

Government of India
Ministry of Communications & IT
Department of Telecommunications
(VAS Cell)

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

No. 800-04/2003-VAS/112

10th May 2005

To

All CMTS Licensees / UAS Licensees

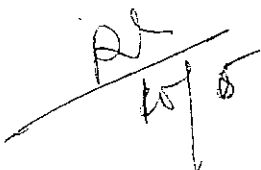
Sub: Verification of Identity of subscribers.

With reference to the subject mentioned above, the undersigned is directed to state that 100% verification of identity proof is to be carried out before sale of postpaid/prepaid SIM cards or any kind of telephone connection.

2. It has come to the notice of the Licensor that in many cases SIM cards/connections are being sold without proper verification of identity proof. The dealers of the licensed operator are either selling SIM cards without proper verification of identity of subscribers' bonafide to persons who furnishes false addresses and forged documents or in some cases do not even ask for documents specified for verification of identity of the subscriber. In addition, there is an in-ordinate delay in getting the identification particulars of subscribers of pre-paid service from the service providers. The service providers have also been found to be lax in scrutinizing the details in respect of pre-paid connections, which helps unscrupulous elements obtain mobile connections on fictitious/ fake documents.

3. In this regard, the Service providers are required to obtain the relevant proforma as annexed duly filled before providing the mobile telephone service to any customer (Annexure I & II). All the operators are to use these proformas with the mentioned columns. However, the operators may supplement [and not substitute] this proforma in accordance with their business considerations.

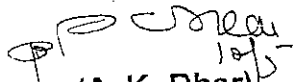
4. It is again emphasized that sale of SIM cards / connections without proper identity verification is a matter of concern and has serious security implications; a procedure needs to be evolved to ensure that SIM cards are not sold without proper identity verification. Also, it is emphasized to cross check the addresses of all the existing subscribers and it is presumed that the service providers are already doing this exercise. In view of the above, it needs to be ensured by the service providers that there should not be any working number in their network without proper address/ photograph of the subscriber. Further, it will be the responsibility of the licensee to maintain the records of the identity of their customers and produce the same on requisition. Therefore, necessary arrangements for obtaining the necessary records from the franchisees in a foolproof manner so as not to leave out even a single user of the service should be made.

A handwritten signature in black ink, appearing to be 'R. K. S.', written over a horizontal line.

5. Verification of identity of subscribers before provisions of Telephone Service as per above instructions for security reasons is an important requirement. You are, therefore, required to furnish an undertaking per attached proforma to the effect that the instructions issued as above are scrupulously followed (Annexure-III).

6. Above said instructions are to be completed without fail in respect of all types of subscriber (present/ future). Action taken report in this regard is to be submitted by 30.06.2005. Further, it is mentioned that instances of non-verification of identity of subscriber(s) shall be treated as breach of terms and conditions of the Licence Agreement and the action would be taken accordingly including imposition of financial penalty/ invocation of Bank Guarantee and/ or termination of Licence.

Encls. As above


(A. K. Dhar)
ADG (VAS-I)
Tel. No. 2337 2069

Copy for information to:-

1. Sr. DDG (Vigilance), DOT.
2. DDG (BS), DOT.
3. Secretary, TRAI.
4. Cellular Operators Association of India
5. Association of Unified Telecom Service Provider of India

Application Form for Pre-paid connections

Passport
size
Photograph
of the
applicant

Name: _____ (first) _____ (middle) _____ (surname)

Father's/Husband's Name:

Address (supported with documentary evidence):

Sex: Male: Female:

Nationality:

(a) Please furnish proof of Identity/ address by furnishing any Photo Identification viz.

(i) Income-Tax PAN (ii) Photo Credit Card (iii) Photo Identity Card (iv) Passport (v) Arms Licence (vi) Driving Licence (vii) Any other document containing photograph

(b) Public Limited Cos. may enclose certificate of incorporation alongwith any proof of identity as above of the authorised officer of 'the Company.'

(c) In case of Govt. of India Undertakings, Govt. of India Offices/State Govt. Offices, the aforesaid requirements are dispensed with and self-certification on the letter head will suffice alongwith the name and designation of the coordinating officer to be consulted in case of need.

(d) In case of Foreign Missions in India and other foreign agencies, the name and designation of the authorised officer alongwith details of officials etc. for whom the Cellular Mobile Phone is intended.

(e) In case of outstation subscribers, details of local reference(s) to be given.

PR

(12/5)

APPLICATION FORM FOR POST PAID/REGULAR TELEPHONE SUBSCRIBER



Name : _____ (first) _____ (middle) _____ (surname)

Father's/Husband's Name :

Date of Birth : Day Month Year

Sex: Male Female

Nationality:

Bill to be sent to:

Residential Address:

Present :

Telephone No. : Fax No.

Permanent :

Telephone No. : Fax No.

Name of organisation and address (both in case of owner/employer) :

Name of Office :

Address :

Telephone No. Fax No.

If the applicant is owning / operating a vehicle, please provide vehicle registration details etc.

If the applicant is having a Handset, the details thereof to be provided.

Please give your bank details:

Name of Bank :

Branch :

Account No.

Nature of Account: Saving Current

Handwritten signature and date: NS 14/5

Please give your credit card details:

Name of the issuing Bank :


Type of Card : Annex. Gold/Dinars. Others

Card Number :

Expiry Date :

Instructions:

- (a) Please furnish proof of Identity/address by furnishing any of the following:
(i) Income-Tax PAN (ii) Photo Credit Card (iii) Photo Identity Card (iv) Passport
(v) Arms Licence (vi) Driving Licence (vii) Any other document containing photograph
- (b) Public Limited Cos. may enclose certificate of incorporation alongwith any proof of identity as above of the authorised officer of the company.
- (c) In case of Govt. of India Undertakings, Govt. of India Offices/State Govt. Offices, the aforesaid requirements are dispensed with and self-certification on the letter head will suffice alongwith the name and designation of the coordinating officer to be consulted in case of need.
- (d) In case of Foreign Missions in India and other foreign agencies, the name and designation of the authorised officer alongwith details of officials etc. for whom the Cellular Mobile Phone is intended.
- (e) In case of outstation subscribers, details of local reference(s) to be given.


10/5

UNDERTAKING

This undertaking is executed by M/s having its registered office at through Managing Director/Chief Executive Officer Shri..... s/o Shri..... r/o..... as under:

1. This is to undertake and affirm in accordance with the Resolution No. dated passed by Board of Directors, whose copy is annexed herewith as Annexure-I.
2. M/s is the licensee to operate the Telephone Service in service areas(s) vide Licence Agreement No.(s) dated
3. The receipt of DoT's instructions vide letter No. 800-04/2003-VAS dated 10.05.2005 along with two proforma – one for the regular/ post-paid Telephone subscribers and another for pre-paid connections is acknowledged requiring the licensee company to get filled up from the aforesaid categories of all subscribers before providing service to them so that their identity can be clearly established.
4. The aforesaid instructions including the clarification are followed from the date of their receipt scrupulously without any fail and the licensee company undertakes to continue to follow and abide by the said instructions.
5. The licensee company again undertakes and confirm that the above-stated instructions including clarification shall be strictly followed without any dereliction or deviation and the supplied proforma shall be got filled up for all time to come from all the subscribers of each and every category of the Telephone Service in order to obtain subscribers' clear identity before providing them the service.
6. The licensee company also undertakes that in case of any failure in compliance of the aforesaid instructions, the company will be held responsible for the violation of the terms and conditions of the licence agreement and shall suffer appropriate liability imposed on the licensee company for such violation.

Signed on behalf of M/s by Managing Director/Chief Executive Officer in accordance with Resolution No. dated in the presence of following,

WITNESSES

1.
2.

Signature
(Seal of the company)