

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

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.

File No: 800-09/2010-VAS (part)

Dated: 01.08.2016

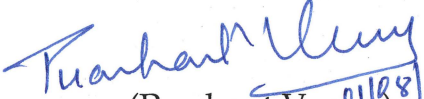
**All CMTS/UAS/UL(AS)/UL (having Access Services Authorization)
Licensee(s)**

Subject: Instructions for issuing new SIM card in case of swapping/replacement/up-gradation of SIM cards -regarding.

With reference to above cited subject, the undersigned is directed to state that the Competent Authority has decided that the guidelines in subsequent paragraphs may be followed while issuing new SIM Cards in case of swapping/replacement/up-gradation of SIM cards:

- i. The original subscriber shall submit a copy of Proof of Identity (PoI) document at Point of Sale (PoS) of Licensee and record the reasons of SIM replacement along with his/her name, signature and date on the same.
- ii. The person at PoS shall match the copy of PoI document submitted by the subscriber with its original and also record a declaration on it, along with his/her name, signature, date, PoS code and PoS stamp containing address, that he has seen the subscriber and matched the copy of PoI document with its originals. Only after this activity, new SIM card may be issued to the subscriber.
- iii. Before activating of new SIM card, the employee of the Licensee who is activating the new SIM card shall verify that the details of PoI document submitted by the subscriber are matching with the records available with the Licensee and also record a declaration to this effect on the copy of PoI document under his/her name, designation and signature with date.
- iv. The Licensee shall preserve the copy of PoI document submitted by the subscriber and annex the same with the original CAF of the subscriber.

- v. In case of SIM cards issued through E-KYC process (as and when it come into force), the subscriber may be issued new SIM card either through biometric authentication process mentioned in E-KYC process or through the process as mentioned above.
- vi. The above instructions shall be followed with immediate effect.


(Prashant Verma) 01/08/16
ADG (AS-II)

Copy to:

1. Sr. DDG (TERM), DoT for kind information and necessary actions please.
2. All DDsG TERM Cells for kind information and necessary actions please.
3. Director (IS-I), MHA for kind information.
4. Director (AS-I)/Director (AS-III)/Director (AS-IV)/Director (AS-V).
5. Director (IT) for uploading on DoT website under "Access Services – Subscriber verification" head.
6. COAI/ASUPI.