

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

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

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

Dated: 20.07.2020

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

**Subject: Additional instructions for issuing of mobile connections to the subscribers-regarding.**

In continuation to the existing instructions and based on the suggestions received from security agencies, it has been decided by the competent authority to adopt additional measures for issuing of mobile connections.

2. Accordingly, in addition to the existing instructions, the Licensees shall adopt the following:-

- i. In case of issuing of new mobile connections to the Bulk subscriber, during the physical verification of the premises of Bulk subscriber, the Latitude/Longitude of the premises of the Bulk subscriber and date & time of the inspection shall be captured and the same shall be inserted in the CAF & Database.
- ii. For existing Bulk mobile connections, during the mandated inspection of premises of Bulk subscriber conducted once in six months, the Licensee shall capture the Latitude/Longitude of the premises and the same shall be inserted in the Database of the concerned Bulk subscriber. The Licensee shall also insert the date of last inspection in the Database of the Bulk subscriber.
- iii. The Licensee shall identify Gibberish entries (i.e. a single nonsensical word or a group of nonsensical words) in their existing CAF and Database; and shall remove all such anomalies.
- iv. From date of issue of this letter, the activation officer/authorized representative of Licensee shall check for the Gibberish entries in the CAF/Database before activation of a SIM card and no mobile connections shall be activated if there are any Gibberish entries in the CAF/Database.
- v. An acknowledgement slip mentioning the CAF number, mobile number issued, subscriber's details such as Name, Father's Name, DoB, Address (local and permanent) shall be sent on subscriber's email-ID, if provided by the subscriber, during obtaining of new mobile connection.

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- vi. Licensees shall make available KYC details of POS code mentioned in the CAF through a Portal to the LEAs.
  - vii. Licensees shall develop such a system so that an alternate mobile number provided by the subscriber for his/her signature shall not be used more than nine times for issuing of mobile connections.
  - viii. In case of bulk mobile connections, the details (company name & address) of entity/company/organizations, available on the portal of Ministry of Corporate Affairs, shall be verified by the Licensee from the said portal before activation of the SIM cards.
3. The existing mobile connections include all the mobile connections acquired by the Licensees using paper-based, e-KYC or D-KYC process.
4. The para 2 vii. above shall only be applicable for D-KYC based process.
5. In respect of Bulk mobile connections, following **mandatory fields** shall be inserted in CAF/Database:-

Sl. No.	Field to be inserted	Field to be inserted in
i.	Latitude/ Longitude of the premises of the Bulk subscriber before SIM activation	CAF & Database
ii.	Date & time of inspection of the premises of the Bulk subscriber before SIM activation	CAF & Database
iii.	Latitude/ Longitude of the premises of the Bulk subscriber during last physical inspection (mandated once in 06 months)	Database
iv.	Date & time of inspection of the premises of the Bulk subscriber during last physical inspection (mandated once in 06 months)	Database

In respect of CAF, the fields shall be inserted at the serial number before the DSC/Signature of the TSP representative. And in respect of Database, the fields shall be inserted in the end of the Database.

For example i. above shall be inserted at Sl. No. 30 and 32 of paper based CAF and Database format respectively.

6. The above mentioned additional instructions shall be implemented within three months from the date of issue of these instructions.

*Suresh Kumar*

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



(Suresh Kumar)  
ADG (AS-II)

20.07.2020

Copy to:

1. DG (T), DoT HQ, New Delhi.
2. All Heads of LSA field units.
3. JS (CIS), MHA, North Block, New Delhi.
4. COAI, New Delhi.