

Broadband Cell, Corporate Office  
211, Bharat Sanchar Bhavan, Janpath  
New Delhi: 110001  
Ph: 23734094 Fax: 23734284



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

---

**No: 64-249/2013/ cyber cafe**

**Dated: 20-11-2013**

---

To

All CGM Telecom Circles / Metro Districts

---

Subject: Operational guidelines for BSNL Cyber cafes

Ref: BSNL CO Letter No. 64-249/2013/ cyber café dated 01-04-2013

1. Kindly refer to above letter whereby of approval of competent authority for opening of 50 high speed BSNL cyber cafes in various parts of the country was conveyed.
2. In continuation to this, competent authority has approved that initially at the start of the project, upto 2 computer terminals (customer units) shall be setup per cyber café, each connected to 2 Mbps ADSL broadband connection separately. In case of higher occupancy in cyber café, circle may send the case of augmentation to BSNL CO for approval.
3. For operation of these BSNL high speed cyber cafes, following guidelines may be followed:
  - 3.1 CGM Telecom Circle / Metro District shall decide the tariff and may review it on different intervals of time. Tariff shall be comparable to market rate prevailing in their area.
  - 3.2 Tariff shall be inclusive of Service tax and should not be fraction of Rupee. Tariff shall be minimum of 1 hr & multiple of 1 hr, i.e., there should be no proportionate charges.
  - 3.3 Broadband plan extended to Cyber café shall be Zero billing unlimited broadband plan without outgoing call facility.
  - 3.4 Circles may ensure proper port binding, as to avoid any misuse.
  - 3.5 As per Cyber café guidelines attached in the previous letter (The Gazette of India : Extraordinary Notification G.S.R. 315(E) dated 11th April 2011), the person who is responsible for managing a cyber café shall maintain the log register and make physical log for each customer coming to the cyber café. Customer identity must be ensured before giving him / her any terminal for browsing.
  - 3.6 After ensuring customer's identity, customer may be issued manually generated cash receipt and for this purpose a user (cash counter operator) within the schema of SSA should be created for the cyber café.
  - 3.7 Each 2 Mbps broadband connection has a separate login password for Internet browsing. Thus login and a password may be issued to the customer for internet browsing and terminal may be allotted to him / her. The terminal number which is allotted to the customer is also entered in the log register against the customer.
  - 3.8 Internet cyber café management team shall change the passwords of CPE as well as PPOE connection regularly.
  - 3.9 If the customer wants to extend the browsing hours same may be done by collecting cash in advance and a new receipt for the same may be issued to the customer, however the login & password may remain the same.

- 3.10 Records of customer sessions have to be maintained manually by cyber café in-charge. Customer logs may also be maintained.
- 3.11 The IPDR as collected from CDR system shall reconcile with the logs of cyber café on monthly basis as mentioned below:
- (a) The minimum amount [A] that should have been deposited by the café in charge during the month should be calculated as follows:  
 $A = (\text{total aggregate minutes as per details of IPDRs, which will be available with the bill for the month}) / 60 * \text{Rate per hour.}$
- (b) If the amount deposited by Cyber café during the month is greater than [A], no further reconciliation may be necessary. If the amount collected by cyber café during the month is less than [A] then the cyber café in charge should carry out a date wise reconciliation, with explanation of differences, which should be sent to Accounts Office for further processing of write off as per rules.
- (c) The in charge of cyber café has to ensure the remittance of collected amount on daily basis to the designated cash deposit office / bank of the area.
- 3.12 The Access log of various users shall be maintained with time-in & time-out records of every user.
- 3.13 At the end of the day, cash shall be deposited to the designated cash deposit office of the area.
- 3.14 Tax liabilities will be settled on manually collected amount.
4. Monthly report on progress of BSNL cyber café may be send to this office on broadbandbsnlco@gmail.com in following format:

Circle Name	No of cyber café opened	Revenue generated at the end of last month ( month , year)	Revenue generated during the month (month , year)	Total revenue generated since inception

- 4.1 All circles are requested to send the status report on space allocation & resource arrangement for opening BSNL high speed cyber cafe, within one week of issue of this letter on Fax No 011-23734284, broadbandbsnlco@gmail.com.



(ANIL JAIN)  
PGM (NWP-BB)

Copy to:

1. Dir (CFA) BSNL CO for information please.