

**NWO-CM Cell ,**  
**BSNL Corporate office,**  
115,1st Floor,  
Bharat Sanchar Bhawan,  
H.C. Mathur Lane, Janpath,  
New Delhi-110 001.  
Telephone-011-23734367  
FAX -011-23359047



**भारत संचार निगम लिमिटेड**  
( भारत सरकार का उपक्रम )  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No. MOB-27/CAF-2011/108

Dated June 25, 2012

To

CGMs,  
All Telecom Circles / Metro Districts.

**Sub:- Storage of CAF /documents after permanent disconnection of telephone connections.**

Kindly find enclosed copy of DoT letter No. 19-3/2012-S-I dated 17.05.2012 on the subject vide which DoT has conveyed its decision that the CAF / documents of churned subscribers shall be preserved for a period of three years after permanent disconnection of the numbers and may be destroyed thereafter unless directed otherwise by the licensor or court of law.

2. It is requested to kindly arrange to take necessary action accordingly.
3. This has approval of competent authority.

Sd/-  
(A. K. Misra)  
AGM (CME)

**Encl: As above**

**Copy to :-**

1. Director (CM), BSNL Board.
2. PGM (RegIn), BSNL C.O.
3. Sr. GM (S&M-CM), BSNL C.O.

**Government of India**  
**Ministry of Communication & Information Technology**  
**Department of Telecom**  
(Security- TERM wing)

Letter No. 19-3/2012-S-I

Dated 17.05.2012

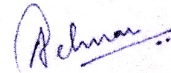
To,

All Telecom Service Providers

**Subject:- Storage of CAF/documents after permanent disconnection of telephone connections.**

The case pertains to retention of CAFs along with supporting documents for the churned subscriber. In this regard various representations have been received from Apex advisory council of Telecom (ACT) and Telecom service providers.

2 The matter was examined and it has been decided that the CAF/Documents of churned subscribers shall be preserved for a period of three years after permanent disconnection of the numbers and may be destroyed thereafter unless directed otherwise by the licensor or court of law.



**(M.A. REHMAN)**  
**ADG(Security)**

Copy to:

- 1) Sr DDG(AS)/DDG(CS)/DDG(DS), DoT
- 2) Heads of all TERM Cells