

Government of India
Ministry of Communications
Department of Telecommunications
Access Services Cell

Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110 001

File No: 800-21/2015-AS.II

Dated: 07.12.2021

To,

All Unified Licensees (Access Service Authorization)

Subject: Instructions for reverification of existing mobile connections identified by the DoT/Licensee/Law Enforcement Agencies (LEAs).

It has been observed that telecom resources particularly mobile connections at times are being used for carrying out activities which can be termed as misuse of telecom resources. Some of the examples of these activities are:-

- (i) Spam text message- Sending messages with links which when clicked by the subscriber results in financial transactions.
- (ii) Telecom Phishing- Obtaining details of bank account/OTP and transferring the money by calling the subscriber.
- (iii) Unsolicited Commercial Communication (UCC) - By doing marketing activities through mobile connections which are meant for personal uses and thus bypassing the DND feature.
- (iv) Robo or Automated Calls- Calls are made automatically by IT enabled systems for financially duping the customers.

2. Most of the activities as outlined above are carried out through the mobile connections obtained fraudulently and the actual user is different from the person on whose documents the mobile connection has been issued. This element of anonymity has further encouraged the misuse of telecom resources resulting in public inconvenience and financial frauds. It may result in distrust among the common public towards digital transactions and may also impede the growth of Digital India.

3. Department of Telecommunications (DoT) is undertaking a Proof of Concept of Digital Intelligence Unit (DIU)/ Telecom Analytics for Fraud management and Consumer Protection (TAF COP) which, inter alia, will enable a subscriber to get the

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information about the number of mobile connections issued to him/her across all the Telecom Service Providers (TSPs). Further, the Subscriber Database of all the TSPs is being analyzed through the use of advanced Data Analytics and Artificial Intelligence to identify fraudulent mobile connections. Such mobile connections identified through Data Analytics or reported directly by the existing subscribers will be required to be reverified by the respective TSPs. Although during the reverification process, the mobile connection which has been flagged will remain operational in order to avoid inconvenience to the genuine users flagged inadvertently. The activity of reverification of the identified subscribers must be carried out in time bound manner by the TSPs.

4. As per instructions dated 09.08.2012, an individual category customer (i.e. Local, outstation and Foreign) can subscribe to a maximum of nine mobile connections in his/her name across all the Telecom Service Providers (TSPs) across all the Licensed Service Areas (LSAs). During filling of Customer Application Form (CAF), customer is required to provide a declaration regarding already held mobile connections in the name of customer across all the TSPs across all the LSAs. Accordingly, the mobile connections held by a subscriber across all TSPs beyond 09 are in contravention to existing guidelines. This restriction is limited to six in J&K, Assam and North-East LSAs. This may be brought into notice of subscriber from time to time. Therefore, subscribers shall get their numbers disconnected which are beyond the permissible limit, failing which numbers acquired at the later date will be disconnected to bring total numbers within prescribed limits

5. Various situations arising due to the activities undertaken by the DoT and the action required to be taken by the TSPs/DoT is detailed below:-

(i) Existing Subscriber having more than 9 mobile connections across all the TSPs

If during the Data Analytics carried out by DoT, it is found that an individual subscriber is having more than 9 mobile connections (6 in case of J&K, NE and Assam LSAs) across all the TSPs, all the mobile connections will be flagged for reverification. The subscriber may visit the online portal and exercise his options for surrender/transfer/disconnection against each flagged mobile connection. TSPs will take the following action:-

- a) TSP shall assist the subscriber to visit the online portal and exercise his options against each flagged mobile connection.
- b) Remove the flagged/identified mobile connections from the database/list due to non-usage. The non-usage category mobile connections are as per the extant guidelines of DoT/TRAI.
- c) In case any flagged mobile connection from the list/database is being used by a blood relative/legal heir of the subscriber, the process of transfer of mobile connection can be undertaken as per the existing procedure.
- d) Reverification shall be conducted for the active mobile connections and those mobile connections which failed in reverification shall be immediately disconnected. Re-verification process is of utmost importance, therefore, it should be strictly followed as defined in para 6 below.
- e) Once the process is completed by all the TSPs, in the next cycle of analytics done by DoT, if the same subscriber is found to be having more than 09 (06 in case of J&K, NE and Assam) mobile connections across all the TSPs, DoT shall order for disconnection of the mobile connections which were chronologically activated 10th onwards, since those mobile connections were obtained by giving wrong undertaking in the CAF.
- f) After the second cycle, the number of mobile connections issued to an individual subscriber (Local, Outstation, Foreigner category) must be brought within the prescribed limit.

(ii) Subscriber places request for disconnection of mobile connection:-

- a) DIU/TAF COP enables a subscriber to get the information about the number of mobile connections issued in his/her name across all the Telecom Service Providers (TSPs).
- b) Reverification shall be conducted for the mobile connection(s) flagged by the subscriber and those mobile connections which failed in the reverification process shall be immediately disconnected.
- c) In case of successful reverification of any of flagged mobile connection, the mobile connection through which the request was made shall be reverified.

(iii) Licensee identifies a subscriber as a non-bonafide user

In case Licensee suo-motto identifies an existing subscriber as a non-bonafide user, reverification of such subscriber may be undertaken and mobile connection shall be disconnected in case of failed reverification.

(iv) Mobile connections which are involved in fraud/illegal activities identified by Law enforcement agencies/Financial Institutions or UCC

- (a) Mobile connections reported by Law enforcement agencies(LEAs)/ Financial Institutions(FIs) shall either be disconnected or reverified as per the instructions from LEAs/FIs.
- (b) All associated mobile connections of the connections reported by LEAs/FIs as per (a) above shall be identified and reverification shall be conducted for all such mobile connections.
- (c) In case of UCC complaints, the reverification of reported mobile connection and its associated mobile connections (if required) shall also be conducted.

6. Reverification

Reverification is the process of confirming the identity of the existing subscriber with the records available with the Licensee. This may be done by using any of the digital methods available. The photograph of subscriber and his/her PoI document is compared by the authorized representative of TSP at the backend (existing details of the subscriber should not be visible to PoS) with the existing records to ascertain the identity of actual user. It is not necessary that the subscriber shall submit the same PoI document as submitted while obtaining the mobile connection. Any specified PoI document can be submitted. The verification shall be of the identity of the subscriber.

If the reverification fails, the mobile connection shall be immediately disconnected by the TSP. Action shall also be initiated by the respective TSP against Point of Sale (PoS) who has issued fraudulent mobile connection. Further, TSP shall also ensure that other mobile connections issued by the same PoS are in compliance to the extant guidelines of DoT.

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7. **Timelines:**The following timelines shall be applicable for reverification of flagged mobile connections:-

- (i) The outgoing (including data services) services of the flagged mobile connection shall be suspended within 30 days for Para 5(i) to 5(iii) and within 5 days for Para 5(iv).
- (ii) In addition to (i) above, incoming services of the flagged mobile connection shall be suspended within 45 days for Para 5(i) to 5(iii) and within 10 days for Para 5(iv).
- (iii) If no successful reverification is undertaken for the flagged mobile connection, the mobile number shall be disconnected by the respective Licensee within 60 days for Para 5(i) to 5(iii) and within 15 days for Para 5(iv).
- (iv) In case a subscriber is on international roaming, or with physical disability or hospitalization, additional 30 days shall be provided at each (i), (ii), and (iii) above for Para 5(i) to 5(iii) only.

The above timelines are applicable from the date of first intimation by the DoT/respective TSP to the subscriber regarding reverification of his/her mobile connection. The said timelines shall be regularly intimated by the TSPs to the subscribers of flagged mobile connections via SMSs/IVRS/email/App or any other available methods. The subscribers shall also be regularly intimated about the reasons for barring of services as per above timelines.

8. An action taken report (which inter alia includes successful/failed Reverification, Transfer, Surrender and disconnection of mobile connections) shall be submitted by respective TSPs to the LSA field unit of DoT on **monthly basis**.

9. After a mobile connection is flagged as requiring reverification, the Mobile Number Porting (MNP) shall be applicable only after its reverification is completed.

10. Whenever a UCC complaint is received on DIU portal, the flagged mobile connection may be subjected to reverification. In case UCC complaint is received on TRAI portal (as per existing practice), the extant instructions as per TCCPR-2018 regulations will be followed.

11. The respective LSAs will be the competent authority to decide all issues arising out of the implementation of above instructions.

Surekha Karmar

12. The abovementioned instructions shall be applicable within 60 days of issue of this letter.

13. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09th August 2012 and all other instructions shall remain the same for issuing of mobile connections to the new subscribers.



(Suresh Kumar)

ADG (AS-II)

07.12.2021

Copy to:-

1. DG(T), DoT HQ- for circulation to LSA field units of DoT
2. Secretary, TRAI- for kind necessary action
3. JS(CIS), MHA- for kind information
4. Syniverse- for kind necessary action
5. MITS- for kind necessary action
6. COAI, New Delhi- for kind information