

# ISO Certification

## ICR India



Paharpur Business Centre  
21, Nehru Place,  
New Delhi-110019  
Tel.: +91-11-26207750  
Fax: +91-121-4006123  
[contact@icrindia.com](mailto:contact@icrindia.com)  
[www.icrqa.net](http://www.icrqa.net)

Ref: INDNgp/1011/2008-09  
November 22<sup>nd</sup> 2008

**To,**  
**M/s Softsys Global Pvt. Ltd.**  
**M21, JD Apartment,**  
**Chattrapati Nagar, Nagpur,**  
**Maharashtra**

**Kind Attention: Mr. Vimal Srivastava**  
**Subject: ISO 9001:2000 registration for your organization**

Dear Sir,  
We are pleased to intimate you that your organization has been registered for ISO 9001:2000 certifications.

**Your proposed scope for registration is:-**  
IT and ITes enabled service provider.

**Address of Site to be assessed:**  
**M21, JD Apartment, Chattrapati Nagar, Nagpur.**

Thanking you

Regards  
**For ICR India.**

**Lead Assessor**

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Accreditation: ANAB (USA)  
Associates In: Australia, Singapore, Hong Kong, Indonesia, Malaysia, Philippines, China, Korea, England, France, Saudi Arabia,  
Turkey, Taiwan, USA, Germany  
Regd. Office: B-16, Shambhu Nagar, Baghpat Road, Meerut-250002

# OSP License



सत्यमेव जयते

भारत सरकार  
संचार एवं सूचना प्रौद्योगिकी मंत्रालय  
दूरसंचार विभाग  
दूरसंचार प्रवर्तन, संसाधन और निगरानी प्रकोष्ठ, महाराष्ट्र, नागपुर

Government of India  
Ministry of Communications and Information Technology  
Department of Telecommunications  
Telecom Enforcement, Resources & Monitoring Cell, Maharashtra,  
Nagpur



## 10-TERMMH-16/2008-OSP

Registration No:- **10-TERMMH-16/2008-OSP** Dt. : 28<sup>th</sup> Nov. , 2008

**Subject:** Registration for setting up of an International call centre at Nagpur by M/s SoftsysGlobal Pvt. Ltd. – regarding.

**Reference:** The clarification received on 24<sup>th</sup> Nov. , 2008 from the company.

M/s SoftsysGlobal Pvt. Ltd. – has been registered under the Other Service Provider (OSP) category as defined in New Telecom Policy '99 (NTP'99) for setting up an INTERNATIONAL call centre at Nagpur as per details given in para 2 below. This registration is subject to the OSP terms & conditions available on the website '[www.dot.gov.in/osp/osp.html](http://www.dot.gov.in/osp/osp.html)'.

2. The location of the call centre is in India & client end Point of Presence (POP) at foreign end and connectivity is as under:

Address of International Call Centre in India	Address of foreign end Point of Presence (PoP)	Connectivity*
M/s SoftsysGlobal Pvt. Ltd.  Work Off : M-21 ,J D Appt. ,New Modern Society , Chhatrapatinagar ,Nagpur -15	Outsourcing	2 MBPS

\* All bandwidths to be taken from authorized service providers only.

3. For providing call center services to the clients, M/s SoftsysGlobal Pvt. Ltd. may take the above approved resources from any authorized service provider for which it shall enter into a separate agreement with the Service provider.

**10-TERMMH-16/2008-OSP**