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GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
DEPARTMENT OF TELECOMMUNICATIONS  
(ACCESS SERVICES CELL)

No. 800-04/2003-VAS (Vol.II)/ 104

Dated 22<sup>nd</sup> November, 2006

To

All CMTS Licensees  
All UAS Licensees

**Subject: Verification of subscribers**

This has reference to CMTS/UAS License condition, which inter alia provides that *"The licensee shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the licensor in this regard from time to time shall be scrupulously followed."*

2. Subsequent to the meeting held on 27<sup>th</sup> September 2006 on the above subject, it has been decided that the guidelines in respect of verification of subscribers enumerated in para 3 & 4 below shall be scrupulously followed by the service providers with immediate effect. These guidelines are for the purpose of supplementing the existing instructions in vogue.

3. The Licensees shall ensure that:

- (i) The authorised person at the point of sale shall record in the application form that he has seen the subscriber and verified his documents with the original. In this regard licensee shall ensure that the point of sale is suitably advised of his responsibilities and consequent liabilities in the matter;
- (ii) The connections are activated only after the requirement of filling up of customer acquisition form and copies of documentary proof as per requirement have been fulfilled by the customer; for this purpose, the licensee company's authorized representative (who is directly accountable to the licensee company) shall verify that all the documentary requirement has been completed before activating the SIM card;
- (iii) Pre-activated SIM cards are not to be sold in the market.

4. The Licensee shall also ensure that the information about the subscriber is entered in to Licensee's database correctly based on the information in Customer Acquisition Forms (CAF) / Subscriber Acquisition Forms (SAF) and supporting documents. For this purpose, the Licensee shall nominate separate officials, who shall be responsible for the process of entry of subscriber information in the database, cross-checking of information from the database with that from each and every original CAF/SAF & documents. If any discrepancy is found at any stage, the mobile connection shall be de-activated immediately and in any case not later than 72 hours. Observations made by each nominated official for the above activities shall be kept in record for scrutiny at a later date.

  
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5. The above guidelines shall be followed by all the Licensee companies scrupulously with immediate effect and any deviation from the above procedure shall be treated as breach of terms and conditions of the License Agreement.

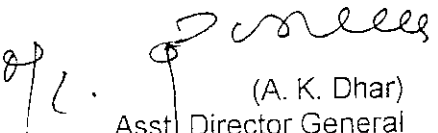
6. For ensuring that the complete subscriber information is available with all the service providers and the same is duly verified, it has also been decided that each Licensee shall take up re-verification of the existing subscribers on priority and ensure that the re-verification of the existing subscribers is completed by 31<sup>st</sup> March 2007. By re-verification, it is meant that there shall be 100% check of CAF/SAF, documentary proof of identity and documentary proof of address and it would be ensured that the subscriber information available in service provider's database matches with that in CAF/SAF and enclosed documents. Further, the Licensee company shall cross-verify the information from the actual user by calling the respective subscriber. There shall not be any connection working after 31<sup>st</sup> March 2007 in the Licensee's network without having above subscriber information duly verified.

7. As already mentioned above, the corrective measure of re-verification of subscribers is for the purpose of ensuring that the complete subscriber information is available with all the service providers and the same is duly verified and this may not be construed as any exemption or relaxation from fulfilling the license conditions.

8. After 31<sup>st</sup> March, 2007, if any subscriber number is found working without proper verification, a minimum penalty of Rs. 1000 per violation of subscriber number verification shall be levied on the licensee apart from immediate disconnection of the subscriber number by the licensee.

9. In addition the Licensor reserves the right to take suitable action also in all cases where the service providers might have failed to comply with the existing instructions of 100% verification of subscribers in accordance with the provisions of License Agreement.

Please acknowledge receipt.

  
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Copy to:

1. Telecom Regulatory Authority of India.
2. Cellular Operators Association of India.
3. Association of Unified Telecom Service Providers of India.
4. Sr.DDG (Vigilance), DOT