



self Attested  
Photograph

**MAHANAGAR TELEPHONE NIGAM LTD, DELHI**  
**(A Govt. of India Enterprising)**  
**APPLICATION FOR VCC PUBLIC CALL OFFICE (PCO)**

- 1.Name of the applicant in whose name VCC PCO is required. :.....
- 2.Father/Spouse's name (in case of individual) : .....
- 3.Address of Installation :.....  
.....
- 4.Residential Address of applicant :.....  
.....
- 5.Permanent Address of applicant :.....  
.....
- 6.Telephone Number in the vicinity of:.....  
the installation address(if any)
- E-Mail :.....
- 7.Whether any PCO is working in the :.....  
name of applicant in the same premises,  
if so indicate the Tele. Nos.
8. Whether any PCO is working :.....  
in the name of applicant at any other  
remises. If yes, please indicate  
Tele. Nos.  
Telex / Fax No. :.....
- 9 Type of application : Individual, Company, Others(Specify)

10. Proposed timing of PCO : Working day From.....to.....

Holidays From.....to.....

11. I/We hereby declare that the current rules and regulations/Instructions/terms and conditions of the MTNL as amended from time to time are acceptable to me/us. I/We also agree that any dispute arising with MTNL will be subjected to Arbitration by the arbitrators appointed by the MTNL. The undertaking duly signed by me/us is annexed.

Date:

Signature of the Applicant  
Name:

- Encl:** 1. Proof of identity.  
2. Proof of Address of installation.  
3. Undertaking.

---

For Office Use Only

Application received on \_\_\_\_\_ Regn. No. \_\_\_\_\_

Dtd: \_\_\_\_\_

The documents are verified with original by undersigned and found them to be in order

Signature:-----

Name:-----

Staff No-----

Design. :-----

QCSC:-----

**Regd. & Corporate Office : Mahanagar Telephone Nigam Limited, Jeevan Bharti Building, Tower-1, 12<sup>th</sup> Floor, 124 Connaught Circus, New Delhi-110 001**

**MAHANAGAR TELEPHONE NIGAM LIMITED, DELHI**  
**(A Govt. of India Enterprising)**

**UNDERTAKING BY VCC PCO HOLDER**  
**(To be submitted on plain paper)**

1. I, Shri/Smt./Ms. \_\_\_\_\_  
S/o, D/o, W/o \_\_\_\_\_ and resident of \_\_\_\_\_  
\_\_\_\_\_

hereby state and declare the following:-

- a) My nationality is Indian and I am above 18 year of age.
- b) The Premises where the Public Telephone required is:
  - i) easily accessible to public
  - ii) Occupied by me/allotted to me by \_\_\_\_\_  
(Name of Authority)
- c) My landlord has no objection for installation of VCC PCO at installation address. However, if in future my landlord takes objection for VCC PCO then I hereby authorise MTNL Delhi to disconnect my VCC PCO line without giving any notice to me. Further, I indemnify MTNL Delhi from any liabilities due to any dispute between me and the owner and /or lesser of the premises.
- d) I hereby declare that all the documents provided by me for VCC PCO are true and genuine. However, if in future any of the documents submitted by me proves to be false and/or fabricated in that case MTNL Delhi is authorized to disconnect my VCC PCO line without giving any notice to me and I am aware that I will be liable for losses and consequences arising thereof.
- e) I am also aware that if any of the above information stated at item No. 1(a) to (c) is found to be false or incorrect or distorted my VCC PCO will not be installed by MTNL. Also, any of the conditions stated at item (1) above is violated at any stage, my Public Telephone is liable for disconnection by MTNL at any time without giving any notice to me.
- f) VCC PCO holder to display prominently the VCC PCO usage procedure and precautions for ensuring secrecy of VCC Card Number.

- g) PCO holder shall ensure the handset receiver is always on-hook, when not in use.
- h) The revenue share/ VCC usage on VCC PCO as recorded in the IN switch of MTNL shall be final and binding. In exceptional cases only the details may be made available at MTNL's discretion for a processing fees of Rs 200 /- .

**2. After the installation of the VCC PCO by MTNL, I give the following undertaking.**

- a) I shall not replace the Ordinary EPBT instrument provided by MTNL with any CLIP instrument.
- b) I shall not charge any service charge or any other additional charge from the Public for local /STD/ISD calls made from VCC based PCO.
- c) I shall allow everybody to use the VCC PCO and I shall keep VCC PCO open on all days.
- d) I shall allow use of VCC cards without collecting any charges from users.
- e) I Shall comply with all applicable laws,/bye-laws, rules, regulations, orders directions, notification etc. of the Govt./Court/Tribunals and shall also comply with all directions issued by MTNL. I also understand, the tariff is subject to changes and it is the sole discretionary power of MTNL to change tariff/commercial conditions at any point of time.
- f) I shall extend all co-operation every time to MTNL staff/ Officers who come for inspection/verification.
- g) I will not use the service for any unlawful immoral, improper or abusive purpose for sending obscene, indecent, threatening, harassing, unsolicited message or messages affecting/infringing national interest, nor creating any damage or risk to MTNL or its network.
- h) I shall fully Co-operate with MTNL to investigate any complaint from the Public.
- i) I am fully aware that if any of the statements given at item 2 (a) to (i) above is violated by me, the VCC PCO is liable to be disconnected by MTNL without any notice.
- j) During inspection/complaint, if a CLI display/storage feature/ facility instrument is found/established to be used then the PCO's of the holders are liable to be disconnected and commission forfeited.

- k) During inspection/complaint if a CLI display/storage feature/facility instrument is found/established to be used then the PCO's of the holders are liable to be disconnected and commission forfeited.
3. Ordinary EPBT set issued to the VCC PCO holder shall remain the constructive property of the MTNL in the hands of VCC PCO holders. The same shall be returnable to MTNL on Surrender/Disconnection for any reasons whatsoever, as per the terms & conditions.
  4. EPBT set shall not be used in any way to access any other network other than MTNL for which it is solely meant.
  5. The VCC PCO holders shall be responsible for proper use of EPBT set. For replacement of any physically damaged EPBT set, MTNL shall charge damage charges on actual basis.
  6. In case of any loss/theft of EPBT set by VCC PCO holders, the full depreciated cost of the lost set will have to be paid by the VCC PCO holders. On payment, MTNL shall issue another replacement EPBT set.

Signature & Name of Applicant

Date :  
Place

**MAHANAGAR TELEPHONE NIGAM LTD, DELHI  
INSTRUCTIONS TO APPLICANTS REQUESTING FOR VCC PCO**

- 1. The application form for VCC PCO is free of cost.**
2. The premises where VCC PCO is required to be installed should be accessible to the public.
3. Please ensure that all columns in the application form are filled in properly and all relevant documents as given below are annexed with the application form before submitting to the PCO Registration Counter.
4. VCC PCO is a landline PCO without Incoming facility, but out going facility through VCC card only. On lifting the Handset customer shall be prompted to dial the VCC Card Number. (Refer Usage instructions below)

**5. HOW TO USE VCC PCO AND PRECAUTION**

1. Before making call please ensure that telephone does not have CLI display/storage facility/ feature.
2. Lift the receiver and wait for announcement “Please dial your card number.”
3. On getting the announcement, dial your 10 digit secret Card number.
4. Thereafter, follow the further announcements to make a call.
5. On completion of the call. Place the receiver back.
  - VCC PCO holder shall ensure the handset receiver is always on-hook, when not in use.
6. Documents required with application.
  - (a) Document required for address proof: Self Attested copy of any of the following-Passport, latest paid telephone/Gas/water/electricity/Credit Card/House Tax Bills receipt, Allotment letter of accommodation issued by Estate Office of a Govt. Body Income-Tax return. Election Card, Driving licence, Rent receipt/rent lease agreement.
  - (b) Documents required for proof of identity: self attested copy of any of the following:- Passport, Driving licence, Election Card issued by Election Commission of India, PAN Card. Any Govt. document containing photograph, identity card issued by Govt./Semi Govt./PSU/Recognized Institutions.

- (c) Please present original document mentioned above for verification by the MTNL Officer at the booking counter.
- (d) Undertaking on plain paper in prescribed Performa is attached.
- (e) One self attested photograph to be affixed by the applicant. In case the applicant
- (f) Public Ltd Companies may enclosed certificate of incorporation, memorandum of articles, duly signed by MD/director of Company along with any proof of identity's above of the authorized Officer of the Company. In case application is signed by authorized signatory, then attested copy of power of attorney must be attested.

**7. THE APPLICATION SHOULD BE SIGNED BY THE COMPETANT AUTHORITY AS INDICATED BELOW.**

Office seal should be affixed in all cases except I individuals.

- (a) By the individual applicant.
  - (b) Director/Authorized signatory if it is for a company.
  - (c) By Secretary, if it is a Society
  - (d) Trustee, if it is a Trust.
  - (e) By the Principal, if it is for the college/School.
8. The applicant is informed that MTNL has full right to deny installation of VCC PCO at the installation address should there be any outstanding dues against any telephone that is/was working at the installation address.
  9. The registration for the VCC PCO shall be done only if above conditions & required valid documents are furnished along with the application. It is therefore, the responsibility of the applicant of ensure supply of all the valid documents to the MTNL authorities.
  10. In addition to above, whenever it is required MTNL may request the applicant for production of Additional documents as may deem fit & the same shall be produced by the applicant.

**Documents Required:-**

- a) **Address proof: Attested copy of any of the following –**  
 Passport, latest paid telephone Gas/water/electricity/Credit Card/House  
 Tax Bills receipt, Allotment letter of accommodation issued by Estate Office of a  
 Govt. Body, Income-Tax return, Election Card, Driving licence, Rent receipt/rent

lease agreement . / Notarized personal affidavit in Rs 10/- of non judicial stamp paper declaring address profession of applicant.

- b) Documents required for proof of identity Attested copy of any of the following:-** Passport, Driving licence, Election Card issued by Election Commission of India, PAN Card. Any Govt. document containing photograph, identity card issued by Govt./Semi Govt./PSU/Recognized Institutions. **OR**

Self attested copy of above and present original document mentioned above for verification by the MTNL Official at the booking counter.