

Government of India
Ministry of Communications and IT
Department of Telecommunications
(AS-IV Cell)
20, Ashoka Road, New Delhi – 110 117

No.842-1070/2009-AS-IV/63


Dated: 20th Jan, 2010

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|--|--|
| i) Bharat Sanchar Nigam Ltd.
Bharat Sanchar Bhawan,
Janpath, New Delhi – 110 001. | ii) Bharti Airtel Limited
Unitech World Cyber Park,
Tower-A, 4 th Floor,
Sector 39, Gurgaon 122001 |
| iii) Dishnet Wireless Ltd.
5 th Floor, DLF Cyber City,
Building No. 10 A,
Gurgaon – 122 001. | iv) Reliance Communications Ltd.
15 th Floor, Vijaya Building,
17 th Barakhamba Road,
Connaught Place,
New Delhi – 110 001. |
| v) Vodafone Essar Spacetel Ltd.
C-48, Okhla Industrial Area,
Phase-II,
New Delhi – 110 020. | vi) Videocon Telecommunications Ltd.
4 th Floor, 248, Phase-IV,
Udyog Vihar,
Gurgaon – 122 015. |
| vii) Idea Cellular Ltd.
1005-6, 10 th Floor,
Kailash Building,
26, Kasturba Gandhi Marg,
New Delhi – 110 001. | viii) Loop Telecom Ltd.
708-709, Prakash Deep Building,
7, Tolstoy Marg,
Connaught Place,
New Delhi – 110 001. |
| ix) S Tel Pvt. Ltd.
1 st Floor, Tower-B,
Unitech Cyber park,
Sector-39, Gurgaon – 122 001. | x) Sistema Shyam TeleServices Ltd.
10 th Floor, Tower-I,
Jeevan Bharati,
Connaught Circus,
New Delhi – 110 001. |
| xi) Tata Teleservices Ltd.
10 th Floor, Tower-I,
Jeevan Bharati,
Connaught Circus,
New Delhi – 110 001 | xii) Unitech Wireless (North) Pvt. Ltd.,
The Masterpiece, Plot No.10,
Golf Course Road,
Sector-54, DLF Phase-V,
Opposite IBIS Hotel,
Gurgaon – 122 002. |

Subject: Issuance of new mobile connections (pre-paid and post-paid) and re-verification of existing pre-paid mobile subscribers in Jammu & Kashmir

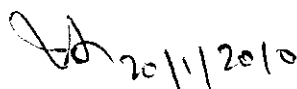
In supersession of this office order No.842-1070/2009-AS-IV dated 30th Oct, 2009, the undersigned is directed to state that:

- i) It has been decided to restore issuance of pre-paid mobile services in Jammu & Kashmir in accordance with the revised guidelines.
- ii) Upon completion of re-verification, existing pre-paid subscribers shall be allowed the facility of recharge.


20/1/2010

- iii) The copy of revised guidelines for re-verification of existing pre-paid subscribers and verification of new subscribers for issuance of new pre-paid and post-paid mobile connections in Jammu & Kashmir Service Area is enclosed as Annex -I.
- iv) The mobile service providers are required to adhere to these revised guidelines scrupulously with immediate effect.

Encl: as above

 20/11/2010
(Shashi Mohan)
Director(AS-IV)

Telc: 23372063/ FAX:23372404

Copy to:

1. Secretary, TRAI, New Delhi
2. DDG(S), DoT, New Delhi
3. DDG(AS-I), DoT, New Delhi
4. DDG(TERM), J&K, Jammu
5. Jt. Secretary (IS), MHA, North Block, New Delhi
6. Jt. Director(Sh. R.N.Behura), MHA,35 S.P. Marg, New Delhi
7. Press Information Bureau, New Delhi

Guidelines for Re-verification and Verification and Issue of prepaid and postpaid mobile telephone connections in J&K

1. Mobile telephone services were allowed in Jammu & Kashmir in the year 2003, that is 8 years after they were introduced in the rest of the country. The use (and misuse) of mobile telephones has been under careful watch since 2004 Intelligence inputs available with the Central Government indicate that mobile telephones, especially pre-paid mobile telephones, are used extensively by militant organisations in Jammu & Kashmir, including militant organisations functioning from Pakistan occupied Kashmir (PoK). It has also been noticed that the implementation of the procedure for obtaining mobile telephone connections, especially pre-paid mobile telephone connections, is extremely lax and such laxity has led to misuse of mobile telephone services by militants. Hence, Government took the extreme step of banning all new prepaid mobile telephone connections as well as renewal of existing prepaid mobile telephone connections with effect from November 1, 2009, pending the formulation of a new system of re-verification of existing subscribers and verification of new subscribers and issue of mobile telephone connections (both prepaid and postpaid).

2. Several rounds of discussions have been held among the Ministry of Home Affairs, Ministry of Telecommunications, Government of Jammu & Kashmir and mobile telephone service providers. Based on these discussions, the following procedure is laid down for re-verification of existing subscribers and verification of new subscribers and issue of new mobile telephone connections (both prepaid and postpaid). Mobile service providers are required to adhere scrupulously to the new procedure with immediate effect.

Prepaid mobile telephone connections

Re-verification of existing prepaid connections

3. Every existing pre-paid subscriber/connection shall be re-verified as per the following procedure.

4. Re-verification shall be done by the service provider's own outlet or by his franchisee only. The number and addresses of such outlets and franchisees shall be notified within one week to Law Enforcement Agencies (LEA)¹, State Police and the TERM Cell, J&K.

¹ Law Enforcement Agencies as notified by the Department of Telecommunications

5. Special camps for re-verification may also be organized by the service provider after notifying the venues and dates in advance to LEA, State Police and the TERM Cell, J&K.

6. Re-verification shall mean obtaining another copy of one or more prescribed documents to verify the:

(i) *identity*

(ii) *address*

of the subscriber and comparing the information contained in the document(s) with the information already on the records of the service provider.

7. In cases of students, employees of State/Central Government and employees of PSUs of Central/State Government, a fresh certificate certifying the identity and address of the person concerned issued by the Head of the office/institution may be accepted as proof of identity and address.

8. In cases of serving officers/jawans of the armed forces and paramilitary forces, and members of their families, a fresh certificate certifying the identity and address of the person or persons concerned issued by the Commanding Officer may be accepted as proof of identity and address.

9.1 The list of documents acceptable for proof of identity and proof of address is enclosed as Appendix-I.

9.2 The State Government shall provide a sample copy of the documents listed at Appendix-I for comparison with the document(s) submitted by the subscriber.

10. Each subscriber shall submit four copies of his/her photograph at the time of re-verification. The service provider shall compare the photograph with the subscriber and satisfy itself about the genuineness of the photograph.

11. The service provider shall prepare a new machine-numbered Customer Acquisition Form (CAF) in respect of each subscriber. The previous CAF shall be cancelled and the cancelled form shall be retained for a period of two years. The new CAF shall contain the data relating to name, address and photograph of the subscriber and the telephone number allotted to him/her.

12.1 In case of change in the name of an existing prepaid mobile subscriber, the subscriber shall be treated as a new subscriber and the procedure laid down in paragraphs 17 to 21 hereinbelow shall be followed.

12.2 In case of change of address of an existing prepaid mobile subscriber, the change of address may be permitted after verification of proof of address. A

copy of the old address shall be retained by the service provider and the data base shall contain both the old and new addresses of the subscriber.

13. The re-verification of an existing prepaid mobile telephone subscriber will be a one time exercise. Upon completion of re-verification, the subscriber shall be allowed the facility of recharge.

14. A daily list of the re-verified prepaid mobile telephone subscribers shall be sent to the nodal officers of the LEA, State Police and the TERM Cell, J&K for information in soft copy. This shall include the name of the subscriber, telephone number, address as well as details of proof of identity and address along with the new CAF number.

15. In the case of a negative report from the authorities about the identity or address of the prepaid mobile telephone subscriber, the telephone connection shall be disconnected within two hours of receipt of the report.

16. A copy of the CAF with original photograph of the subscriber on each copy shall be sent to the LEA, State Police and the TERM Cell, J&K every fortnight. The fourth copy of the photograph shall be retained by the service provider on its copy of the CAF.

Issue of new prepaid connections

17. A new prepaid mobile telephone subscriber may be enrolled and mobile telephone connection provided to him/her by following the procedure outlined in paragraphs 4 to 10 and 16 above and the word "re-verification" shall be read as "verification".

18. The service provider shall prepare a new machine-numbered customer acquisition form (CAF) in respect of each new prepaid mobile telephone subscriber. The numbered CAF shall contain the data relating to name, photograph and address of the subscriber and the telephone number allotted to him/her.

19. Every change in the address of the subscriber shall be notified to the service provider who shall, after verifying the correctness of the new address, amend the records and add the new address while retaining the old address for reference.

20. A list of new prepaid mobile telephone subscribers shall be sent at the end of every month to the LEA, State Police and the TERM Cell, J&K for information in soft copy. This shall include the name of the subscriber, telephone number, address as well as details of proof of identity and address along with the CAF number.

21. In the case of a negative report from the authorities about the identity or address of the prepaid mobile telephone subscriber, the telephone connection shall be disconnected within two hours of receipt of the report.

Postpaid mobile telephone connections

22. The procedure outlined above for issue of new prepaid connections shall apply to enrolment of new postpaid mobile telephone connections.

23. In addition to the above, if the bill sent to a postpaid mobile telephone subscriber is returned or if the bill remains unpaid for a period of 90 days, the service provider shall forthwith inform the LEA, State Police and the TERM Cell, J&K. The authorities concerned shall immediately verify the case and advise the service provider suitably. If there is a negative report from the authorities about the identity or address of the postpaid mobile telephone subscriber, the telephone connection shall be disconnected within two hours of receipt of the report.

Security considerations

24. Notwithstanding anything contained in the foregoing paragraphs, if, in accordance with Section 5(2) of the Indian Telegraph Act, the competent authority of the Central Government or the State Government, advises the licensor or service provider that the mobile telephone connection (prepaid or postpaid) of any subscriber shall be cancelled on grounds of security, the service provider shall de-activate the connection within two hours of receipt of the advice and inform the Central Government, the State Government or the competent authority, as the case may be, of such deactivation. The service provider shall also inform the subscriber of the cancellation.

Multiple connections

25. Ordinarily, no individual may subscribe to more than one mobile telephone connection, either prepaid or postpaid.

26. An individual desiring to avail of a second connection or multiple connections shall, in the application, disclose all other mobile telephone connections in his/her name or in the names of the members of his/her family and the reasons for seeking a second or multiple connection.

27. The degree of verification of an application for a second connection shall be stricter and for a third connection even stricter and so on. In any case, no person residing in the State of Jammu & Kashmir shall be entitled to or provided with mobile telephone connections (either prepaid or postpaid) exceeding six in number. The maximum of six mobile telephone connections

shall apply to the mobile telephone connections held by an individual in his/her name as well as the connections held by the members of his / her family.

28. In the case of an application for a second connection or multiple connections, the verification by the service provider may include a reference to the State Government or Central Government or any of the authorities of such government including the police and the income-tax authorities.

29. The service provider shall exercise the utmost caution and discretion in providing a second connection or multiple connections. The service provider shall take into account all relevant factors including the reasons given for seeking a second connection or multiple connections and the income of the person or family concerned.

30. A Government organisation, an educational institution, a company, a firm, or any other institution may apply for multiple connections for its employees or members. The applicant shall, as far as possible, furnish a list of the names of the employees or members who will use the mobile telephone connections, together with the addresses and photographs of the said employees or members. The list shall be certified by the Head of the organisation, company, firm or institution, as the case may be. The application shall be verified by the service-provider and such verification may include a reference to the State Government or Central Government or any of the authorities of such Government including the police and the Income Tax authorities. After considering all relevant factors, if the service-provider is satisfied that multiple mobile telephone connections may be issued to the applicant, it may allot such number of connections as it deems fit.

31. Second connection or multiple connections given by a service provider shall be reported separately at the end of every month to the LEA, State Police and the TERM Cell, J&K for information in soft copy. This shall include the name of the subscriber, telephone number, address as well as details of proof of identity and address along with the CAF number.

Penalty for providing false information

32. If a subscriber provides false information and obtains a mobile telephone connection, the mobile telephone connection shall be liable to be cancelled without prejudice to any other action that may be taken under law.

Documents acceptable Proof of Identity/Proof of Address for Mobile Subscriber Connection in J&K

Following documents shall be acceptable as Proof of Identity and Proof of Address:-

For proof of identity (All Identity proof to contain photograph)		For proof of Address	
1	Passport	1	Passport
2	Arms Licence	2	Arms Licence
3	Driving Licence	3	Driving Licence
4	Election Commission I/Card*	4	Election Commission I/Card*
5	Ration card (with photograph of the applicant)	5	Ration Card (with address)
6	CGHS/ECHS card	6	CGHS/ECHS card
7	Address card with photograph issued by Deptt. of Posts, Govt. of India	7	Address card with photograph issued by Deptt. of Posts, Govt. of India
8	Current Passbook of Post Office/any Scheduled Bank with photograph	8	Current Passbook of Post Office/any Scheduled Bank
9	Photo Identity card (of Central Govt./PSU or State Govt./PSU only)	9	Photo Identity card with address (of Central Govt./PSU or State Govt./PSU only)
10	Pensioner's card with photograph	10	Pensioner's card with address
11	Freedom Fighter Card with photograph	11	Freedom Fighter Card with address.
12	Kisan Passbook with photograph	12	Kisan Passbook with address.
13	Income Tax PAN card	13	Income Tax Assessment Order
14	Photo Credit Card	14	Credit card statement (not older than last three months)
15	Smart card issued by CSD, Defence/Paramilitary	15	Telephone Bill or fixed line (not older than last three months).
16	Photo Identity Card issued by Government recognized educational institutions (for students only)	16	Permanent Residency Card issued by J&K Government.

* Only Voter's identity cards (issued from 2008), which carry various security features such as hologram etc., are acceptable as a proof of identity and address.