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Government of India  
Ministry of Communications & I.T.  
Department of Telecommunications  
(VAS Cell)

Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110 001.

No. 842-488/2004-VAS/2

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To

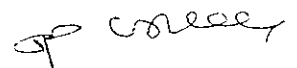
All Cellular Mobile Service Providers  
All Unified Access Services Providers

**Subject : Verification of address of customers.**

During inspection/ raid of illegal/ clandestine telephone exchanges it has been observed that mostly wireless phones (GSM, CDMA, FWT) are being misused for passing the incoming international calls. Before preparing for the raid, the owners of phones are to be located. In many cases, it has been observed that either the addresses of the customers are not complete or if the addresses are complete the customers do not reside at those addresses provided by the service providers. Hence it becomes impossible to locate the owners of the telephones through these addresses.

This lapse on the part of telecom service providers is viewed seriously. It is again re-iterated that no telephone connection should be given without proper verification of the bonafides and addresses of the customers. The service providers will be held responsible for causing potential threat to security of the country and financial loss on account of this lapse.

Yours faithfully

  
(A.K. Dhar)  
ADG (VAS-I)  
e/c

N.O.O.

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1. Sr. DDG (Vig.), DOT.
2. DDG (BS), DOT – For issuing similar instructions to UAS Licensees.