

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: 800-21/2015-AS.II

Dated: 29.08.2016

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

Subject: Interactive Voice Response (IVR) based tele-verification -regarding.

This is with reference to the clause 3.vi of instructions issued vide letter no. 800-09/2010-VAS dated 09.08.2012 wherein it has been mandated that after activation of SIM card the subscriber shall be at least tele-verified. During tele-verification details are to be asked from the subscriber and are to be verified against the details provided in the database.

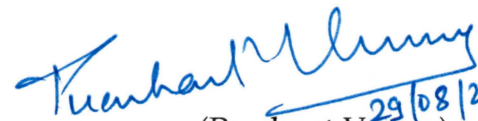
2. In this regard, proposals have been received from COAI/ AUSPI vide letters dated 03.12.2015 and 15.02.2016 requesting permission for use of IVR for tele-verification citing the reason that there is considerable variations in the dialects and intonation when the customer is interacting with the verification agent. The IVR system can provide option to choose vernacular language (as per circle) which can be better understood by larger section of the society and the process can ensure better efficiency by reducing human interventions.

3. The issue was examined and the undersigned is directed to convey the approval of competent authority that for tele-verification in accordance to the clause 3.vi of instructions dated 09.08.2012, i.r.o. subscribers acquired based on any of the three documents i.e. Passport, Aadhaar/e-Aadhaar and Voter ID card as PoI/PoA documents, following procedure can be followed in case of IVR based tele-verification:

- i. On dialing the short code of IVR system of the Licensee by the subscriber, the IVR system will give the option for selection of languages i.e. English, Hindi and one regional language (as per circle) to the subscriber.
- ii. The IVR system will prompt the subscriber to select the document submitted by him at the time of filling up of CAF i.e. Passport/ Aadhaar/e-Aadhaar/ Voter ID card.



- iii. On correct selection of the document by the subscriber, the IVR will prompt the subscriber to enter last four digits of document number imprinted on the document.
 - iv. After correct entry of document number by the subscriber, the IVR system will prompt the subscriber to enter his/her year of birth in YYYY format.
4. Only after successful verification of the inputs entered by the subscriber with the database of the Licensee, the mobile connections may be activated. If there is any error in keying in the corrects digits which do not match with the database entries in any of the steps explained above, the subscriber will be prompted for re-entry maximum upto 3 attempts after which the call will be diverted to the manual tele-verification process through human interface (through Call Centre Agent).
5. The Licensees will be required to preserve the logs of IVR based tele-verifications for the time period as prescribed for preserving of CAF.


(Prashant Verma) 29/08/2016
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 (IT) for uploading on DoT website under "Access Services – Subscriber verification" head.
5. COAI/ASUPI.