

**Government of India  
Ministry of Communications & IT  
Department of Telecommunications  
(Security Wing)**

**No.1-34/2006-VI (Pt I)**

**Dated 30.09.2009.**

To

**All CMTS Licensees,  
All UAS Licensees,**

**Sub: Re-verification of Mobile Subscribers.**

Apex Advisory Council for Telecom in India (ACT), vide letter dated 29.04.09 addressed to DOT on the subject has stated that, "in the present guidelines on mobile subscriber verification, there is no scope of subscribers' re-verification and requested to allow re-verification to carry out checking for completeness of forms & documents, tele-calling the customer and collecting correct documents (including photo for the period Nov 2001- May 2005", when as per ACT, instructions were not clear) and putting correct stamp wherever incorrect. ACT further requested that CAFs stamped by company as re-verified should not be treated as negative for checking retailer/distributor stamp and undertaking i.e. clauses 3(i) & 3(ii) of DoT letter 22<sup>nd</sup> Nov 2006, since this will carry a separate date much after activation date and same will be the case for PoA/Pol. ACT requested that such re-verified cases should not be treated as failed and should not attract penalty during audit by TERM.

2. On the subject, it was felt that it would be appropriate for Service Providers to re-verify their subscribers & data base, which would also be in the interest of National Security. In order to facilitate the same, a time frame may be provided for re-verification such that re-verified & scanned CAF shall be made available to the TERM Cells in a password protected website of service providers. Service Providers will also make an arrangement such that TERM Cell will know the date of re-verification and uploading. Even though mobile service providers had been repeatedly asked by DOT to issue SIM only after proper subscriber verification, and were asked finally to re-verify all the customers by 31.03.07 vide DOT letter dated 22.11.06, keeping in view that industry wants to make further efforts in this regard, another chance can be given for re-verification within a prescribed time limit. Industry requested for 1 year period citing the volume of work for re-verification. In order to make re-verification process effective and to see that procedures are not circumvented, Service Providers shall ensure that during the window of re-verification they scan CAF & documents, including the one which will be re-verified.

3. The scanned CAFs should be available to TERM Cells online so that they know in advance that the CAF has been re-verified during this period and any possibility of mentioning the date afterwards can be avoided. During this period of re-verification, normal subscriber verification audit will continue.

4. Re-verification proposed by ACT may be done in the following manner.

(i) Re-verification means tele-calling, correcting the CAF for any type of deficiency including PoA/Pol & clauses 3(i) & 3(ii) of DoT order dated 22.11.06, updation in subscriber data base and putting stamp as re-verified & signed.

(ii) A time-period upto one year may be availed w.e.f 01.11.09 for re-verification of subscribers.

(iii) Within one year all the CAFs (whether re-verified or other wise) shall be scanned & uploaded on service provider's website for password controlled access by TERM Cells. Service Providers shall make such a mechanism that once uploaded in website as re-verified, TERM Cells should be able to know the date of uploading of the CAFs. Service Providers shall make necessary provisions for security of their website.

(iv) While submitting the customer data base every month, the Service Providers will make an identification mark/flag in the data base against those CAFs which have been re-verified & up-loaded in the web site.

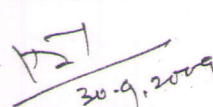
(v) Since TERM Cells generate the mobile subscribers' list for audit every month after getting the data base from Service Providers, the Cells will know in advance as to which forms have been re-verified and put on website up to 30/31<sup>st</sup> of previous month. TERM Cells will continue to select the sample forms at random without considering whether re-verified or not. The graded penalty for subscriber verification would be accordingly imposed.

(vi) During the window period of one year, in any monthly audit there will be 2 kinds of forms, viz those which have been re-verified & uploaded on web site and others which have not been re-verified. Normal audit will be done irrespective of the fact whether a form has been re-verified or not. If it is marked as re-verified in current data base that has been supplied to TERM Cells (Current data means CD supplied every month, which contains data up to 30/31<sup>st</sup> of previous month) the same must be available in the web site duly scanned, prior to supply of data base to TERM Cell for the month.

(vii) During the window period of one year, CAFs which have been re-verified, scanned, uploaded and indicated so in the monthly subscriber data base before the monthly subscriber verification audit by TERM Cells shall not attract penalty if found correct during the audit.. Service Providers can continue re-verification even after the window period of one year but the re-verified forms would not be exempt from imposition of penalty during respective audit by TERM Cells.

(viii) At the end of above window period, mobile service providers shall furnish to TERM Cells a consolidated list of numbers re-verified during the period, in CD.

(ix) All original CAFs may be preserved by Service Providers for future requirements like court cases, for Law Enforcement Agencies etc.

  
30.9.2009  
(M.K.Bansal)  
Director(S-1) DoT

Copy To:

1. DDG(AS-I)/DDG(AS-II) DoT
2. DDsG(TERM Cells)
3. COAI/AUSPI