# User Manual

(For Applicant)

Online Registration of Captive Mobile Radio Trunking (CMRTS)

## Department of Telecommunications

**Government of India**

15 JUN, 2023

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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 hassle-free 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.
- **CMRTS** : Captive Mobile Radio Trunking .
- **LOI** : Letter of Intent
- **FBG** : Financial Bank Guarantee

## 1.2 About CMRTS License

Captive Mobile Radio Trunking (CMRTS) networks are extensively used by State / City Police, Public Sectors, Utilities, Metros, Airports, Refineries, Steel Plants, in big buildings such as Mall, on Roads etc. for their captive communications needs within 60 Kms Range (30Km Radius). Service is made available within the company/organization/department.
This LICENSE is granted to provide SERVICE on a non-exclusive basis in the designated / specific SERVICE AREA by utilizing any type of network equipment, including circuit and/or packet switches that meet the relevant International Telecommunication Union (ITU) /Telecommunication Engineering Center (TEC) /International standardization. The Company has the right to operate the SERVICE in the service area for which this license is granted.

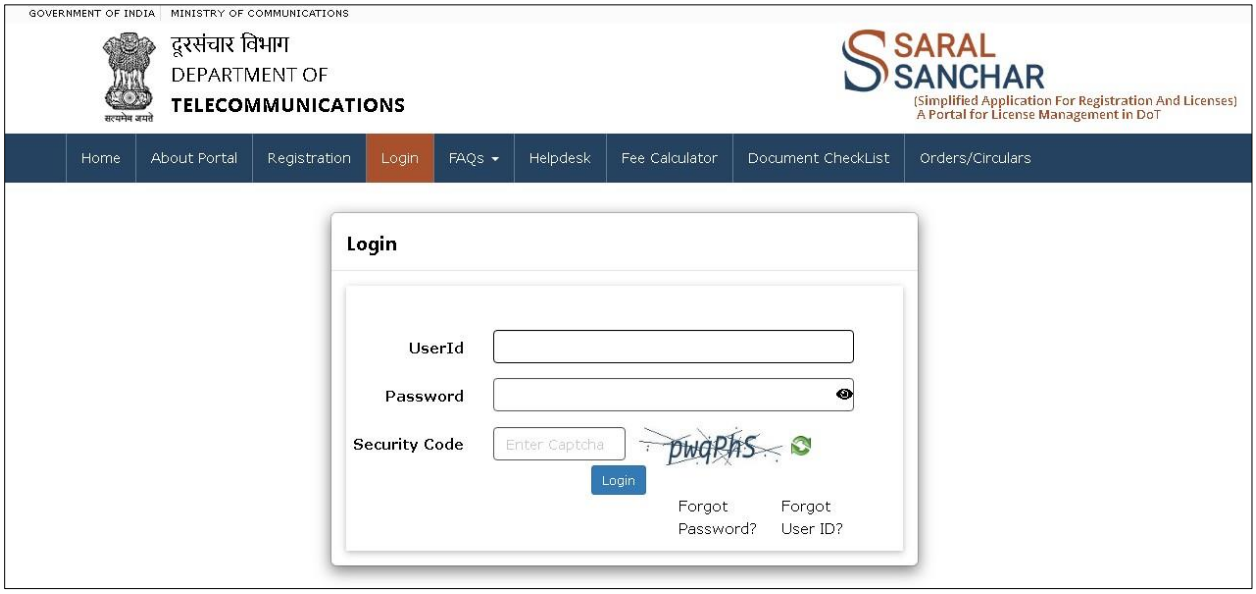
Saral Sanchar web base portal facilitates to apply for authorization of above License / Authorization will be issued through this portal. This user manual will guide to become registered user of this portal and explains various steps in the process of issuing license/authorization

# Section-2 Applicant Part

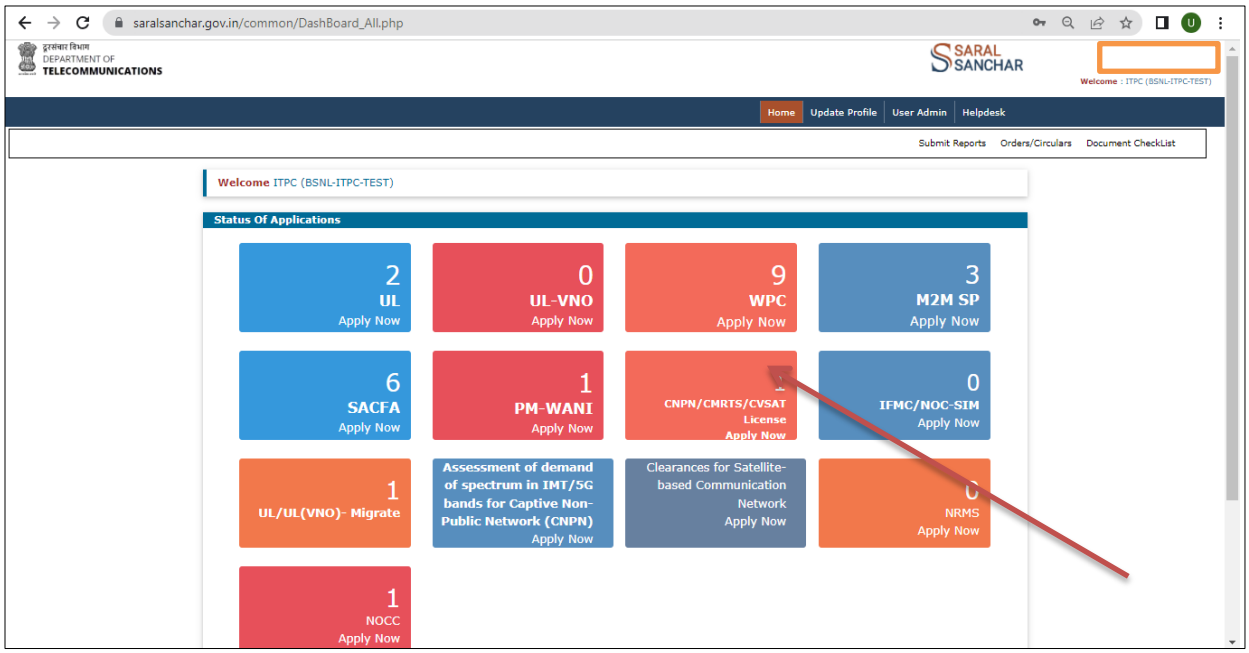
## 2.1 Login

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**.

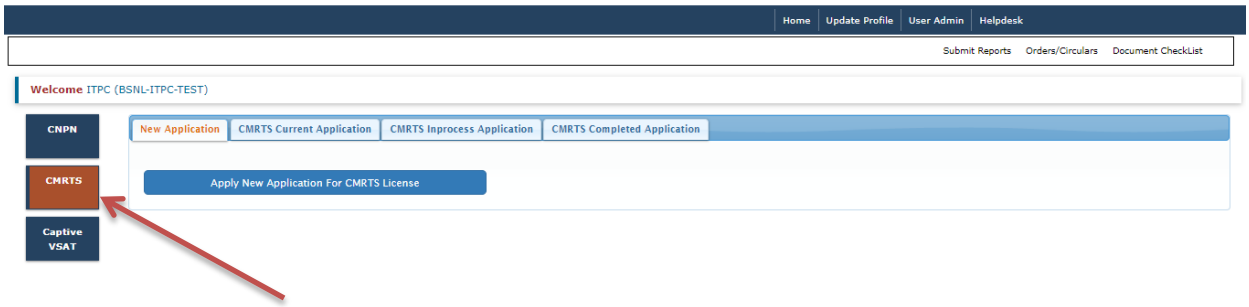
Enter your credentials in the login forms as shown below, after entering the **CAPTCHA CODE** Click on **LOGIN BUTTON**.



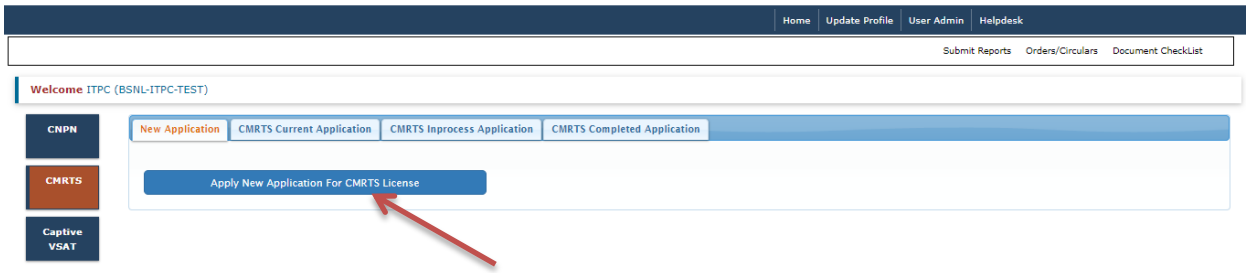

After clicking Login you will be directed to this page.




Click on the CNPN/CMRTS/CVSAT License block as shown in arrow following page will be displayed.




Click on "CMRTS" button.CMRTS dashboard will be displayed as shown in the below screenshot.




Click on "Apply New Application For CMRTS License" button for creation of application .

## 2.2 CMRTS Application :

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

For this click on the **" New Application For CMRTS License"** button ( ***Shown by red arrow***) under Apply now tab.

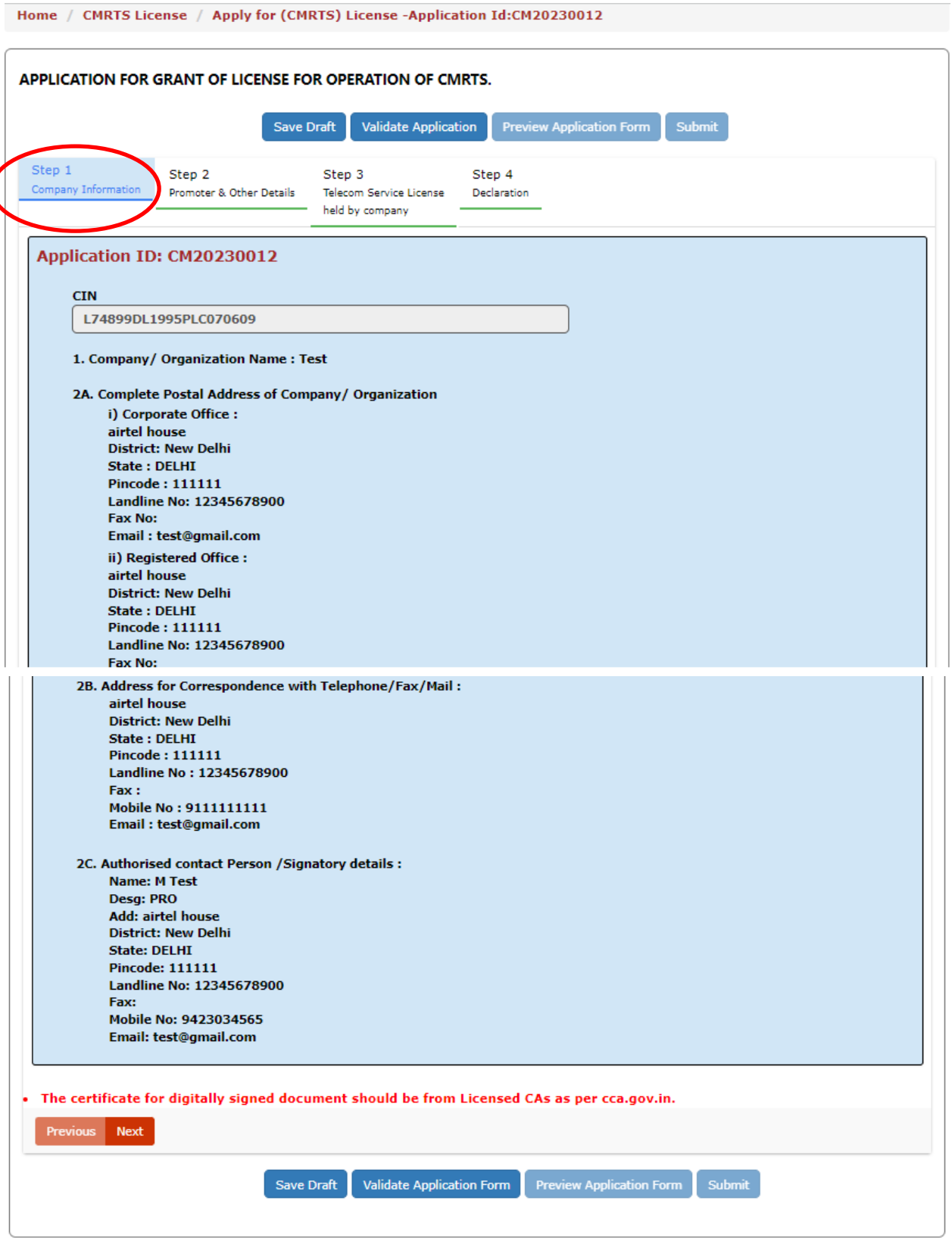
Application form will appear as follows. Form comprises of 5 steps viz. company info, payment & Other details, Promoter & Other details, Documents Upload and Certificate/Undertaking.

**IMPORTANT**

**Digitally Signed Document :** 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**.

**Step 1**

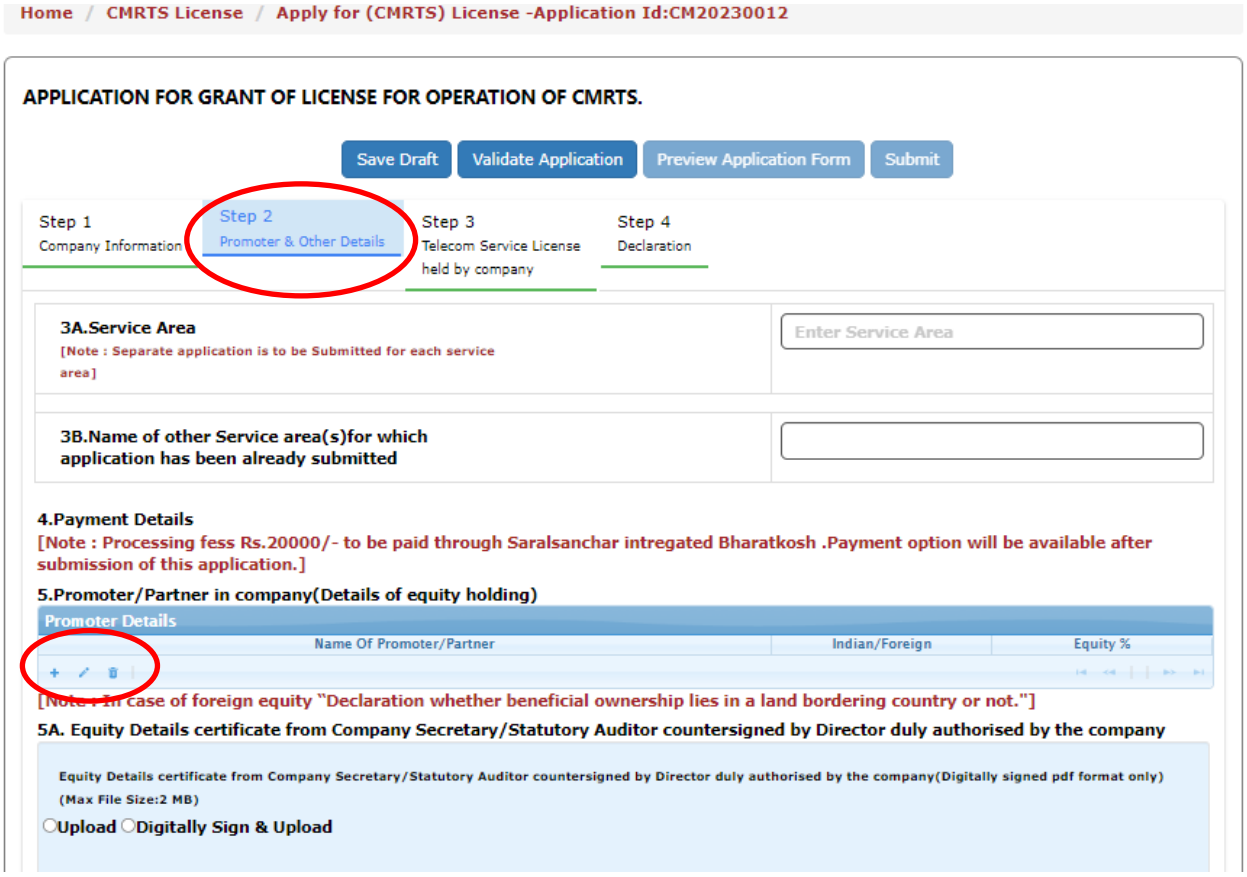
***Company Information***: In this step the information about company entered while registration will pop up and will be in disabled form.




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 2 *Promoter and Other Details*

In this step the user has to enter promoter details and upload "Equity details certificate" by clicking "choose File" button of *5A* and then selecting file and upload using "upload button".



**5B. Certificate from Company Secretary/Statutory Auditor countersigned by Director duly authorised by the company to disclose the status of Foreign holdings**

Certificate from Company Secretary/Statutory Auditor countersigned by Director duly authorised by the company to disclose the status of Foreign holdings(Digitally signed pdf format only) (Max File Size:2 MB)

○Upload ○Digitally Sign & Upload

**6A. Technical Proposal**

Technical Proposal(Digitally signed pdf format only) (Max File Size:2 MB)

○Upload ○Digitally Sign & Upload

**6B. Certified copies of Agreement between the Company and its promoters, between the promoters (including foreign partners, if any)**

Certified copies of Agreement between the Company and its promoters, between the promoters (including foreign partners, if any)(Digitally signed pdf format only) (Max File Size:2 MB)

○Upload ○Digitally Sign & Upload

**6C. Approval Copy of GOI for terms of foreign collaboration or copy of application submitted to SIA/Government in this regard with proof of submission.**

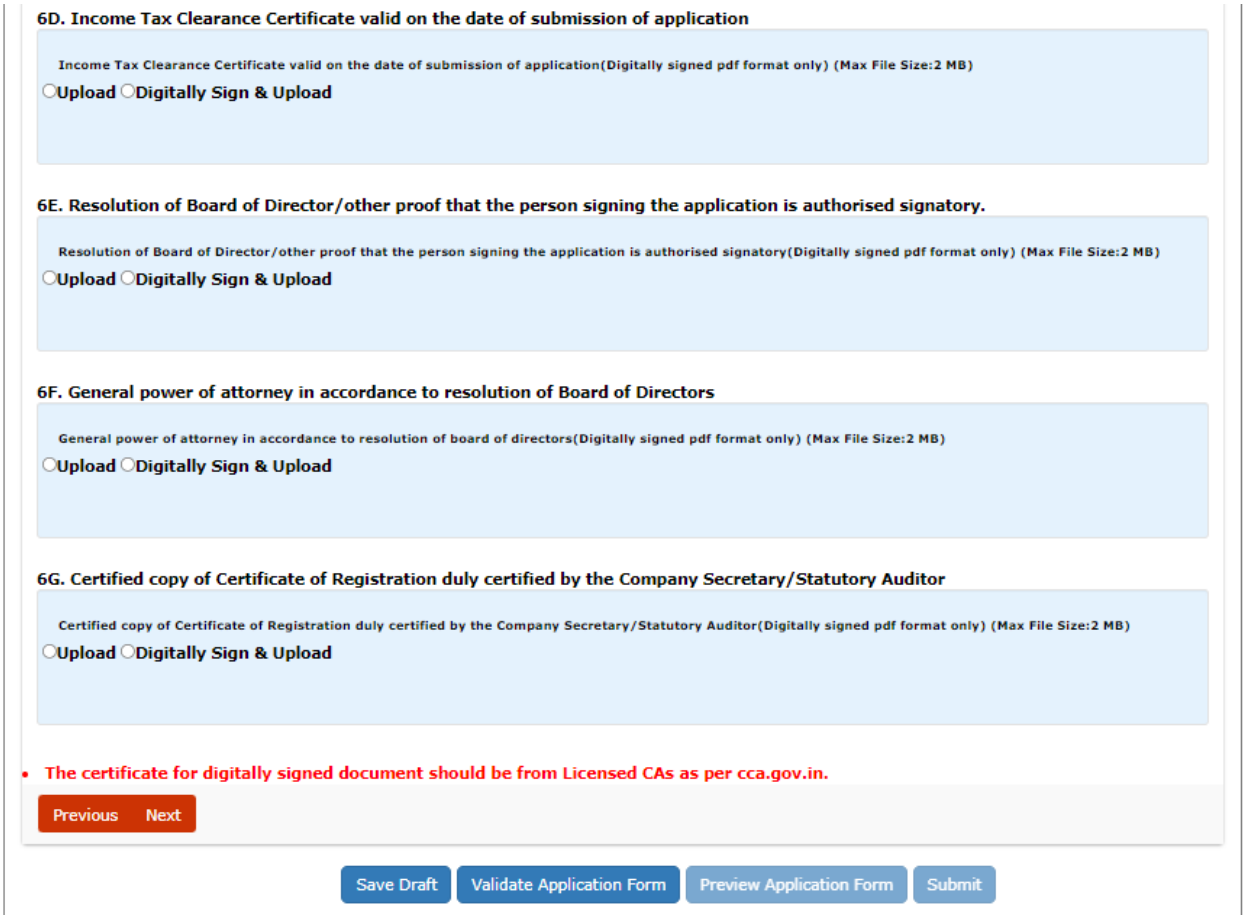
Approval Copy of GOI for terms of foreign collaboration(Digitally signed pdf format only) (Max File Size:2 MB)

○Upload ○Digitally Sign & Upload

**6D. Income Tax Clearance Certificate valid on the date of submission of application**

Income Tax Clearance Certificate valid on the date of submission of application(Digitally signed pdf format only) (Max File Size:2 MB)

○Upload ○Digitally Sign & Upload




In this step user has to enter equity details , promoter details and upload documents.

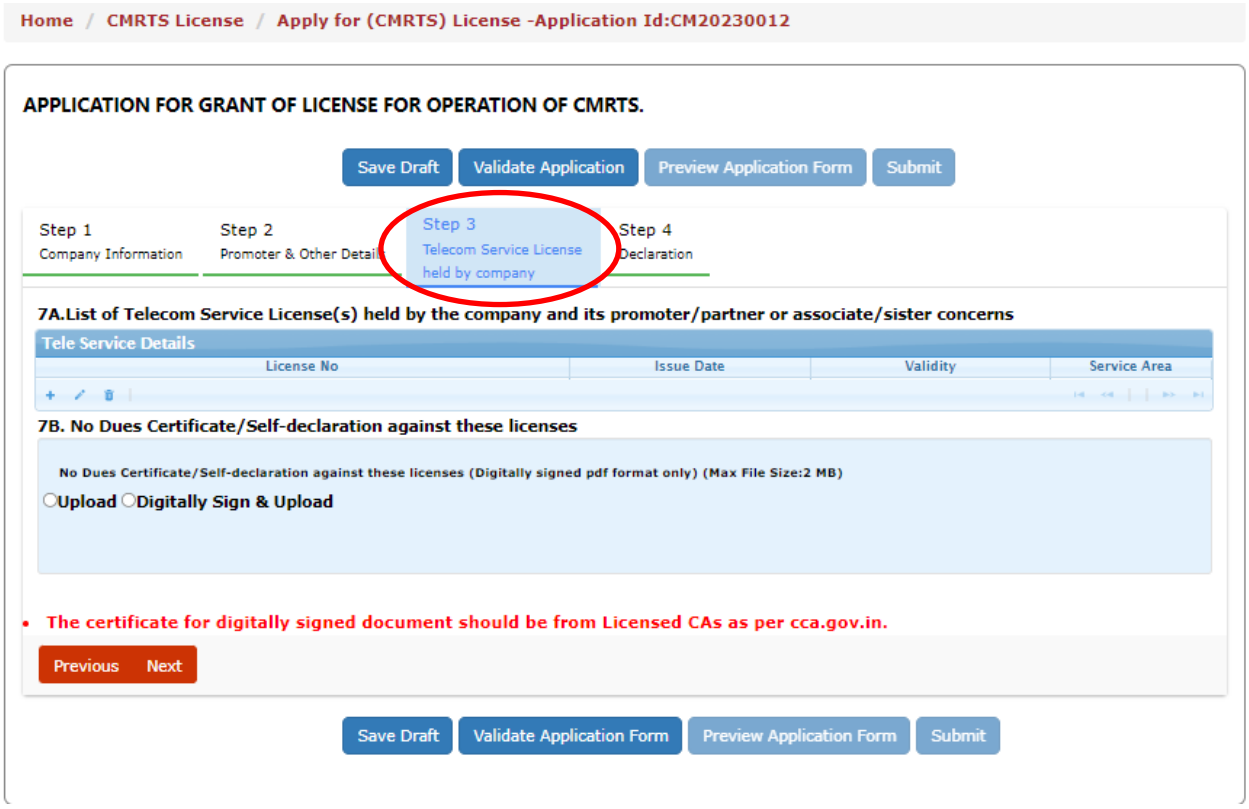
(a) As shown in image below on left side there is option of adding, editing and deleting promoter details. If you click "+" sign separate window will pop up to enter details.

(b) 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 "🗑" icon. Separate window will open to get your confirmation by pressing "delete" button.

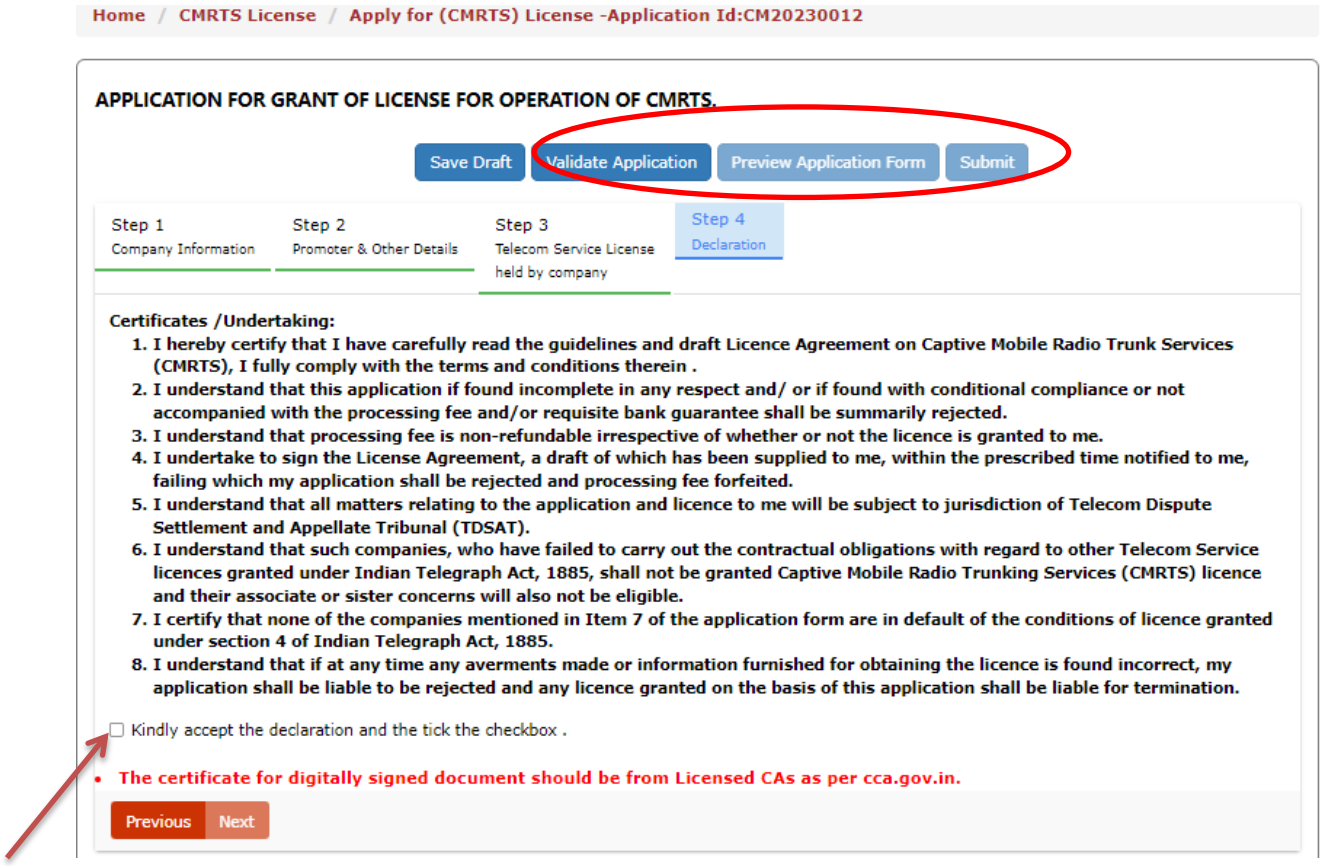
## Step-3 Telecom Service License Held By Company

In this step applicant has to enter Telecom Service License details and upload No Dues certificate/Self-declaration.




## Step-4 Declartion

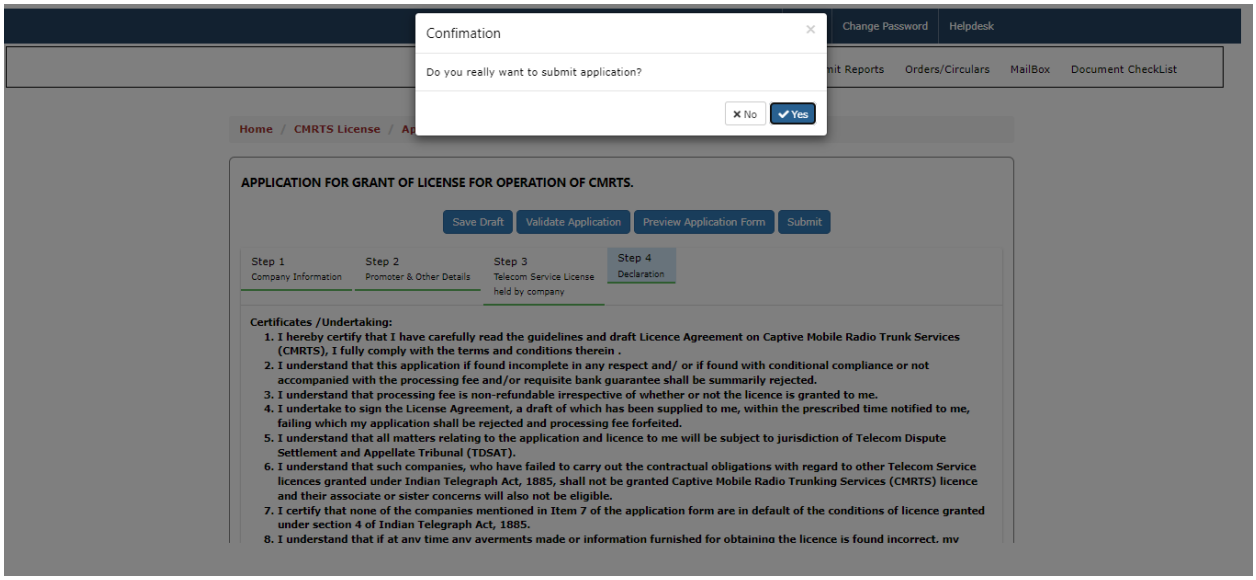
In this step digitally signed copy of documents need to be uploaded




User has to select the check box before submit the application.

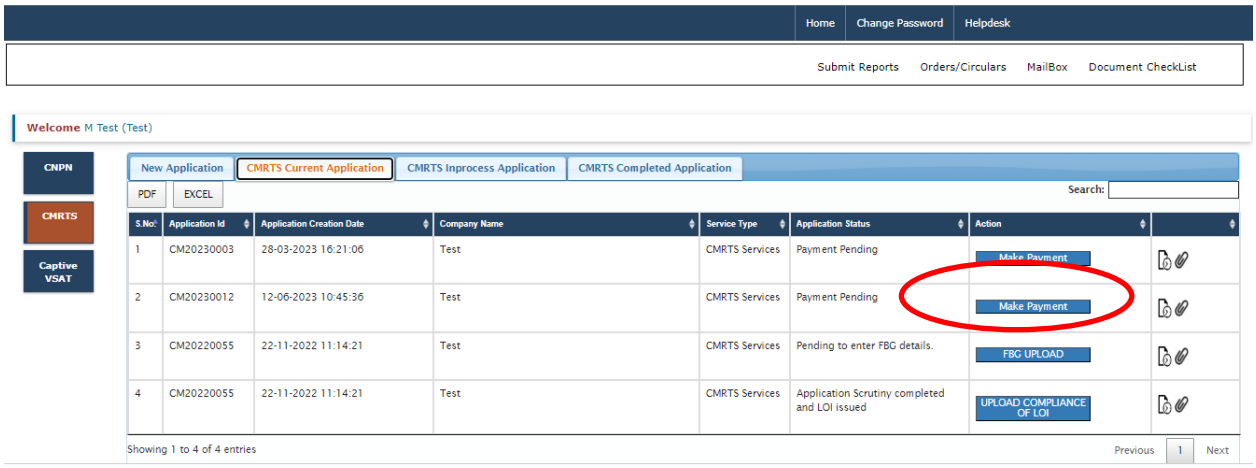
Before submit the application click on "Validate Application Form" button .If validation is successful then "Preview Application Form" and "Submit" button will be enable . Before submission of application please download application form by clicking on "Preview Application Form" and check thoroughly. If all saved data are reflected correctly in the application pdf file then go for submit the application.

After click on "Submit" button confirmation message will pop up. If accept the confirmation application will be pre submitted and payment option will come.

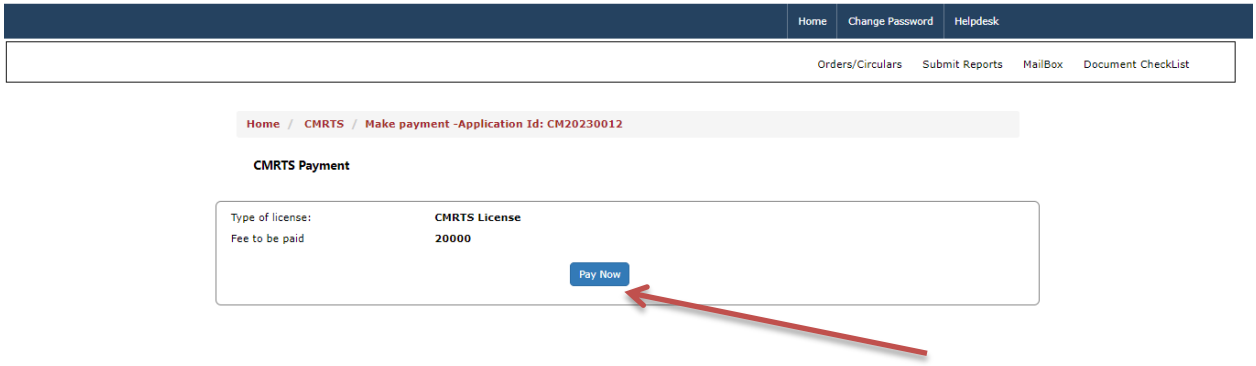

Confimation
Do you really want to submit application?
No
Yes
Change Password
Helpdesk
Orders/Circulars
MailBox
Document CheckList
Home / CMRTS License
APPLICATION FOR GRANT OF LICENSE FOR OPERATION OF CMRTS.
Save Draft
Validate Application
Preview Application Form
Submit
Step 1
Company Information
Step 2
Promoter & Other Details
Step 3
Telecom Service License held by company
Step 4
Declaration
Certificates /Undertaking:
1. I hereby certify that I have carefully read the guidelines and draft Licence Agreement on Captive Mobile Radio Trunk Services (CMRTS), I fully comply with the terms and conditions therein .
2. I understand that this application if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the processing fee and/or requisite bank guarantee shall be summarily rejected.
3. I understand that processing fee is non-refundable irrespective of whether or not the licence is granted to me.
4. I undertake to sign the License Agreement, a draft of which has been supplied to me, within the prescribed time notified to me, failing which my application shall be rejected and processing fee forfeited.
5. I understand that all matters relating to the application and licence to me will be subject to jurisdiction of Telecom Dispute Settlement and Appellate Tribunal (TDSAT).
6. I understand that such companies, who have failed to carry out the contractual obligations with regard to other Telecom Service licences granted under Indian Telegraph Act, 1885, shall not be granted Captive Mobile Radio Trunking Services (CMRTS) licence and their associate or sister concerns will also not be eligible.
7. I certify that none of the companies mentioned in Item 7 of the application form are in default of the conditions of licence granted under section 4 of Indian Telegraph Act, 1885.
8. I understand that if at any time any averments made or information furnished for obtaining the licence is found incorrect, my

## 2.3 Online Payment of Processing Fee

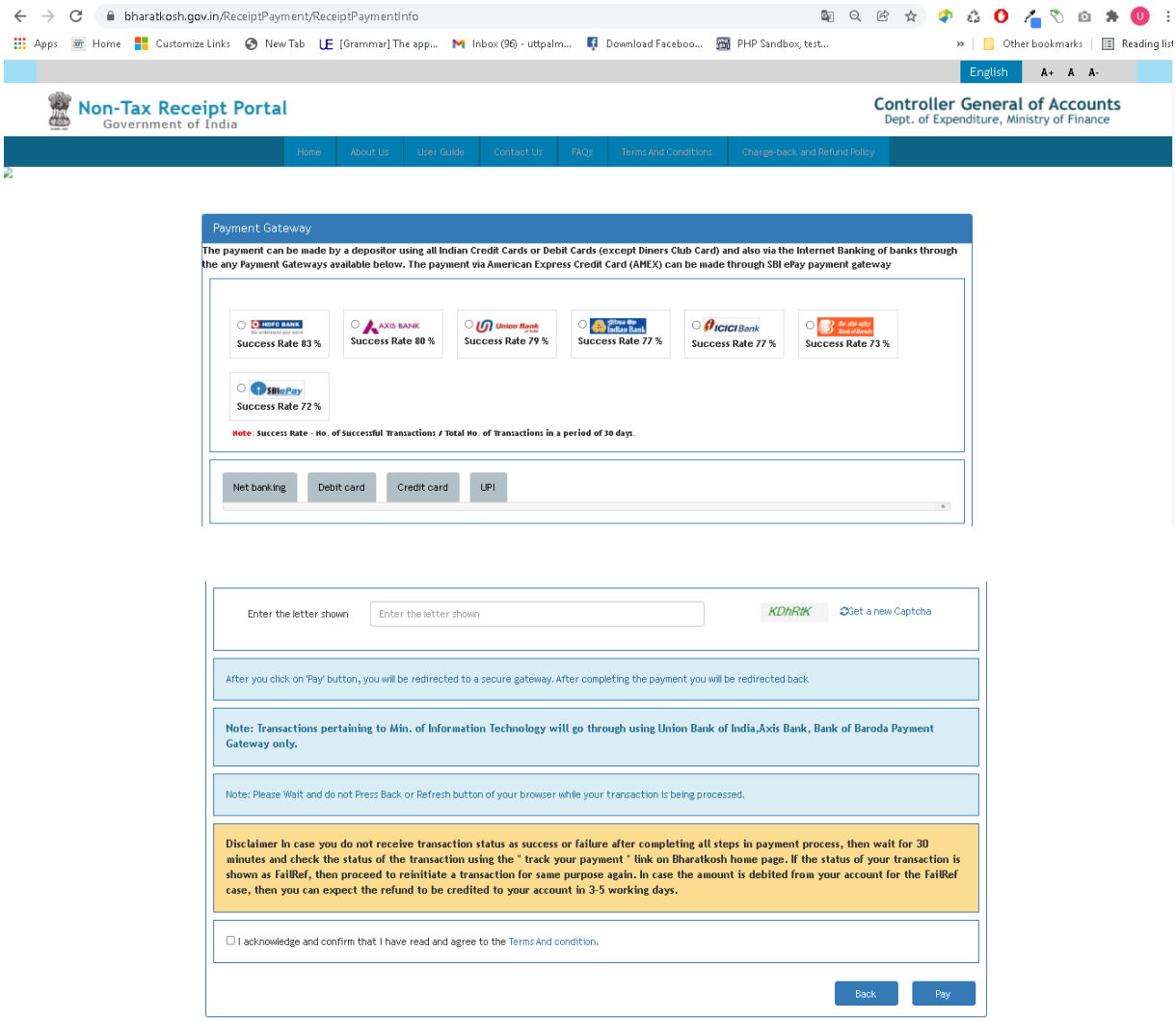
After submit of application payment option will be available on the dashboard as shown in the below screenshot.



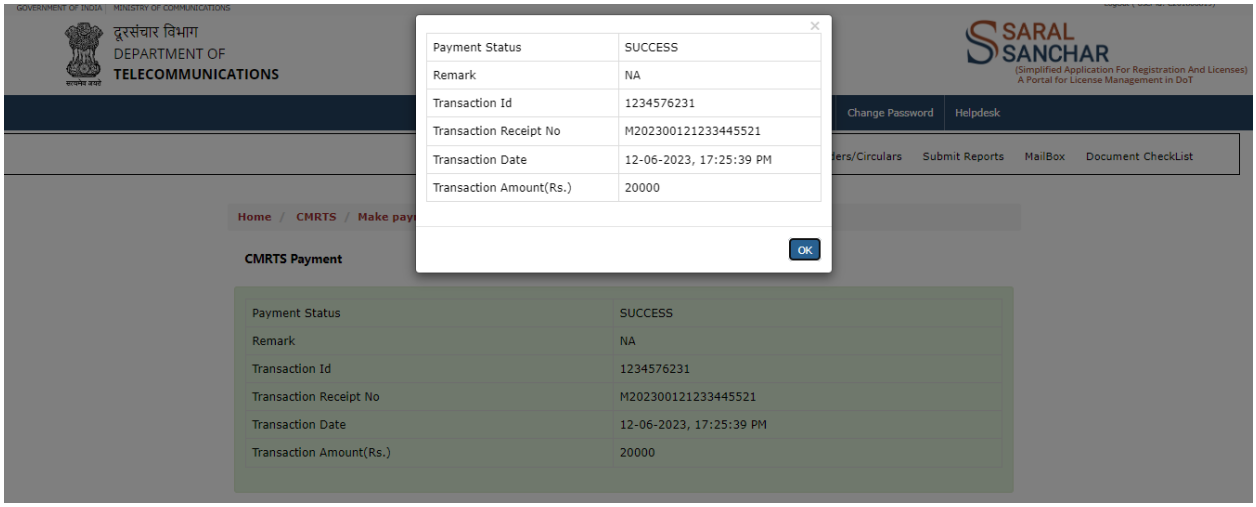

Application will be available on the dashboard for payment. Click on "Make Payment" button following page will open.



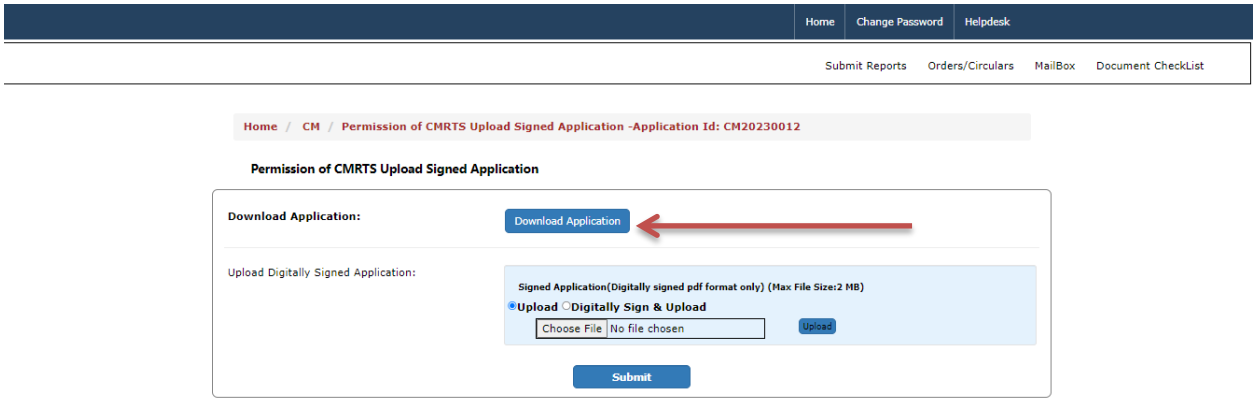

On click of "Pay Now" button, you will be directed to the payment mode selection.



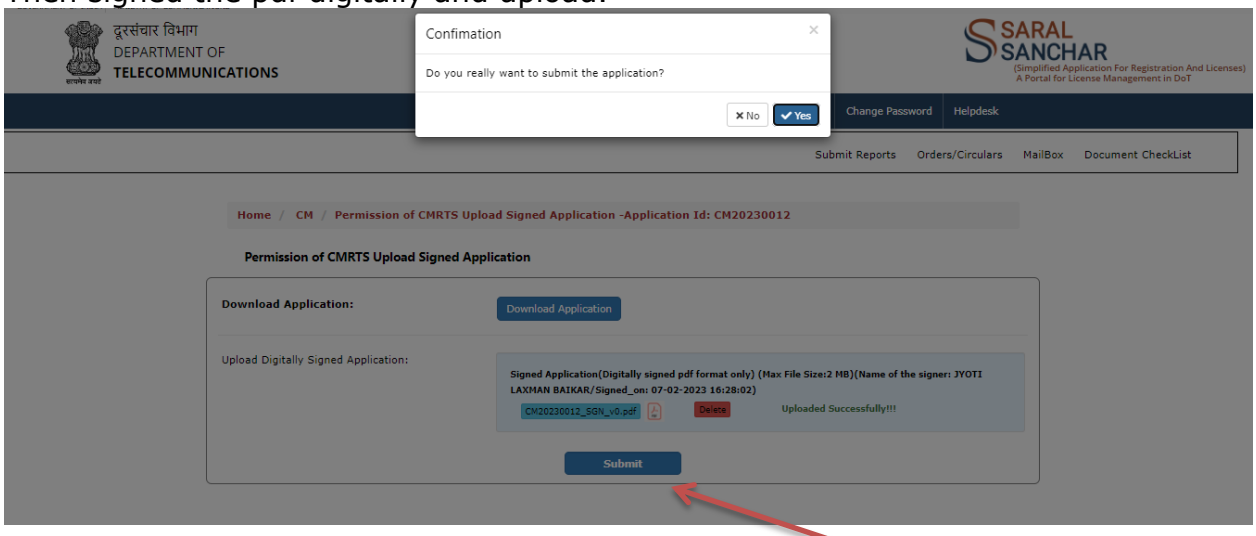

Click pay button to get redirected to enter details of Credit card/bank details. On completion of successful payment, you will be redirected to Saralsanchar portal with the transaction ref no , challan number.



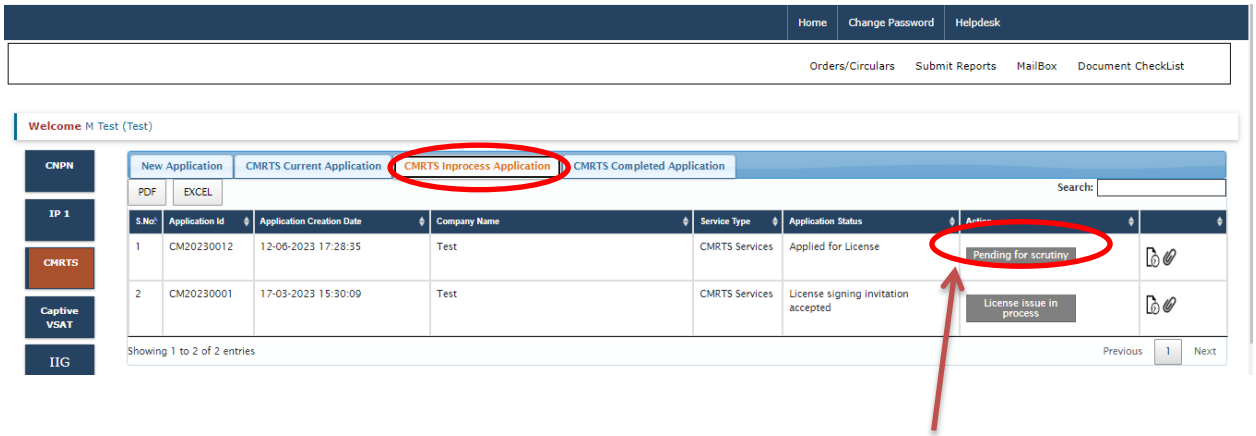

## 2.4 Upload Signed Application :




Download application pdf by clicking on "Download Application" button.
Then signed the pdf digitally and upload.




Click on submit button and confirm. Application will be submitted and it will be available to nodal for scrutiny.




Application status will be available on the dashboard under "CMRTS In-process Application" Tab.

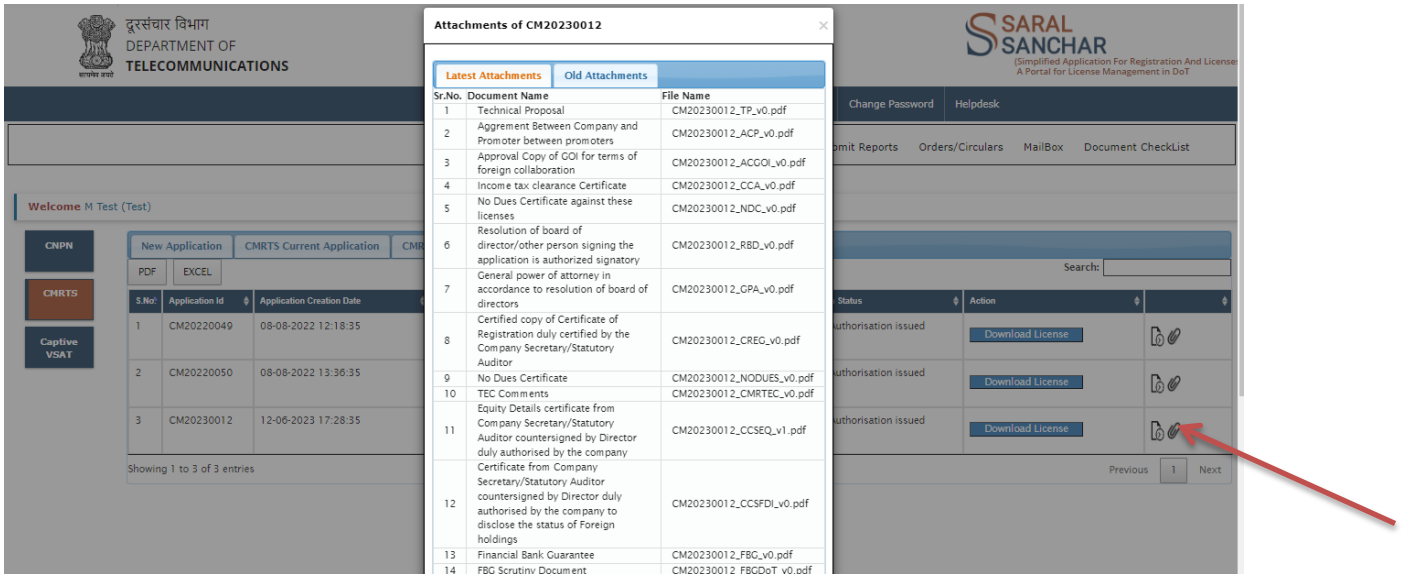
## Scrutiny :

If during scrutiny any documents is not accepted by nodal( DoT) then documents will be reverted back to applicant and same will be notified by SMS and E- Mail. Applicant has to re-upload or correct the data as per nodal remark and resubmit the applications again.

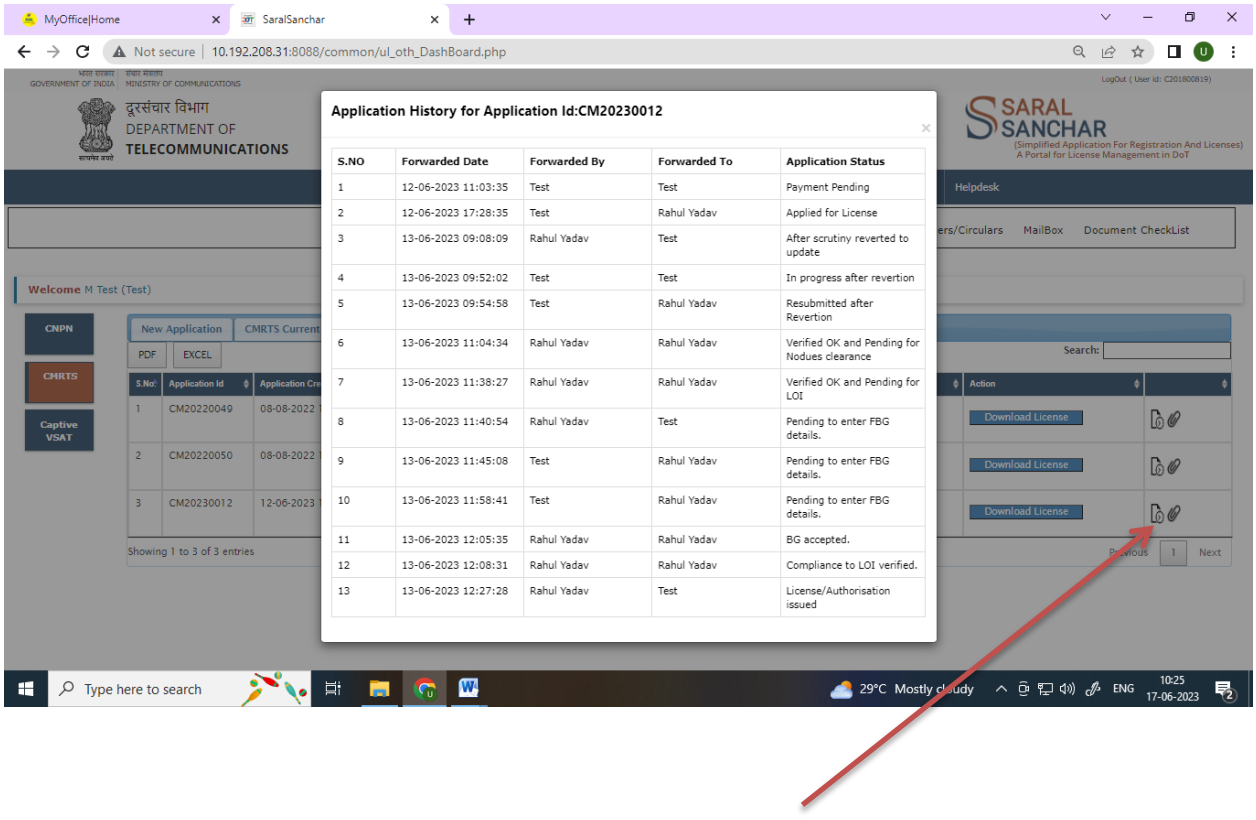
## 2.5 Dashboard Details

This dashboard has four buttons

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

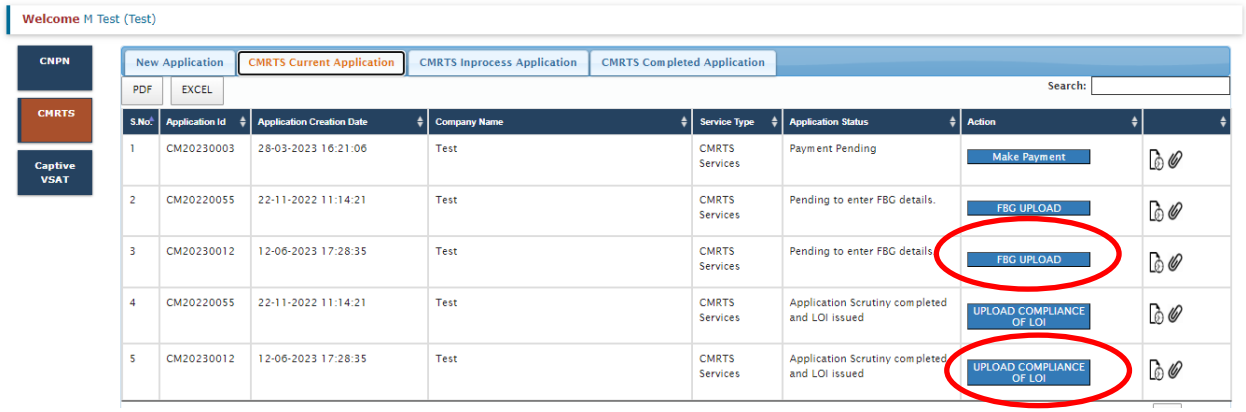



**2. History button**: This shows the history of actions completed till now.



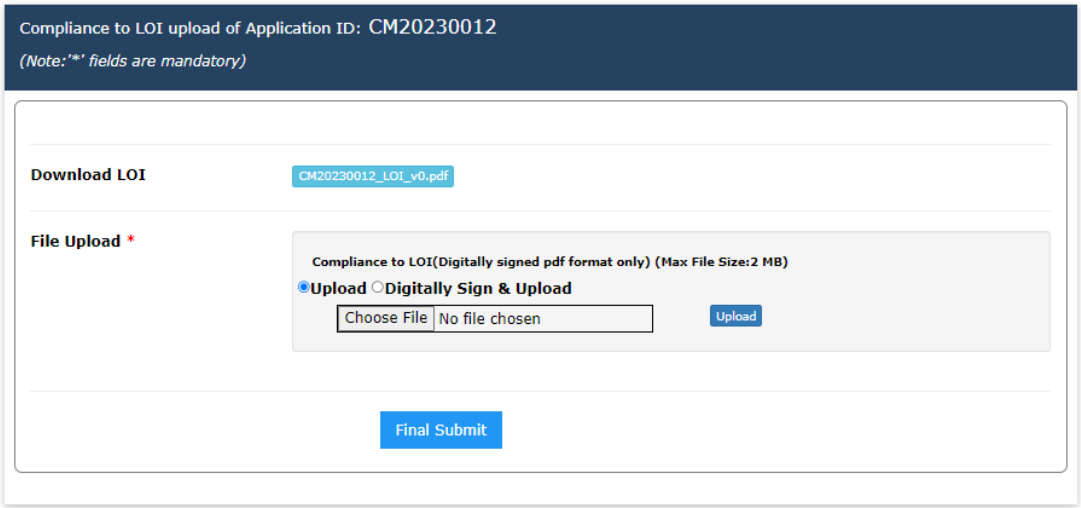
## 2.6 Upload Signed LOI , BG Upload and Online Payment Of Entry Fee

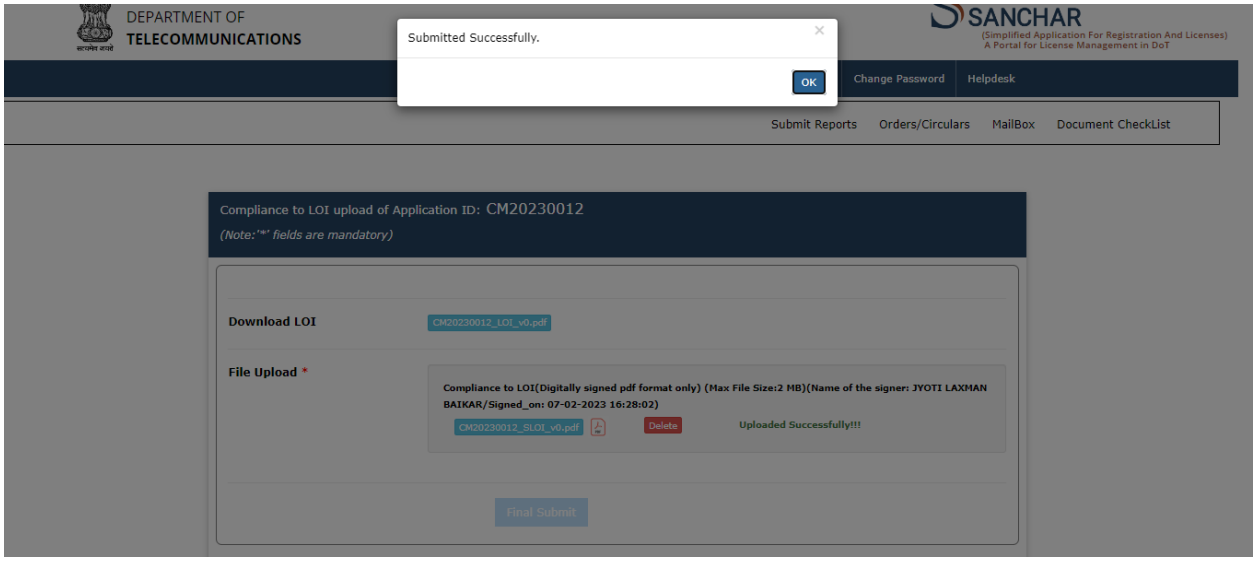
If application is accepted by nodal, nodal will issue the LOI . Then option for LOI compliance , FBG(Financial Bank Guarantee) details upload will be available on the applicant dashboard (shown in red circle).




### 2.6.1 LOI compliance

Upload digitally signed copy of compliance of Letter of Intent.

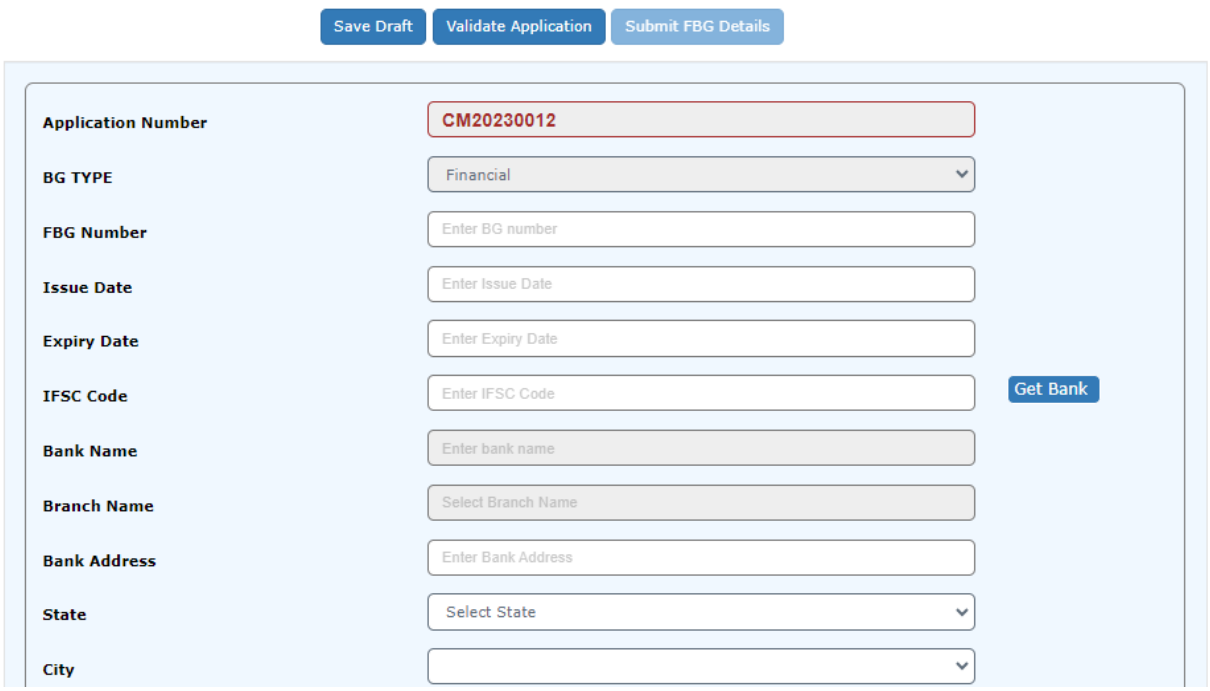


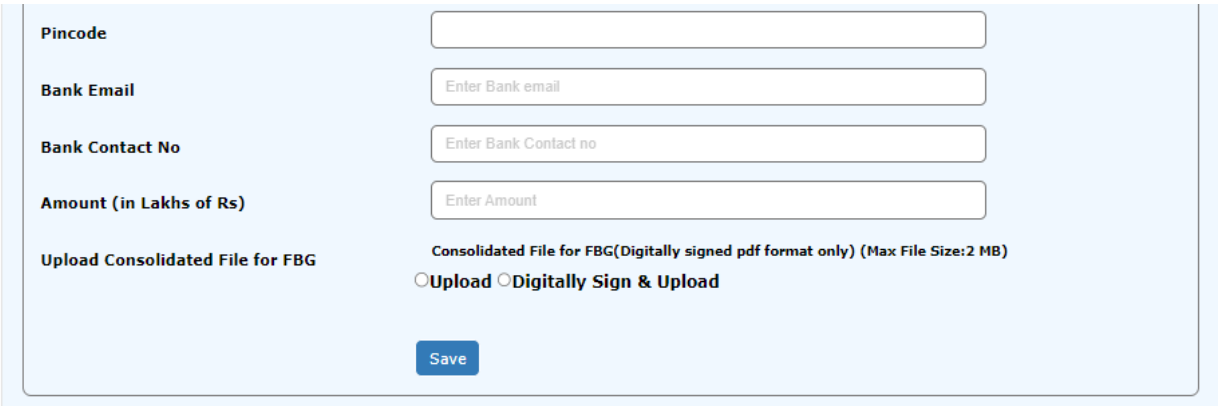


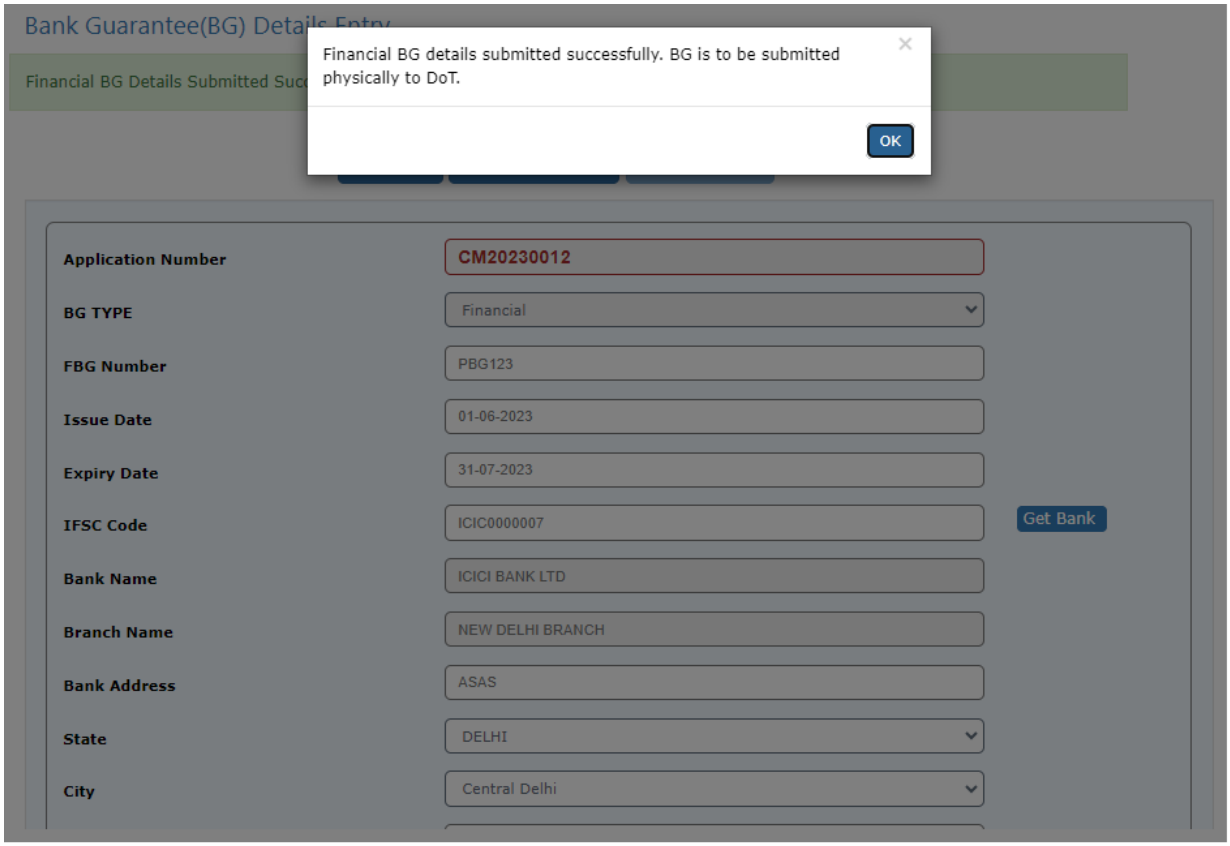

After submit of this document, it will be available to nodal for scrutiny.

## 2.6.2 FBG(Financial Bank Guarantee)

Enter FBG details and click on save draft. Details will be saved. After that validate FBG entry by clicking on "Validate Application". Once validation is successful "Submit FBG Details" button will be enabled.



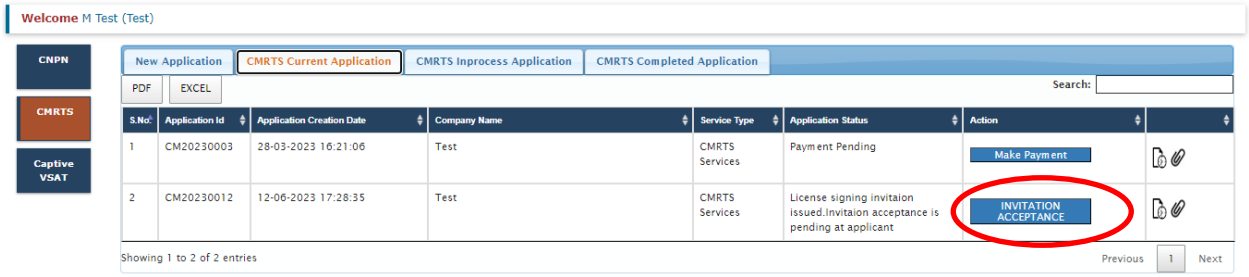


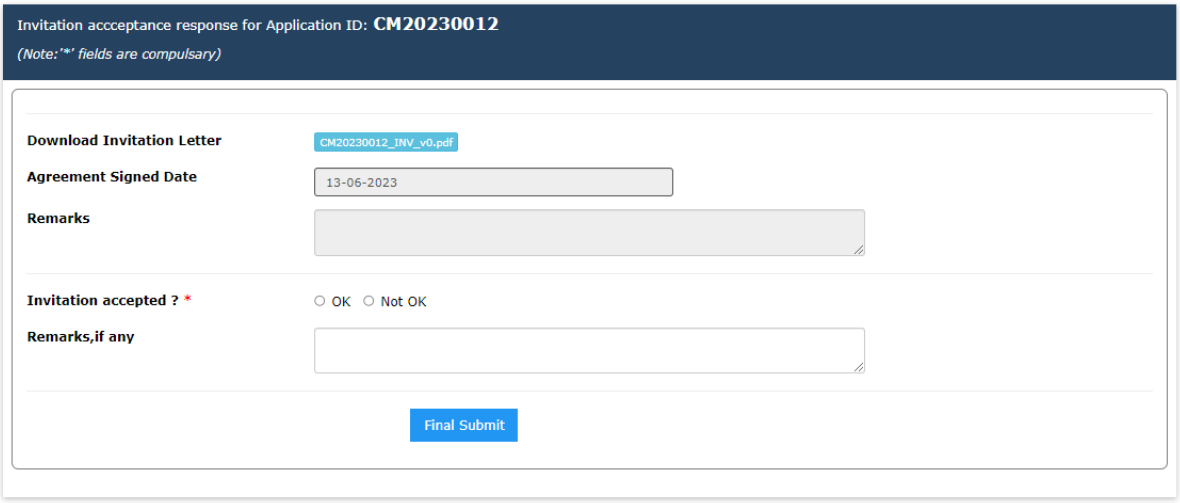

After successfully submit of FBG details ,applicant has to submit BG details physically to DoT.

DoT nodal will scrutinize LOI compliance and FBG(Financial Bank Guarantee) details For any shortfall or discrepancy nodal can revert back these applications for correction . Applicant has to correct these as per DoT remark and resubmit the application. Once these applications will be accepted by nodal, nodal will issue the license signing invitation.

## 2.7 Acceptance of License signing Invitation




Click on "INVITATION ACCEPTANCE" button marked in red circle in the above screenshot. Acceptance from will open.

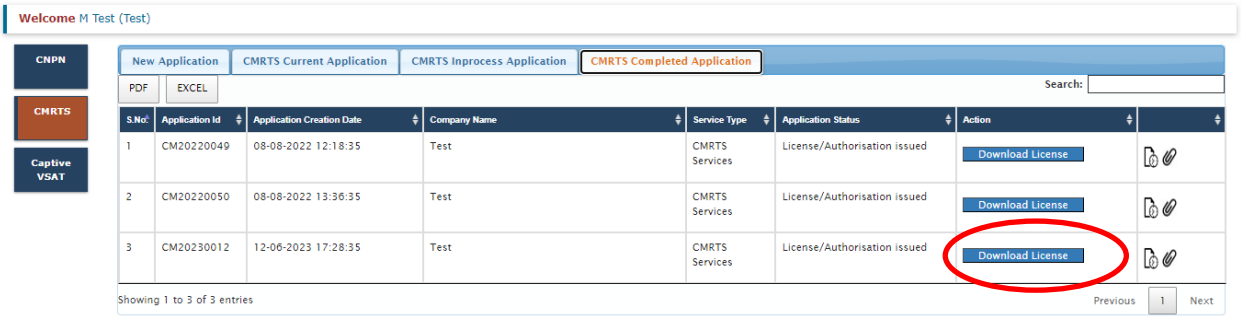



Applicant can accept or not accept the invitation by selecting "OK" or "Not OK" button respectively. For not acceptance case remark has to be entered . If applicant do not accept this invitation DoT will again issue acceptance as per applicant remark. If invitation is accepted , Nodal will issue the license.

After issuance of license , "Download License" button will be available to applicant in the dashboard.

## 2.8 Download License Certificate

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



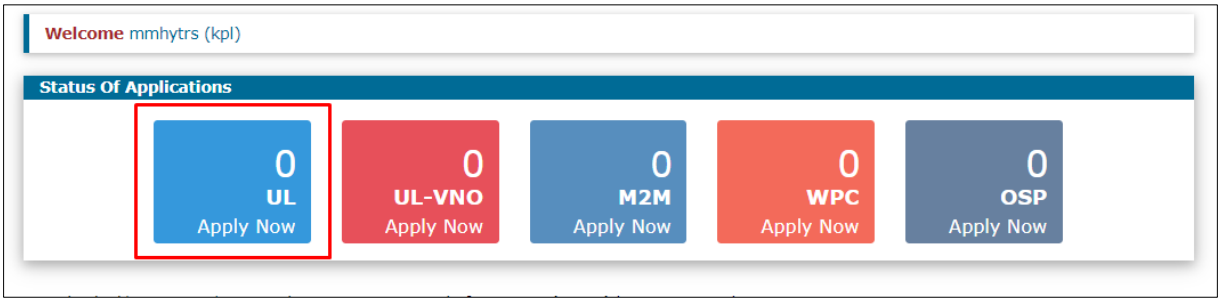
## 2.9 Profile Update without Scrutiny

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.

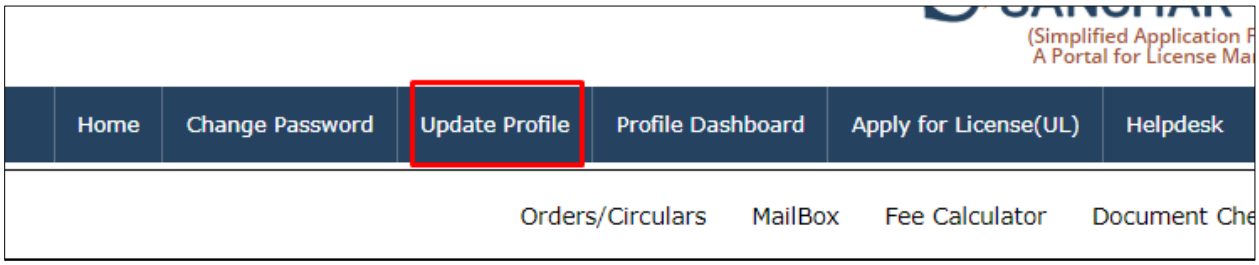
If any application is in process then user can update profile after successful scrutiny by respective DOT officer (Refer 2.11 Profile Update with Scrutiny).

STEPS:

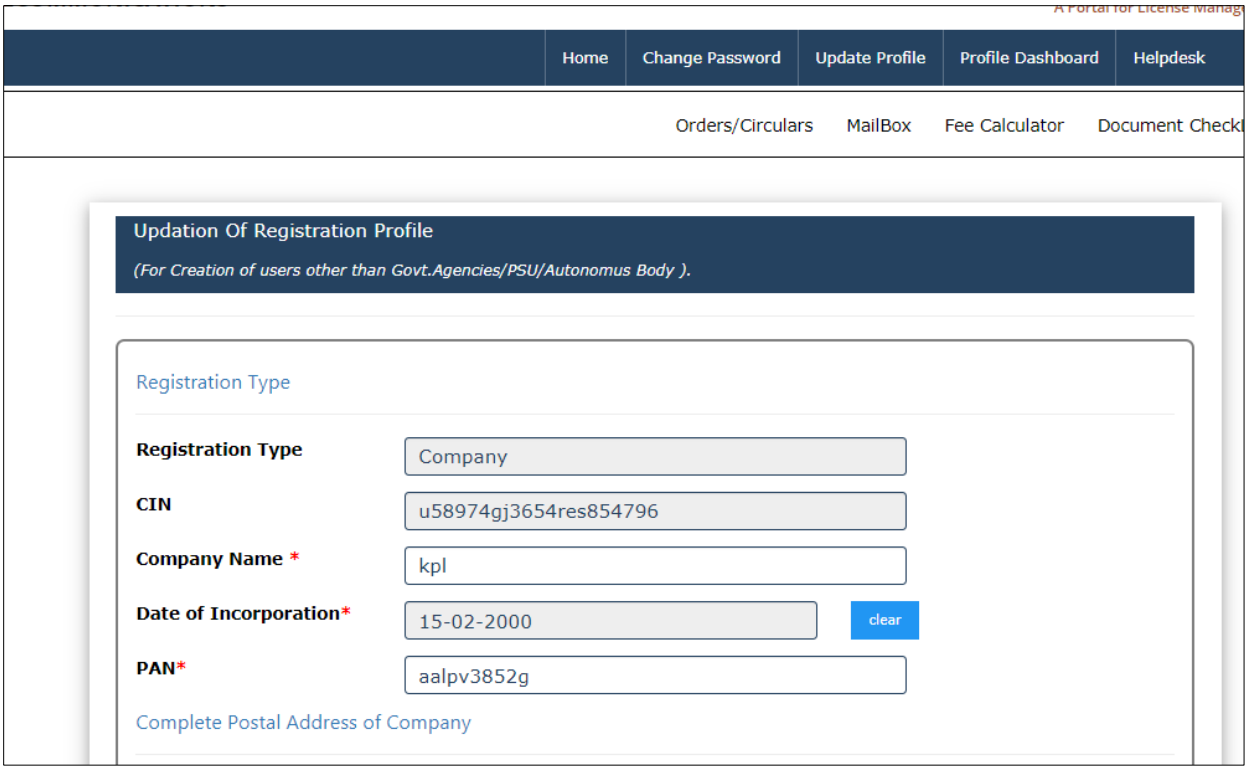
1. After user login, click on any module




2. Click on Update Profile




3. Update profile without scrutiny form will appear

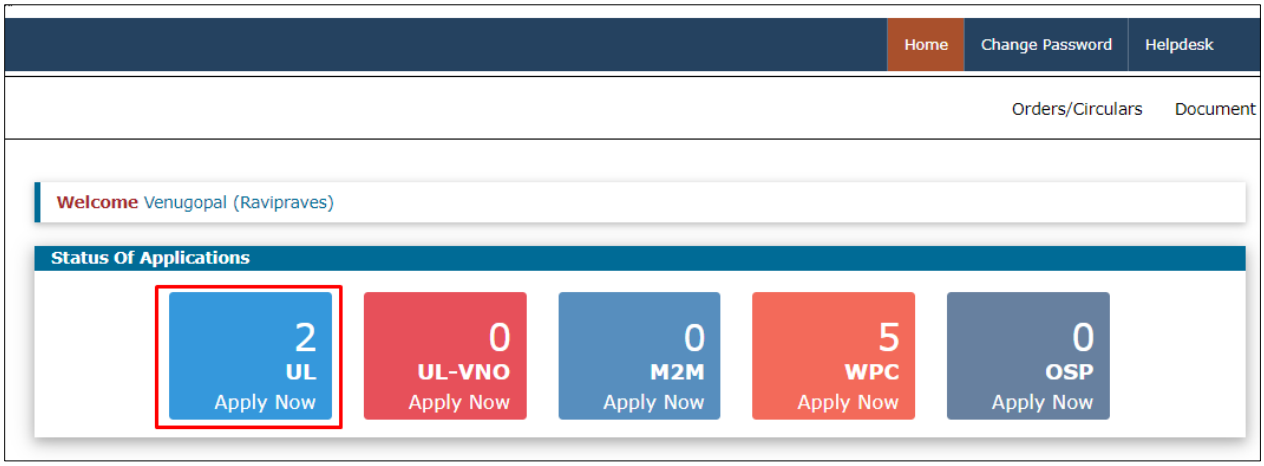



1. User can update profile multiple times until new application is applied and in process

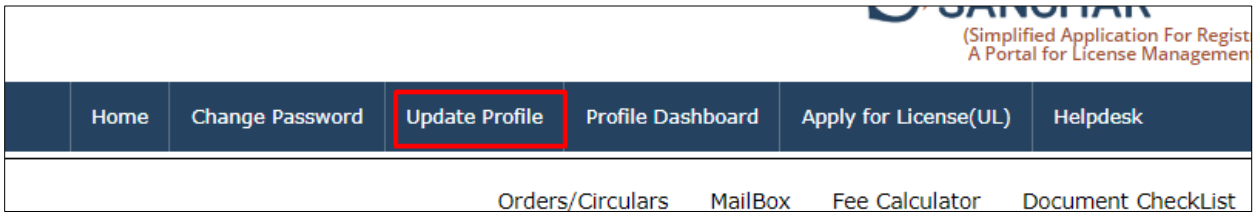
## 2.10 Profile Update with Scrutiny

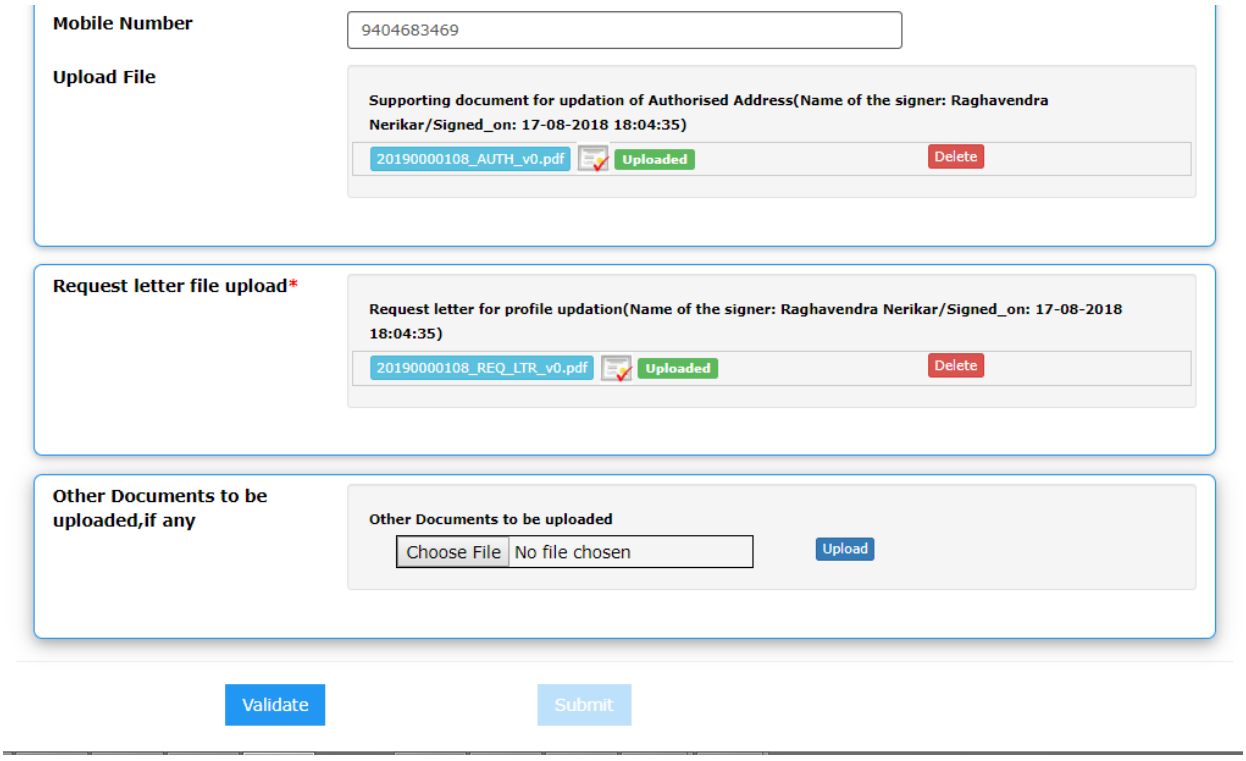
## STEPS:

1. After login, click on UL module

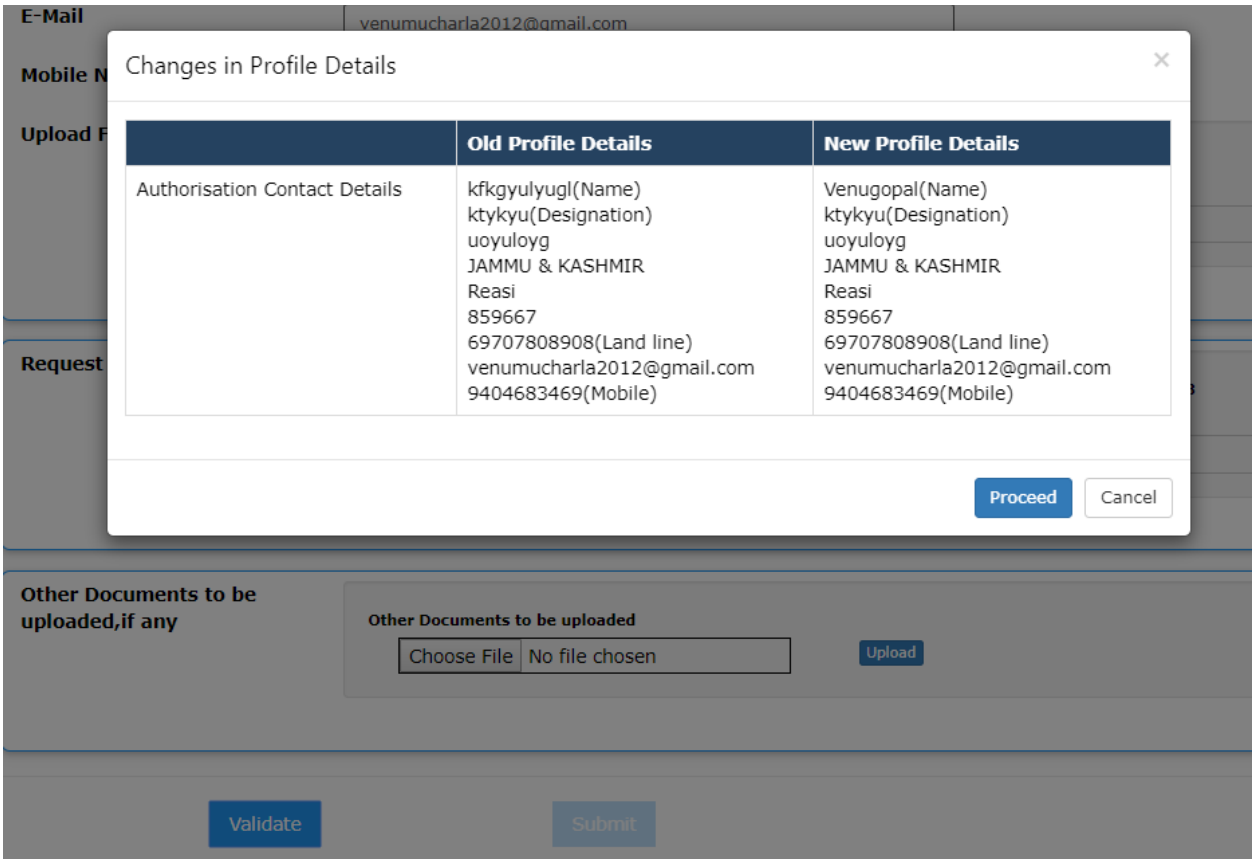



2. Click on Update Profile Menu on top

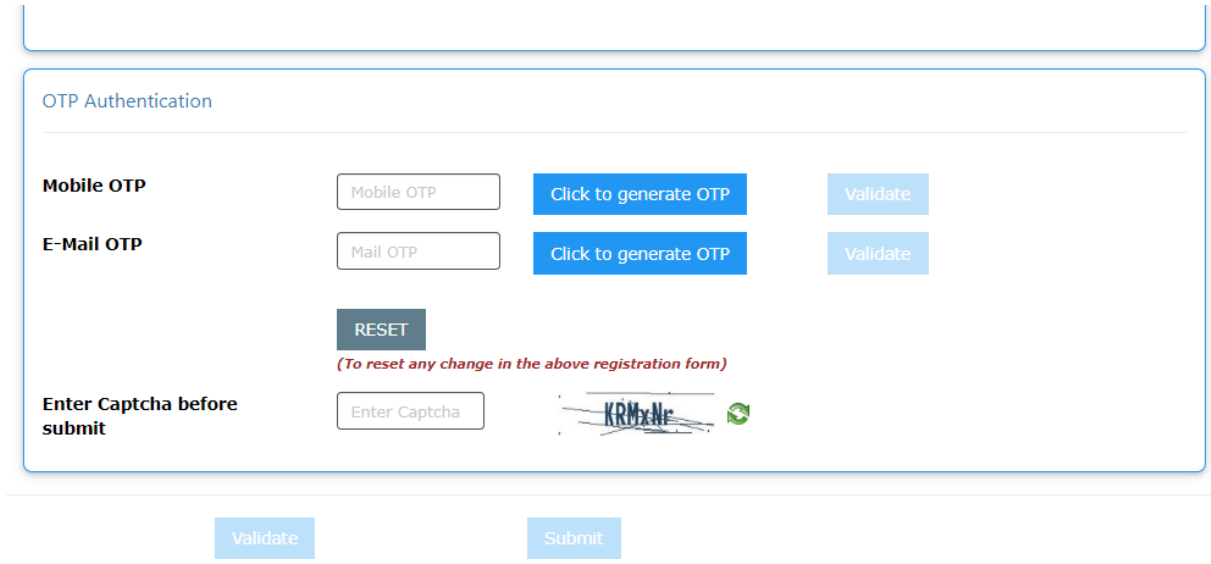


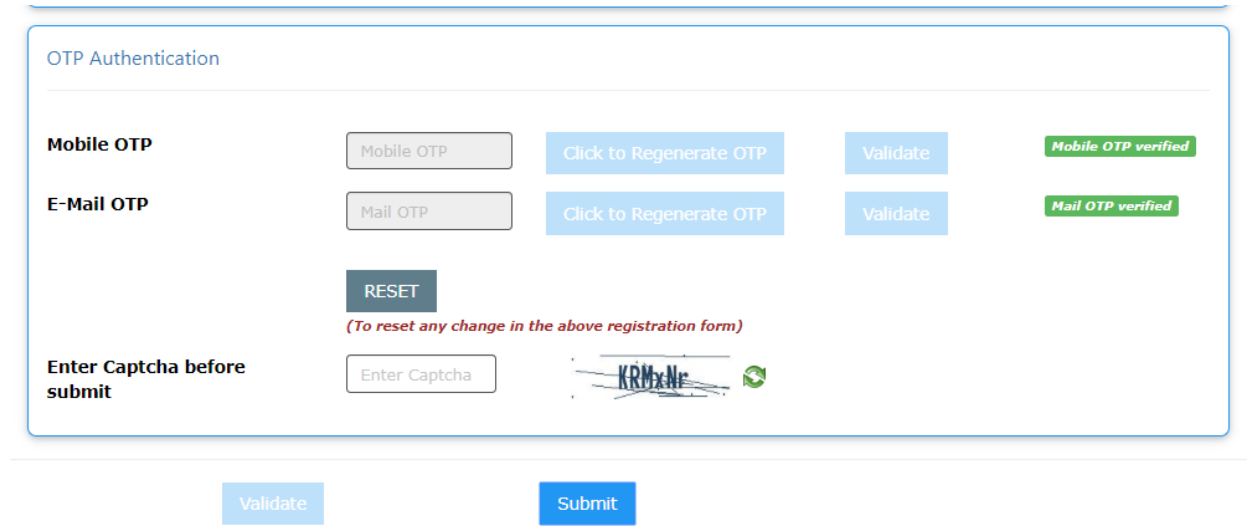



3. After Validate button, Changed field will appear. Proceed accordingly

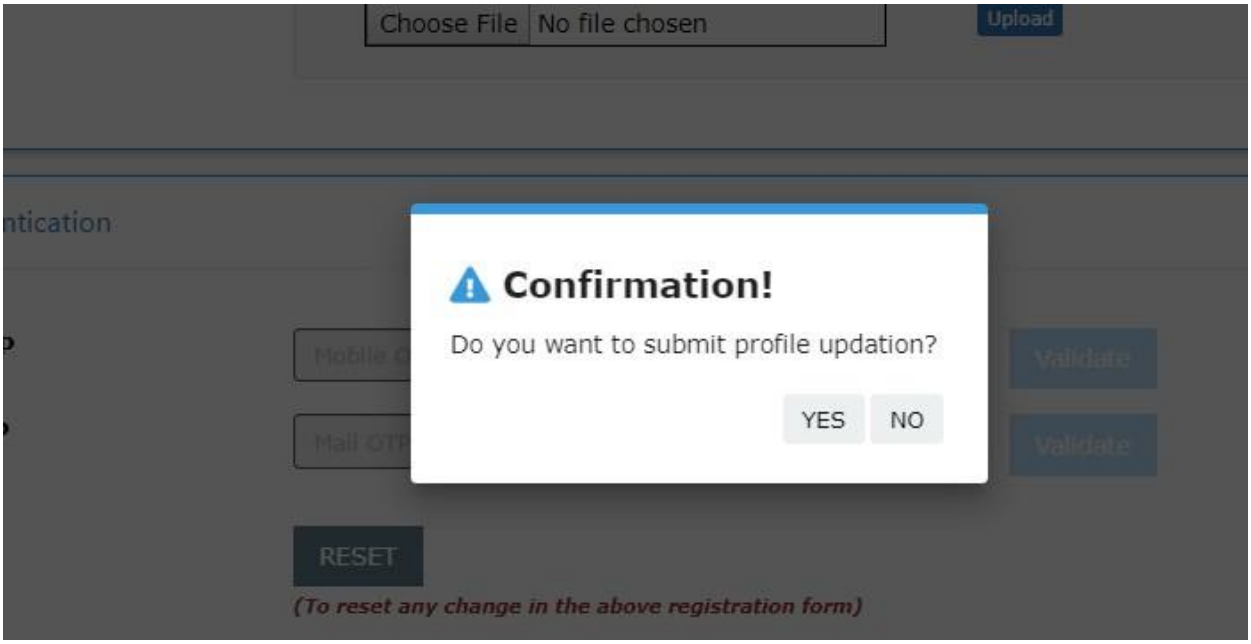


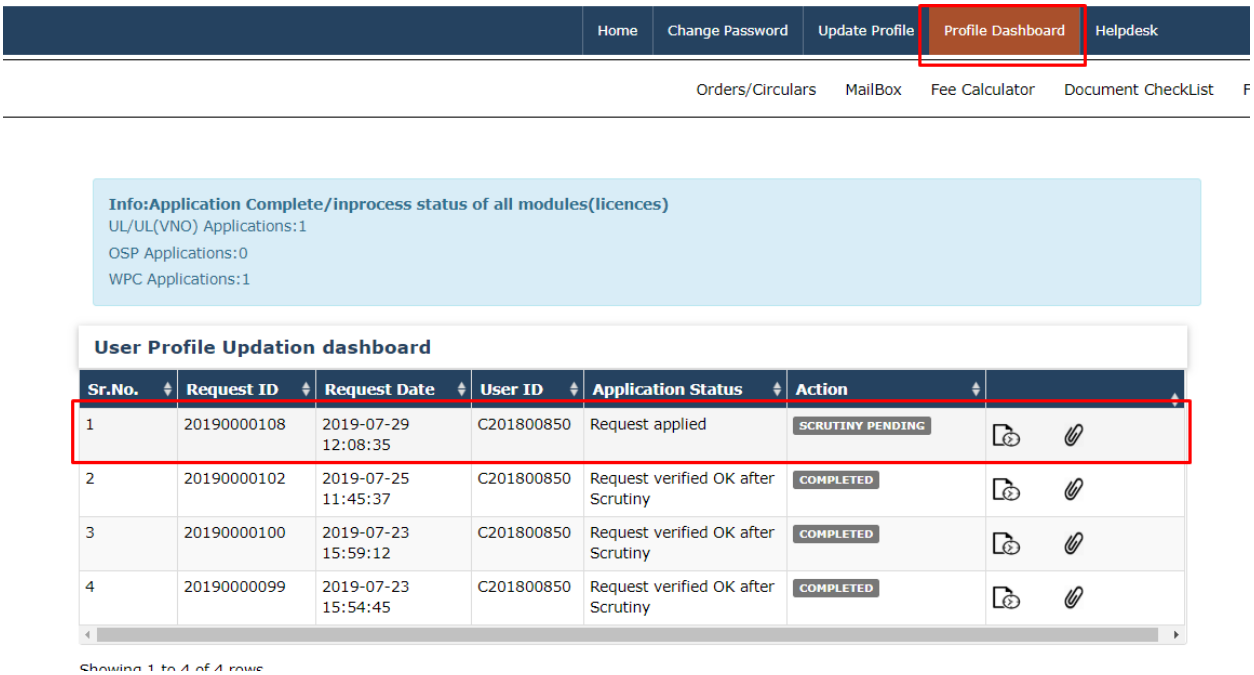

4. After OTP Authentication , submit button will enable.



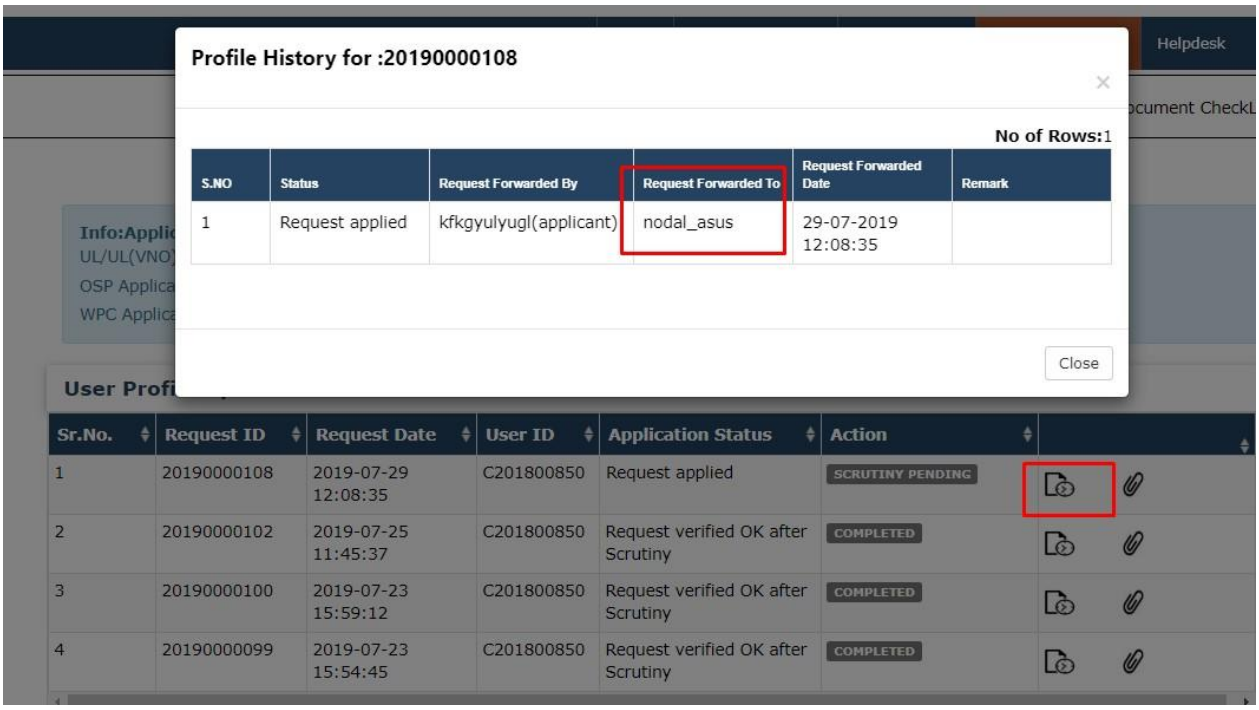



5. After Submit and Confirmation, Page will redirect to Profile Update Dashboard.

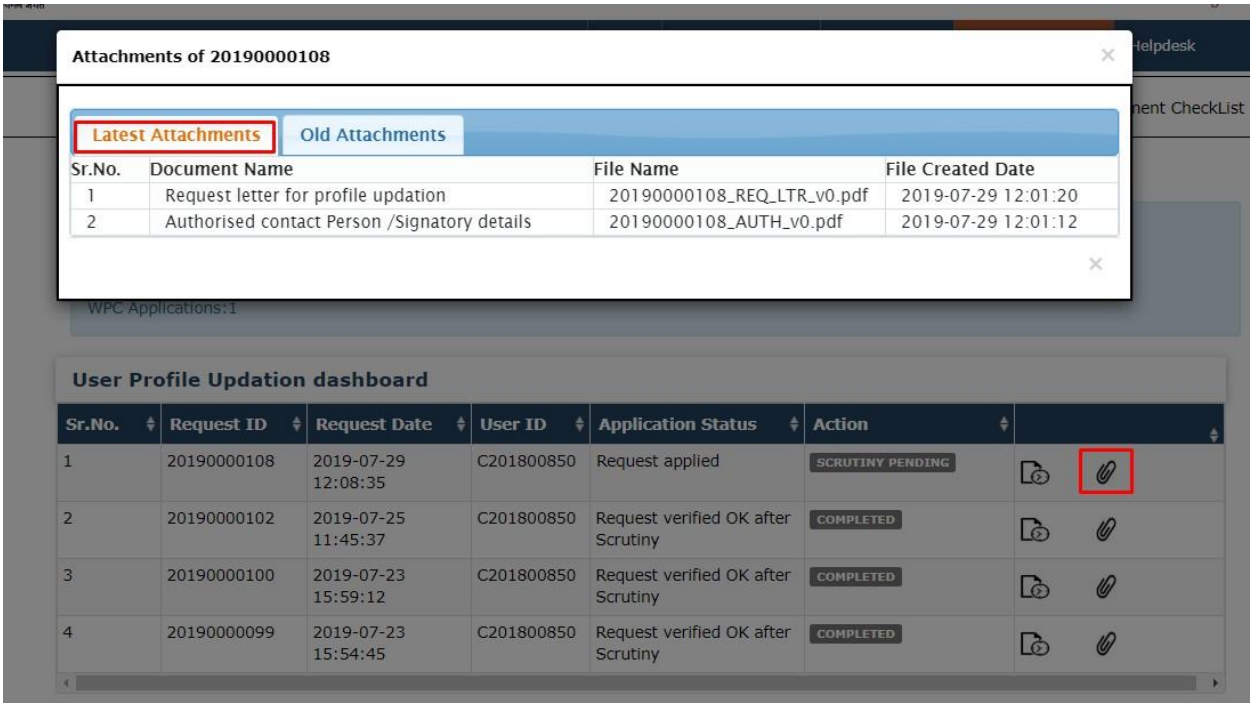




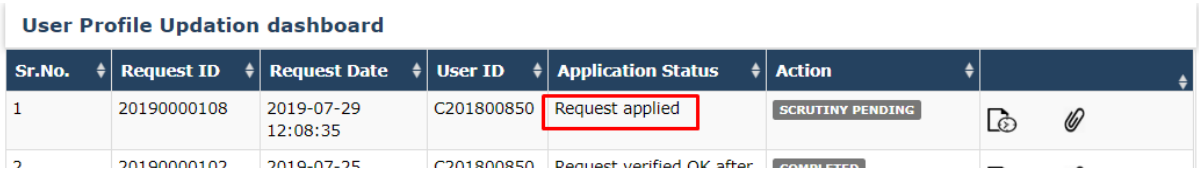

6. Can check the to whom the scrutiny assigned through



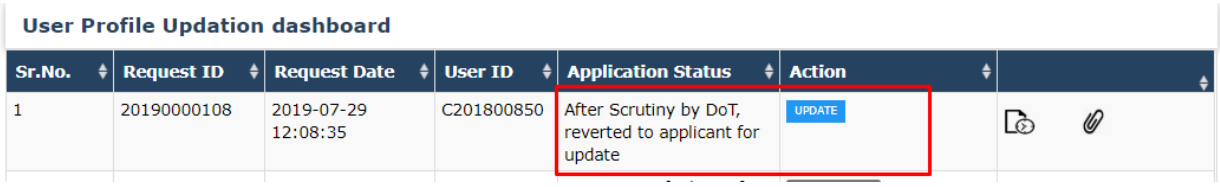

7. Check the uploads through

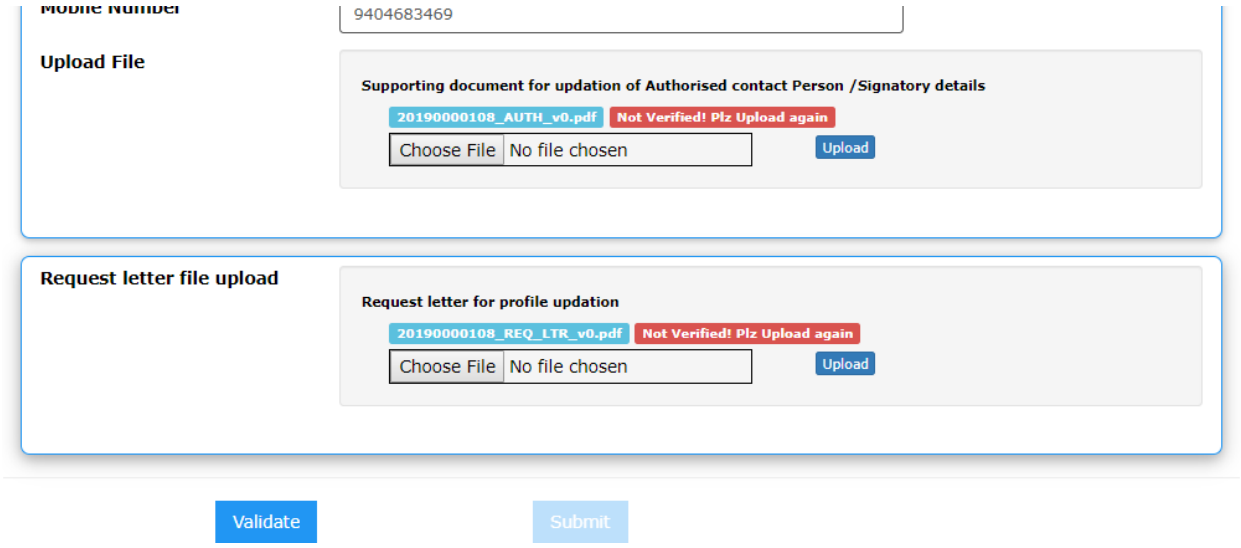



8. After submit of profile update, the request status is REQUEST APPLIED

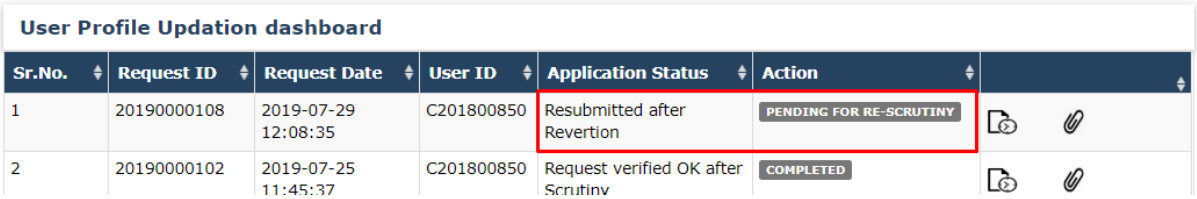



9. If request is reverted, then user has to validate and submit again after rectification of required corrections and uploads.






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

