the below screen.



Upload the document ad press submit. Your dashboard will look like this now.

Now you uploaded signed LOI is pending for scrutiny by DoT.



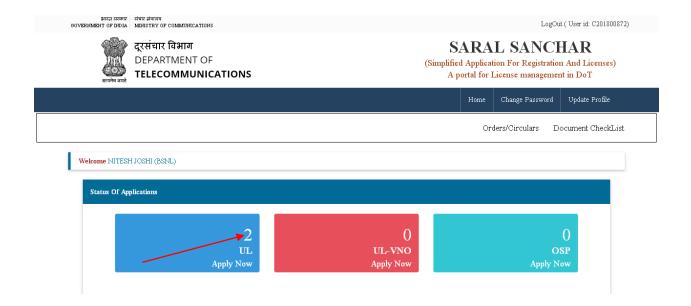
After successful scrutiny of the signed LOI you will receive a SMS regarding successful scrutiny.

Now please check your dashboard which will look like this. 2 actions are pending now viz.

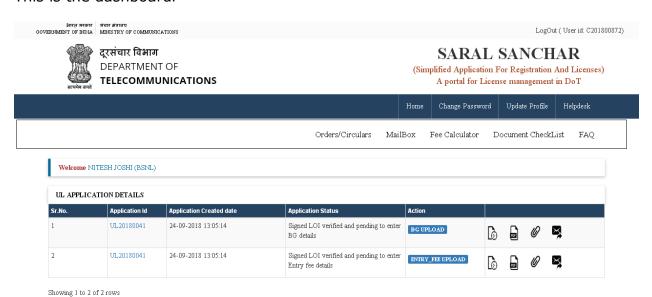
- 1. Bank Guarantee Upload.
- 2. Entry Fee Upload.

We will see them one by one.

You will firstly log in and after successful log in you will click on the "2" shown by red arrow to go to your dashboard for the application you had earlier applied for.



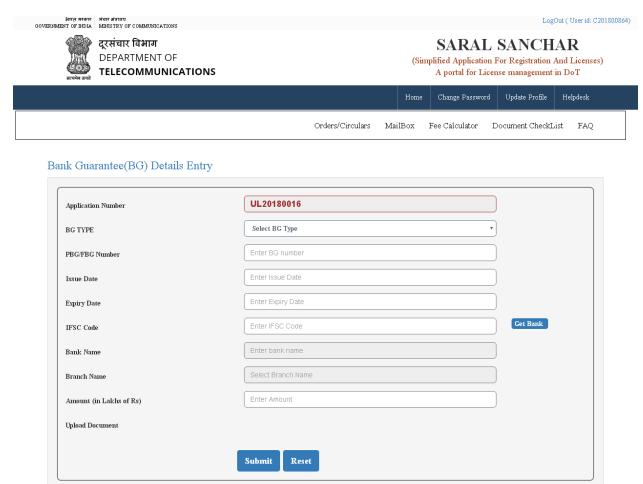
#### This is the dashboard.



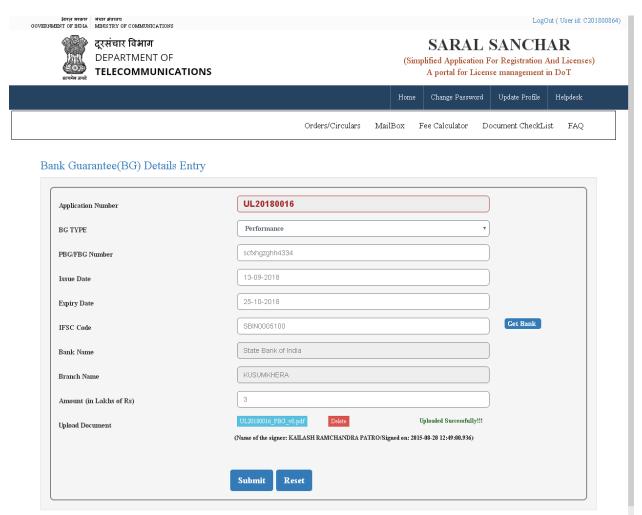
We will see them one by one.

## 2.7 Bank Guarantee upload:

On clicking the **BG UPLOAD** button you will see this screen.



• Firstly Applicant will submit the **Performance type BG** 

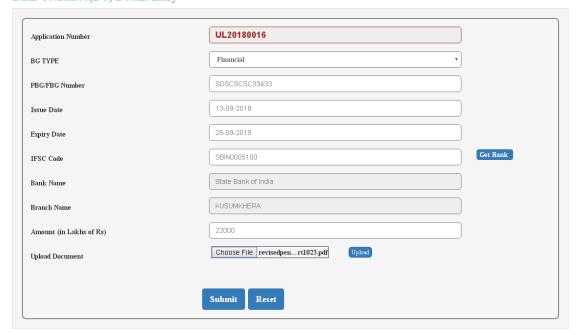


• This way the applicant will be able to upload the bank guarantee (PERFORMANCE TYPE).

• Now the applicant will upload the bank guarantee (Financial Type).



#### Bank Guarantee(BG) Details Entry



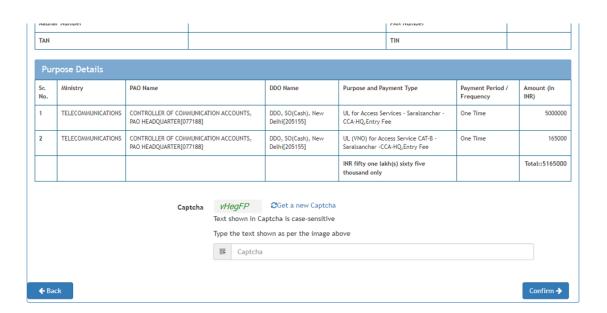
# 2.8 Online Payment of Entry Fee

Next Payment of entry fee online by clicking the respective link.

#### Entry Fee Details Entry

Application Number	UL20217644
Pay Through Option	Online
Application Total Entry Fee:	5165000
Entry Rebate Amount:	
Previously Paid Processing Fee:	0
Pay Entry Fee:	5165000
	Pay Now

On click of Pay NOW will be redirected to Bharatkosh portal.

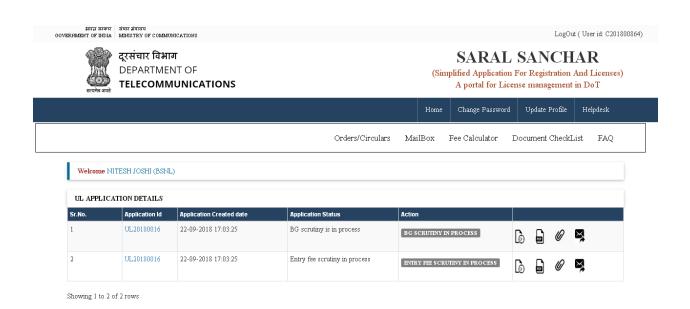


Complete the Payment of Entry Fee by clicking confirm button in Bharatkosh portal.

**Note**:- The Payment of Entry fee is made online in Bharat kosh Portal since 04-12-2021. If any challan prior to 04-12-2021 is already paid. Then create a helpdesk desk request for Bharat Kosh and send the digitally signed challan , application id and all details .

On Successful completion you will be redirected to Dashboard to complete the activity.

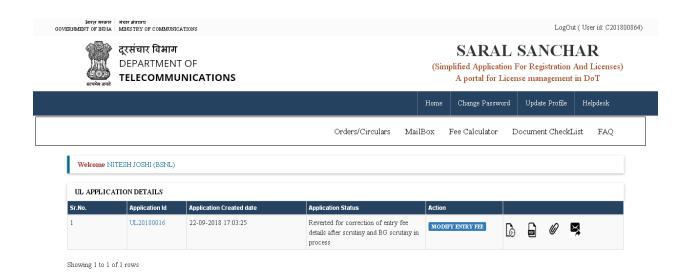
• After uploading the above , the dashboard of The Applicant will be like this



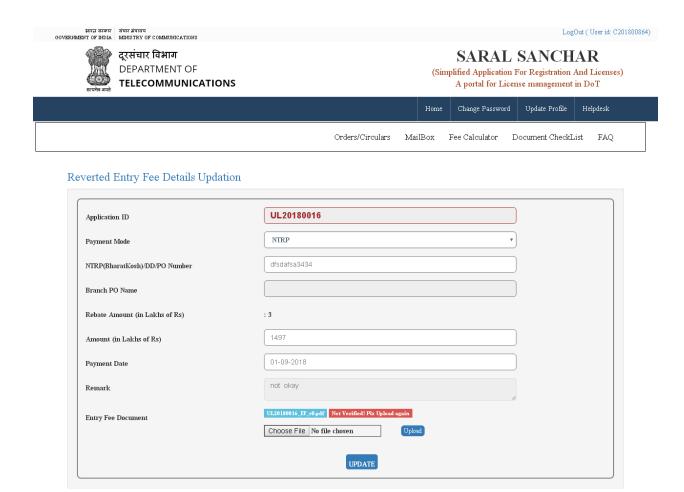
#### 2.9 Reverted Document

Now these uploaded documents will be scrutinized by DoT and if any discrepancies are found then those documents will be reverted back to you for uploading them again. This is illustrated below, suppose your entry fee has some discrepancy then it will be reverted back to you and then you are supposed to upload it again as shown below.

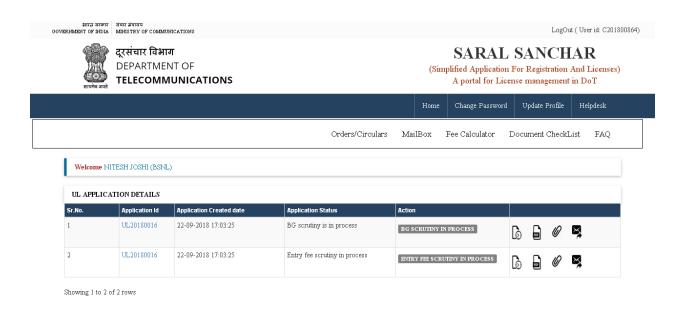
Your dashboard will look like this after DoT has reverted your documents back.



### Click the **MODIFY ENTRY FEE** button & upload the respective file.

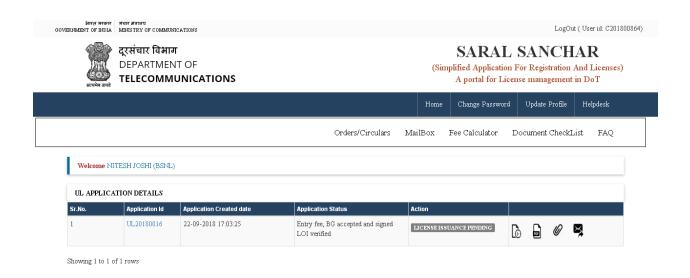


Now the applicant dashboard will look like this, as he will be waiting for scrutiny of both the documents



Now your uploaded documents will be scrutinized by DoT and after successful scrutiny of the documents you will be notified about the same by SMS and E-Mail.

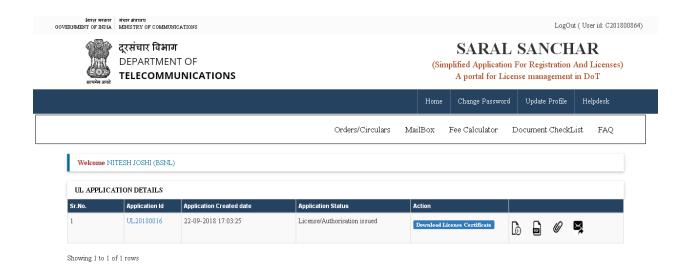
Your dashboard will look like this after successful scrutiny of bank guarantee and entry fee.



Now after successful scrutiny of bank guarantee and entry fee DoT will issue you the **License Certificate** 

### 2.10 Download License Certificate

You can download your **License Certificate** from your dashboard by clicking the **Download License Certificate** button which is shown below.



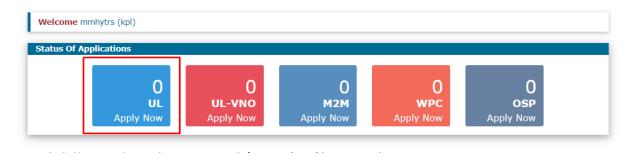
## 2.11 Profile Update without Scrutiny

If **no application** is in process in any module OSP/ UL / UL-VNO /WPC then Profile Update without Scrutiny form will appear in **all modules**. User can update multiple times in any module until application applied and in process.

If any application is in process then user can update profile after successful scrutiny by respective DOT officer (Refer 2.11 Profile Update with Scrutiny).

#### STEPS:

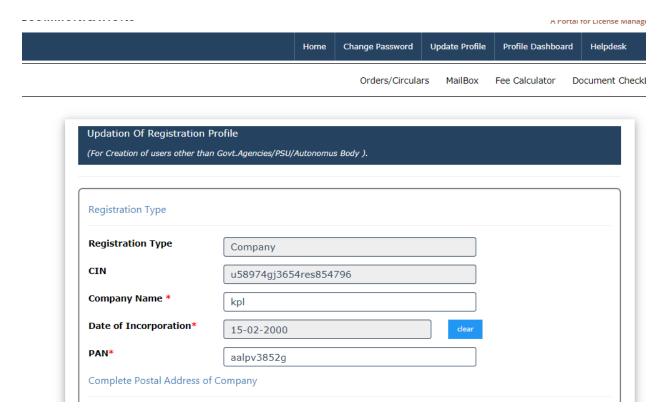
1. After user login, click on any module



2. Click on Update Profile



3. Update profile without scrutiny form will appear

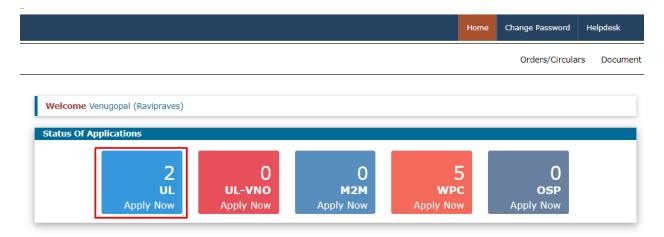


1.User can update profile multiple times until new application is applied and in process

## 2.11 Profile Update with Scrutiny

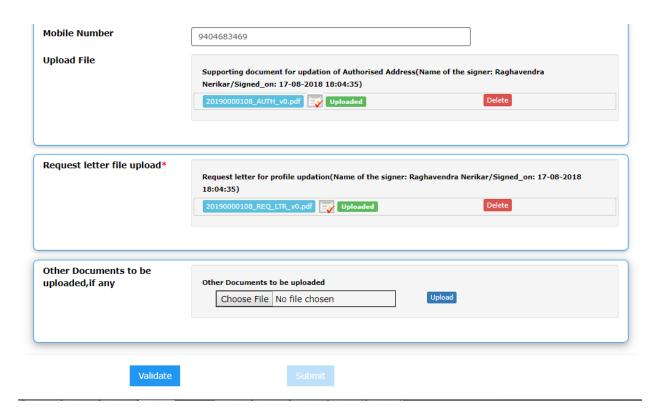
### **STEPS:**

1. After login, click on UL module

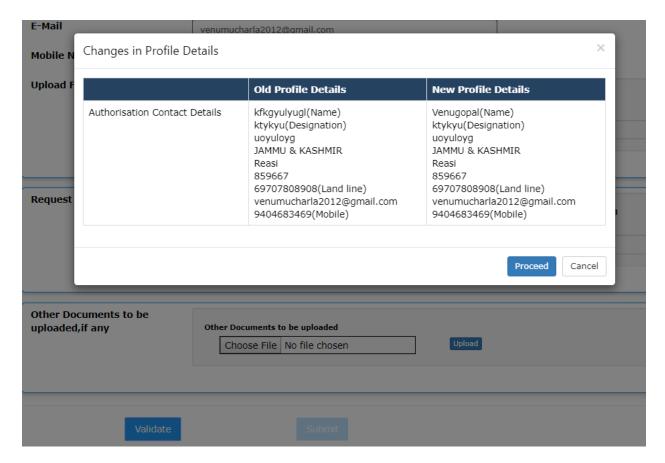


2. Click on Update Profile Menu on top



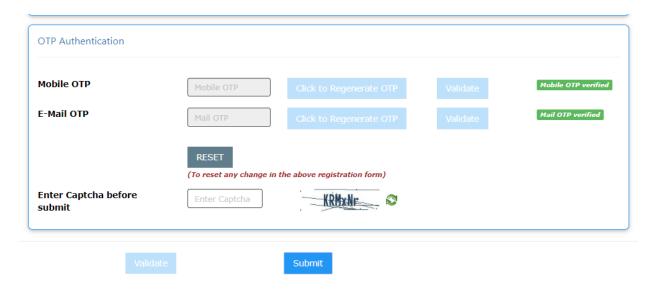


3. After Validate button, Changed field will appear. Proceed accordingly

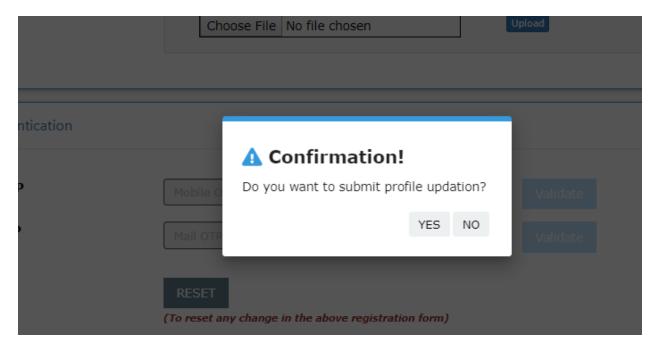


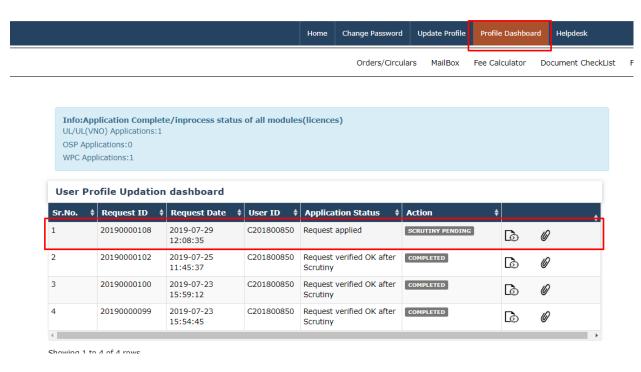
4. After OTP Authentication , submit button will enable.



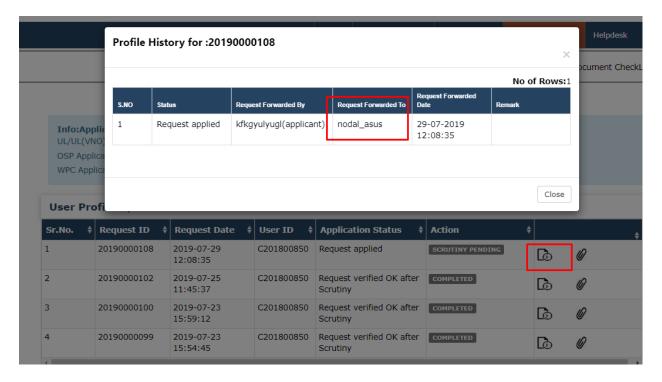


5. After Submit and Confirmation, Page will redirect to Profile Update Dashboard.

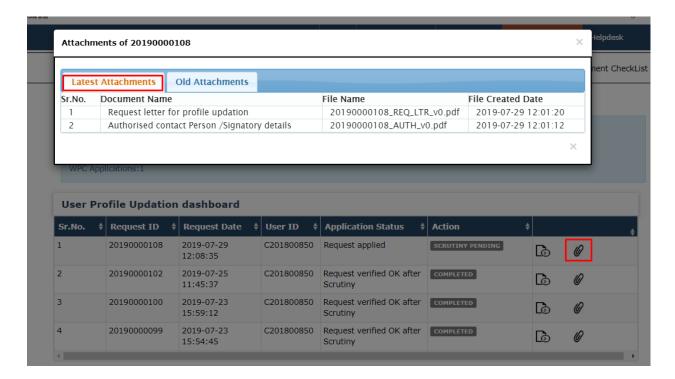




6. Can check the to whom the scrutiny assigned through



7. Check the uploads through

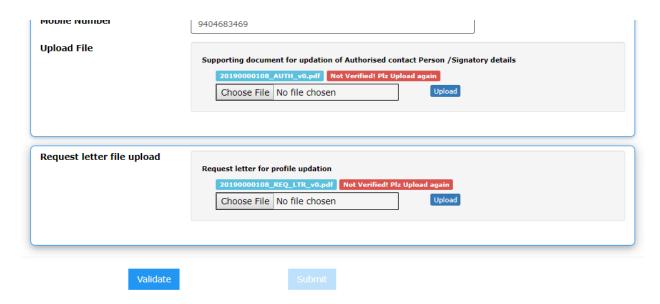


8. After submit of profile update, the request status is REQUEST APPLIED



9. If request is reverted, then user has to validate and submit again after rectification of required corrections and uploads.





10. After submit, page will redirect to profile dashboard along with SMS and mail to nodal



11. If scrutiny is OK, then Profile update cycle is completed

