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Sub: Guidelines for Managing Customer Application Form (CAF) for GSM Connections

Guidelines have been framed for managing the Customer Application Form (CAF) for the GSM connections. The Circles/SSAs may kindly adhere to these guidelines so that uniformity can be maintained across BSNL.

The process of CAF Management can be broadly divided into

1. Scanning of CAF and then storing the scanned image and also the physical CAF.
2. Uploading of scanned image at central location in standard formats as defined.
3. The retrieval of the scanned image of CAF or physical CAF whenever required.

Workflow and procedure has been defined for all the above activities. Technical specifications, where ever required have also been defined.

Tenders may be floated by the Circles and the complete work of scanning the CAF shall be finished within 4 months.

For any clarification, the IT Cell may kindly be contacted.

Enclosed: Guidelines (17 pages)
cdr-zone-circle-ssa-sdca-list-ver.2.0.xls (Circle, SSA Codes)

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Guidelines for Managing Customer Application Form (CAF) for GSM Connections

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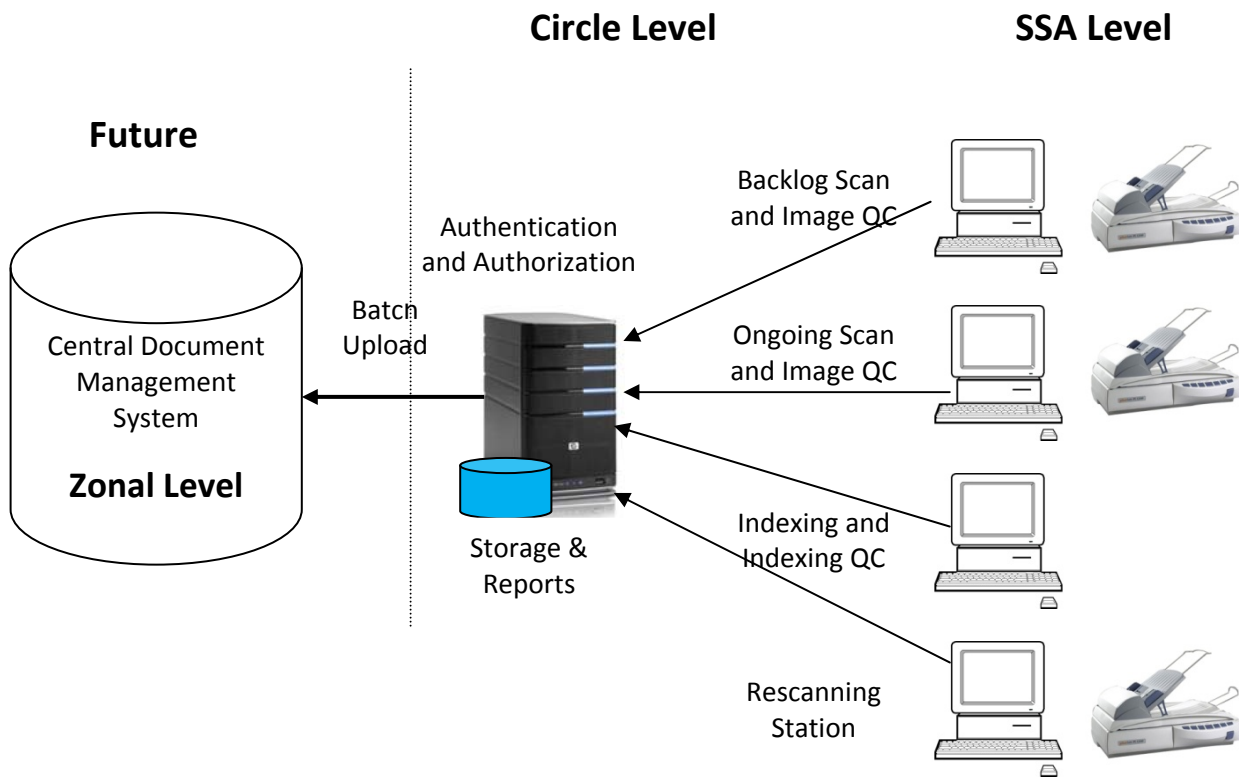
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Guidelines for Managing Customer Application Form (CAF) for GSM Connections

1. System Architecture

- 1.1. The scanning shall be done at one location in an SSA/ Area Manager
 - 1.2. A single server at circle level shall store the scanned data, index data workflow.
 - 1.3. Integration at Zonal levels, futuristic scenario, BSNL CO is taking necessary steps and need not be looked into by the circles.
 - 1.4. The procedure is at annexure 2.
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2. Tendering Methodology

- 2.1. The Circle CMTS shall float tender centrally for all the SSAs. There will be a nodal officer defined at circle level, who shall be responsible for getting all the CAF scanned of the respective circle.
- 2.2. There will be one server at the Circle level, where software shall be installed. The software will be provided by the vendor. The main features of the software will be workflow, monitoring, storing of the scanned images, and report generation and have been more elaborated in section 8.
- 2.3. Each CAF will require about 500Kb of storage. Hence the circles may plan for the storage accordingly. 500 GB HDD can be used for storage. In large circles, there should be provision of attaching upto 6 HDD with the server. SATA HDD can be used.
- 2.4. Backup should be taken at regular intervals. The server should have the necessary equipment. The circle should specify the anticipated number of concurrent users for the server in the tender, if the server is required to be procured.
- 2.5. As per the regulatory requirement, letter No 800-4/2003-VAS (Vol.III) (Pt.III) dated 13.09.2007 issued by ADG(VAS-1) of DOT, it should be possible to trace from which CSC/ Dealer/ Distributer/ DSA, the CAF was collected. To meet this requirement proper hierarchy and ownerships have to be defined.
- 2.6. CAF from each point will be collected in LOTs, and will be send to SSA HQ. At the SSA HQ, the CAF shall be scanned. The quality check of the image will be done, index data will be entered and finally the image will be uploaded in the server at circle level.
- 2.7. All the CAF will be stored at SSA HQ. The CAF will be stored in boxes which shall be provided by the vendor.
- 2.8. SSA and Area shall be treated at par. If SSA is mentioned, it can be understood by Area also. Area means the Area controlled by Area Managers in large cities.
- 2.9. The CAF till September – 2009 shall be considered for scanning using this methodology and the same methodology shall be continued till further instructions.
- 2.10. The priority of CAF scanning shall be, CAF received in the period
 - 2.10.1. Jan 2007 till Sep 09
 - 2.10.2. Jan 2006 to Dec 2006
 - 2.10.3. Zonal B&CCS to give data of existing connections, prepaid and postpaid, to Circles. Circle software to generate list of Mismatched data, SSA wise. Mismatch list would mean the mobile number that is working as on date, but the CAF of the same has not been scanned.
 - 2.10.4. The decision regarding scanning of the remaining CAF shall be communicated separately.
- 2.11. In each SSA, minimum of 750 CAF should be scanned per day.

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3. Ownership Definition

- 3.1. **Circle_CAF_Owner** : The person shall be from the CMTS cell. He shall be responsible for getting the CAF scanned for the entire circle. The invoice payment shall be the responsibility of this person. Backup of the complete data shall be the responsibility of Circle_CAF_Owner. Backup to be taken on weekly basis. The name, contact number of the person at the circle level, with whom the vendor has to co-ordinate shall be entered in the software.
- 3.2. **SSA_CAF_Owner** : This person shall be responsible for getting the CAF scanned for the entire SSA/Area. The name, contact number of the person at SSA level/ Area Manager shall be entered in the software.
- 3.3. **POCAF_Owner** : POCAF stands for Point Of CAF. Each point where CAF exist should have an owner defined who shall be responsible of getting the CAF scanned within his jurisdiction. The name, contact number of person shall be entered in the software in proper hierarchy. For example, in an SDCA if CAF are submitted, then POCAF_Owner has to be defined for the SDCA. Similarly if an SSA HQ is having, say, four CSC where CAF are collected, four POCAF_Owner are to be defined. If the DSA/franchise is submitting the CAF to some person in SSA HQ, then a separate POCAF_Owner has to be defined. Even if same person is taking CAF for BSNL and for Franchise/dealer/distributor, he should have different POCAF_Owner ID. Each POCAF_Owner shall have a separate ID and password. The person shall co-ordinate with customer/ franchise/DSA for getting the rejected form complete in all respects. The ID of the person shall be available with each CAF data. **The more the number of this ID, the better will be the data.** In case of any confusion, plan for more number of ID.
- 3.4. **SSA_QC_Owner**: The person will be responsible for checking 100% CAF after the full LOT is ready in all aspects, and is ready for uploading. The ID of this person shall be entered in the software.
- 3.5. The vendor is free to upload the data of a LOT/CAF in the server at any stage, as required by the workflow.

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4. Defining Master Data in software

- 4.1. The minimum of the following masters shall be defined in the software.
- 4.2. Circle Master
- 4.3. SSA Master
- 4.4. SDCA Master.
- 4.5. **Agency Master.** This shall have the data for all the franchises/ dealer/ distributor/ DSA of the entire circle. The data should be created carefully. The IDs already given to them have to be maintained. If required, new ID may be given, but the mapping between the old ID and new ID should be intact as the CAF will have the old ID.
- 4.6. Box master: The Box number, mapped with SSA shall be entered.
- 4.7. Rack master: The racks should be numbered and the mapping with box shall be done. The idea is that, it should be possible to get the exact rack and
- 4.8. Rack location master: Where the rack is located. The exact address, the postal address of the rack should be made available. Room number, floor number, Building name, address etc should be entered.
- 4.9. The Ownerships as defined in section 2 shall also be part of master data.
- 4.10. The linking of master data with one another should be made wherever possible to have best data integrity.

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5. Guidelines for tendering

- 5.1. The CMTS unit of the circles should float tender for scanning of CAF of entire circle. The tenders already floated by the SSAs, if any, may be cancelled following existing rules.
- 5.2. The selected bidder will do the CAF scanning for all the SSAs.
- 5.3. Unless there is proper work flow, and monitoring, the scanning project can never be completed. Hence proper monitoring and work flow software has to be provided by the vendor.
- 5.4. As per the regulatory requirement, **letter No 800-4/2003-VAS (Vol.III) (Pt.III) dated 13.09.2007 issued by ADG(VAS-1) of DOT**, it should be possible to trace from which CSC/ Dealer/ Distributer/ DSA, the CAF was collected.
- 5.5. The eligibility criterion of the bidder may be that he has done scanning of 10 million pages for any one of
 - 5.5.1. Telecom operator,
 - 5.5.2. Bank
 - 5.5.3. Government/PSU office.
- 5.6. A server shall be arranged/ procured by the circle. The server will be kept with CMTS/IT cell of the circle. The circles may check, if a server can be arranged, then it need not be procured. The scanned images will be stored in this server. The workflow will be managed in this server.
- 5.7. The bidder has to provide monitoring software, web based, for the circle, which will create the work flow, store scanned data, and generate all kind of reports. This software will run centrally on the server provided by circle. The invoice payment shall be done from the reports generated from this software. The payment can be done centrally by the CMTS unit of the Circle.
- 5.8. The bidder has to bring his own PCs and scanners for scanning, validating, quality check and uploading of the scanned data.
- 5.9. The POC may be done by CMTS cell and if required, IT cell of the circle can be involved for any kind of help. After POC getting all the Images scanned shall be the responsibility of the Circle CMTS Unit. In the initial stage CAF will be available in plenty for scanning, but subsequently, when the volumes for scanning become low, Circle CMTS cell shall get the data of all working connection from the Zonal B&CCS and generate report for the missing CAF. The software developed by the vendor should have the capability to generate mismatched reports and display the data of missing CAF SSA wise.
- 5.10. BSNL CO CMTS(O&M) unit shall do the entire monitoring and send a monthly report of the number of CAF scanned circle wise to Director(O).
- 5.11. The monitoring software developed by the vendor may not be required once the zonal CAF management software is in place (DMS). It can be anticipated that the zonal system shall be in place by September 2009. Hence all CAF till Sep-09 should be targeted for scan. This shall be continued till further instructions.
- 5.12. The major failure and delay in these projects is due to the fact that, the bidder is not given the CAFs in proper time, and there is no monitoring software to fix the responsibility of the vendor **or** BSNL.
- 5.13. The software that will be provided by vendor should have the facility to bring out the responsibilities.

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- 5.14. The master data should be created properly in the central server. The master data should be created in accordance with circulars already issued by various cells of the BSNL CO. The master data of the dealer/distributor/franchise network should be created at micro level. Each point in the circle where CAF are received should have unique ID. Let this point be defined as **Point Of CAF (POCAF)**. Each point where DSA/ dealers/ franchise are submitting the CAF should also have unique ID, and should be separate from the ID where BSNL is receiving the form.
- 5.15. The scanning will be done at one point in an SSA/ Area. The computers required for scanning, verification, data uploading etc shall be provided by vendor. The space and furniture for keeping the scanner, PCs will be provided by BSNL. The power for the PCs, scanner etc shall also be provided to vendor free of cost. The scanner will also be provided by the vendor. BSNL shall provide the network/wiring/hub to connect the central server and the scanning stations. The environment should be air conditioned so that the data can be protected. A separate room shall be provided to vendor, with lock and key arrangement. The vendor shall get his lock and key. During the entire project, the arrangements shall be made so that if required, the vendor can work on 24 x 7 basis.
- 5.16. About 750 – 1000 forms shall be scanned in one day. The SSA/Area should finish the entire scanning work in 150 working days. The vendor has to plan accordingly, provided, the vendor should always have pending LOT with him for scanning. The pending LOT shall be visible in the software. If at any day, there is no pending LOT, that day shall not be counted for vendor. If one scanning station is used, then in 150 days, minimum of $750 \times 150 = 112500$ shall be scanned.

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6. Storing of CAF

- 6.1.1. All the CAFs Shall be finally stored at the SSA HQ.
- 6.1.2. The vendor shall also provide Corrugated Cardboard Boxes of Uniform Size 13''X 10.5''X 12.5'' for storing of the scanned CAF. The box should be of corrugated paper of 7 ply. The numbering scheme on the boxes shall be provided by BSNL. The numbering nomenclature is attached as Annexure-1. The file '**cdr-zone-circle-ssa-sdca-list-ver.2.0.xls**' is enclosed where the codes for circles, ssa have been defined by ITPC. The metro circles can use the area code instead of ssa code wherever required.
- 6.1.3. This box can store about 750 CAF.
- 6.1.4. After the SSA_CAF_Owner, is satisfied with the scanned images and sample check has been done, the vendor will put the LOT of 750 completed forms in the box and hand over this to the SSA_CAF_Owner.
- 6.1.5. The boxes should be numbered. The vendor has to provide A4 size sticker. The box number has to be written on all four sides. Hence for each box, 4 A4 size stickers shall be provided by vendor.
- 6.1.6. This box number should also be entered in the data to be entered with each form.
- 6.1.7. This box will then be handed over to SSA_CAF_Owner, after which it shall be the responsibility of the SSA_CAF_Owner to keep the Box in an appropriate place.
- 6.1.8. This place shall be a secure place, and should be made termite free. Rodent treatments of this place should be done on monthly basis. It should also have the necessary fire fighting arrangements.
- 6.1.9. In case the SSA is not having a predefined CAF storage facility, Steel Racks of size **96''X 36''X 15'' can be used for keeping these boxes** for Easy Retrieval of Records. In one line 4 boxes can be kept, and total of five lines can be there in one rack. Hence in one rack 20 boxes can be accommodated.
- 6.1.10. The numbering system of the rack should also be defined in the software. This numbering should come from the rack master.

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7. Scanning workflow and methodology

- 7.1. The work flow is attached as Annexure-2.
- 7.2. The CAF which are ready for scanning should be submitted by POCAF_Owner in a LOT. The **LOT size shall be 750 because the box of the defined size can accommodate 750 forms.**
- 7.3. Whenever the owner of POCAF is ready with 750 CAFs for scanning, the owner of POCAF shall log in the software and initiate a new 'LOT' in the software.
- 7.4. The owner at the POCAF should enter only the mobile numbers from the CAF. The software should generate 10 text boxes for entering mobile numbers on one page. There should be button, **save and add more** at the bottom, which will **save** the 10 records, the date of entry, LOT number and the ID of POCAF_Owner and open a fresh page with 10 text box.
- 7.5. When 750 mobile numbers are added, the software will give an indication, and will close the LOT. The total number of mobile numbers entered in the LOT should be shown on the top of page where data entry is done.
- 7.6. A typical work flow can be as under
 - 7.6.1. The POCAF at all level, shall make LOTS. Attempt should be made to scan the most recent CAF first. LIFO. But in no way, the scanning has to stop.
 - 7.6.2. All the LOTs should be handed over to the SSA_CAF_Owner, with proper sign off. This should be also reflected in the software.
 - 7.6.3. Once the LOT is received is ready with SSA_CAF_Owner, it should be handed to vendor and after that it shall be shown pending for scanning.
 - 7.6.4. The responsibility of taking all CAF to SSA_CAF_Owner will be of BSNL.
 - 7.6.5. The Vendor shall scan the LOT, and check the quality of the image.
 - 7.6.6. The scanning shall be done at 75 dpi, and in grey scale. The first page of main form and also the supporting documents shall be in grey scale. The page containing the photo and signature should only be scanned.
 - 7.6.7. The vendor has to make folders in the local computer where image data is stored. The folder name shall be the LOT number. The image shall be stored in **TIFF** format. The file name shall be mobile number followed by underscore followed by **date (defined in next para)**. For example 9400000356_02082007. The file number should be of 19 characters; hence zero should be added before dd and mm wherever required. This will take care of duplicate mobile number due to number reuse.
 - 7.6.8. **Date** is very important. The date that shall be entered in the data shall be (priority wise)
 - 7.6.8.1. Date of activation, mostly available for post paid.
 - 7.6.8.2. Date of sale of SIM, i.e. if one sells a prepaid connection, he will write the date on which this connection is sold. This date shall be considered.
 - 7.6.8.3. If the above two dates are not available, then any reasonable date available on the CAF can be entered.
 - 7.6.8.4. If any of three is not available, the SSA_CAF_Owner can decide any suitable date, as per the available bundle, as per SIM number or whatever. Attempt should be made not to stop the scanning process.

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- 7.6.8.5. Very important aspect with respect to date is that, there should be a list of values provided which should indicate which type of date is entered.
- 7.6.8.6. Whenever data is retrieved, the date selection criterion should also be taken, so that proper information is conveyed.
- 7.7. The vendor will also do the data entry for each CAF in the software. The data that is to be entered is mobile number and any of Date as defined above with the priority indicated. After submitting this data, a window will open that will collect the matching data from the data provided by the Zonal B&CCS. The idea is that the account number of the mobile number which is being scanned should be paired. The data that this application software will get from the billing data dump shall be displayed. First name, last name, date of activation, account number will be displayed. A check box against each shall be displayed. The vendor has to select the matching check box and submit. The data that shall be finally stored in the server shall be
- 7.7.1. Mobile number -- (To be entered by vendor, or one by one from the LOT)
- 7.7.2. Date (as above, any one date) -- (To be entered by vendor)
- 7.7.3. Which date type was chosen (Example activation, SIM sale date etc) -- (To be entered by vendor)
- 7.7.4. Account number (if available) -- (To be taken from billing dump)
- 7.7.5. Last name -- (To be taken from billing dump)
- 7.7.6. First name -- (To be taken from billing dump)
- 7.7.7. Post Paid/prepaid -- (To be taken from billing dump)
- 7.7.8. POCAF_Owner_ID -- (To be taken care by software at the time of start of the scanning of the LOT)
- 7.7.9. Franchise/dealer/distributor/ CSC ID -- (To be taken only from the List of values)
- 7.7.10. Date on which this record is entered
- 7.7.11. Login id of the person doing scan/entry
- 7.7.12. Corrugated box number where the CAF will be physically stored
- 7.7.13. Rack Number
- 7.7.14. Box number
- 7.7.15. Total number of pages scanned (default 3)
- 7.7.16. Identity proof, list of values to be displayed, for example passport, voter card
- 7.7.17. Residence proof, list of values to be displayed, for example telephone bill.
- 7.8. The POCAF ID should automatically come in the data.
- 7.9. If the POCAF is non BSNL, then the dealer/distributor/agent code should also be entered from the master data. This data has to be selected from the LOV only.
- 7.10. This data meant for indexing shall be the responsibility of vendor.
- 7.11. The vendor will check the quality and will upload the images in the main central server.

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- 7.12. The approximate size of the main form and two supporting documents shall be 500 Kb.
- 7.13. The complete LOT of 750 when scanned, data entered is liable for payment in the next month.
- 7.14. The SSA_CAF_Owner should make sample checks of 15 numbers in each LOT and should certify in the software that sample check has been done.
- 7.15. In all, the software should be able to monitor the number of CAF scanned at any time.
- 7.16. All report, pertaining to this should be generated. Vendor has to generate additional reports as required. Circle CAF owner shall decide this.
- 7.17. The vendor has to validate the forms scanned after data entry.
- 7.18. The software should take care of this process.
- 7.19. The lot number shall be entered, after which the forms and the data entered will start coming one by one.
- 7.20. In half screen the form should be displayed, on the other half the data entered should be displayed. The image should display only the key areas for which data is to be entered.

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8. Software requirement

8.1. The tentative software requirement shall include, Defining Ownerships, Defining Master data in software, the ideas that are given in Guidelines for tendering, and the work flow.

8.2. Administration Console

8.2.1. This system shall support User Management

8.2.2. Administrator shall be able to create various groups of users like

8.2.2.1. Circle Master, SSA master, SDCA master (It should be possible to have report for SSA HQ). Ownerships should be clearly defined like Circle_CAF_Owner, SSA_CAF_Owner, POCAF_Owner

8.2.2.2. Master data creation for franchise/ dealer/ distributor.

8.2.2.3. Scanning users, QC Users, Indexing users, Verifier etc

8.2.3. This system shall support Batch Manager which displays status of each batch (as to at what level each batch is (Scan, QC, Index etc))

8.2.4. It should support Audit Trail

8.2.5. It shall capture all the possible events of various phases in the product

8.3. Scanning Module

8.3.1. The system shall support Document as well as Batch scanning

8.3.2. Scanning station should have tool bar for all Scanning related functionalities.

8.3.3. It shall allow selection of color depth for every page being scanned. (e. g. first page can be color/gray, second can be b/w and third can be color and so on). Required where ID proofs and Photos need to be scanned in color/grey format and the rest of the documents in b/w)

8.3.4. The system shall support barcode recognition which helps in document separation as well as identification at scanning level.

8.3.5. Scanning system shall also support Add/Insert Pages.

8.4. QC Module

8.4.1. The system shall display Document Name and Page (x of y) as window title for user friendliness.

8.4.2. It should support Tool bar for all Image QC related functionalities like Rotate, Zoom, Page Navigation etc.

8.4.3. System should provide Page Shuffling. In the right hand Panel of Image QC station, it should display all the pages of the document which is in view mode and allow shuffling by drag-drop.

8.4.4. QC Module shall display thumbnails for all the pages of the document so that each page can be viewed by clicking on the thumbnail

8.4.5. The system shall have the capability to retain the grey-scale page if the image quality is not proper OR convert to black-white if the image quality is good enough

8.4.6. If because of any reason the page has to be rejected, system shall capture the reason for rejection from the operator, and this information shall be available and intimated to the Rescanning station for future use meaning for re-scan and etc.

8.4.7. The system shall support Add/Delete/Insert Pages

8.5. ReScan Module

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- 8.5.1. The system should display the information about the rejected documents by Image QC which are to be rescanned.
- 8.5.2. The page numbers rejected and the reason shall be displayed.
- 8.5.3. It should support facility to insert pages for rejected documents
- 8.6. Cropping Module**
 - 8.6.1. Cropping Module shall provide cropping of fields such as photographs & signatures.
 - 8.6.2. System shall support automatic as well as manual cropping.
- 8.7. Sectioning Module**
 - 8.7.1. Sectioning module shall provide document separation in sections like main form, Id Proof, Address Proof etc
 - 8.7.2. System shall support manual as well as automatic sectioning.
 - 8.7.3. It should also support automatic sectioning using patch codes.
- 8.8. Indexing Module**
 - 8.8.1. It shall have the capability of Image assisted Data Entry with zooming and zoning facility.
 - 8.8.2. It shall display Each document (image) for indexing one after another. The operator should have the capability to index the values in the respective index fields by looking at the image
 - 8.8.3. System shall highlight the data capture area while the user navigates within the fields.
 - 8.8.4. The system shall support navigation buttons to scroll through Previous page, Next Page etc
- 8.9. Verification Module**
 - 8.9.1. Each document shall be displayed with its respective indexes as captured by indexing operator
 - 8.9.2. The verifier shall be able to verify the data against the image and if required change it.
 - 8.9.3. System shall release the data to database after the verification process.
 - 8.9.4. It shall support double-blind verification process for maximum accuracy of the data
- 8.10. Beamer (Release from SSA central location at Circle Level)**
 - 8.10.1. This system shall support beaming of scanned images and its metadata at regular intervals to the centralized repository.
 - 8.10.2. All the SSAs will use beamer to send the scanned images and its metadata to the centralized repository
- 8.11. Scanning Reports**
 - 8.11.1. System shall be able to generate at least the following reports
 - 8.11.2. Successful scanning report
 - 8.11.3. User Performance Reports
 - 8.11.4. Daily activity report
 - 8.11.5. Audit reports
 - 8.11.6. Circle_CAF_Owner may ask for generation of more reports where ever required.
- 8.12. Setup Requirement at SSA and Circle Level**
 - 8.12.1. Setup at each SSA for Ongoing Scanning.
 - 8.12.2. Scanning & Rescan Module shall be installed on one common machine that is attached to the scanner and can be referred to as Scanning stations

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- 8.12.3. Image QC and "release to the central location" shall take place on a separate machine.
- 8.12.4. Cropping, Sectioning, Indexing, Verifying etc are the modules that shall be installed at SSA level. It shall complete the indexing QC before it commit the data in the central location.

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9. Scanning Station Technical Specifications

- 9.1. All images to be scanned at 75 dpi tiff file format.
- 9.2. The photo/signature page also to be scanned at 75 dpi grayscale format.
- 9.3. Scanning station should provide the Integrated with directory services for secure authentication and authorization.
- 9.4. Scanning station should provide support for Failover, Security, Audit trails, Security and Application logging.
- 9.5. It should provide Data auditing feature to track and log events. It shall provide audit logons, password changes, data access and modification, and many other events.
- 9.6. System shall be able to store Scanned Images and related indexing at SSA level for 3 months. However the system is required to synchronize every day with the central document management system at Zonal Level.
- 9.7. Scanning station should provide the features of Relational Database Management Systems (RDMS) like concurrency, data consistency, transaction atomicity, and data integrity and data durability.
- 9.8. It should provide environment to integrate with traditional databases like text/flat files.
- 9.9. Scanning station should be capable enough to store data from structured, semi-structured, and unstructured documents, such as images and rich media, directly within the database.

Guidelines for Managing Customer Application Form (CAF) for GSM Connections

Annexure - 1

Circle Code	-	2 or 3 Characters, as defined in the code list.
SSA Code/Area Code	-	3 Characters as defined in code list.
Rack Number	-	4 numeric, 0001 to 9999
Box number	-	2 numeric, 01 to 99

The sticker on the box should have the following information

1. Circle Code - 2 or 3 Characters, as defined in the code list.
2. SSA Code/Area Code - 3 Characters as defined in code list.
3. Rack Number - 4 numeric, 0001 to 9999
4. Box number - 2 numeric, 01 to 99
5. LOT number - 5 numeric, 00001 to 99999
6. Date of opening LOT - date, dd-mmm-yy, ex 15-Aug-09
7. POCAF_ID - 4 numeric, 0001 to 9999
8. Date on which box completed - date, dd-mmm-yy, ex 15-Aug-09

code list = cdr-zone-circle-ssa-sdca-list-ver.2.0.xls

Guidelines for Managing Customer Application Form (CAF) for GSM Connections

Annexure – 2

1. POCAF_Owner ready with 750 CAF
↓
2. POCAF_Owner Logs into the Software
↓
3. Opens a new LOT, and gets a unique LOT number.
↓
4. Enters 750 mobile numbers in the Software
↓
5. Closes the LOT
↓
6. Sends the LOT to SSA_CAF_Owner along with physical forms
↓
7. SSA_CAF_Owner makes an entry in the Software for receipt of LOT and hands it to vendor
↓
8. This LOT is now ready for scan, can be viewed in the Software as pending for scanning
↓
9. Now vendor will 'prepare document', De-staple, clean, paste photo (if stapled) etc, LOT wise
↓
10. Vendor will also check if relevant attachment is available. If not available, give CAF back to SSA_CAF_Owner, who in turn will give it to POCAF_Owner. Software to take care of all entries.
↓
11. CAF is finally scanned. Image is stored in local computer.
↓
12. Image quality check in the neighbor computer. Also check for authentication of documents.
↓
13. If OK, proceed, else proper reason for rejection to be entered in the software, and this to be given back to SSA_CAF_Owner, who shall give it back to POCAF_Owner.
↓
14. Indexing data to be entered by vendor. Data dump to be provided by B&CCS for account number.
↓
15. Final checking of the Image file, index data, by vendor. Entry to be made in software for sending this lot to SSA_QC_Owner to check 100% forms. Date should be clearly available.
↓
16. Upload the image data in the circle server, LOT wise. Also make a backup copy of the image and index data
↓
17. Handing over the physical LOT after completion to SSA_CAF_Owner
↓
18. SSA_CAF_Owner, stores the LOT in the pre numbered corrugated box of standard size.
↓
19. SSA_CAF_Owner, checks 15 forms randomly for image quality, proper documents and index data, and confirms the LOT in the software. The LOT is now liable for payment.
↓
20. Circle_CAF_Owner makes the payment on monthly basis, and sends report to GM CMTS (O&M).