

**Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)**

**12<sup>th</sup> Floor, Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001**

**FileNo.:800-09/2010-VAS(part)**

**Date: 27.09.2022**

**To,**

**All UL (having Access Services Authorization) Licensee(S)**

**Subject: Instructions for issuing new SIM card in case of swapping/replacement of SIM cards – regarding.**

This is in reference to this office letter of even number dated 01.08.2016 (copy enclosed) vide which the guidelines for issue of new SIM card in case of SIM swapping/replacement were issued.

2. In this regard, undersigned is directed to convey the approval of competent authority that in case of SIM swapping/replacement, in addition to the process mentioned in instructions dated 01.08.2016, the SMS facility (both incoming and outgoing) shall be barred for 24 hours on new SIM card of the subscriber after activation.
3. The Licensee shall implement the above mentioned instructions within 15 days.

*Nisha*  
27.09.22

(Nisha)

**ADG (AS-II)**

**Copy to:**

1. DG (T), DoT HQ, New Delhi.
2. JS-CIS, MHA, North Block, New Delhi.
3. Secretary, TRAI
4. COAI