

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

12th Floor, Sanchar Bhawan, Ashoka Road, New Delhi

File No: 800-16/2010-VAS-III

Dated: 10.01.2023

To

All Unified Licensees (having Access Service Authorization)


Sub: Requirement of maintaining database of Mobile connections activated and deactivated in the same month.

As per existing instructions of Department of Telecommunications (DoT), Licensees are required to submit the subscriber database, as on end of each month, to the Licensed Service Areas (LSAs) field units for the purpose of Customer Application Form (CAF) audit. Further, Licensees are also required to submit subscriber database to designated Law Enforcement Agencies (LEAs). If a mobile connection is activated and subsequently deactivated (as well as remained deactivated) in the same month, then such mobile connection is not being reported to DoT/LEAs and it is escaping the scrutiny of DoT/LEAs.

2. In this regard, it has been decided by the competent authority that:

- i. The database of mobile connections which are activated and subsequently deactivated (as well as remained deactivated) in the same month, shall be submitted by Licensees to respective LSAs and designated LEAs separately as part of their monthly database submission.
- ii. The format of database of such mobile connections shall be same as the standard monthly database with two additional fields namely **Date of deactivation** and **Reason for deactivation**.

3. Instead of carrying out sample CAF audit on this database, the database and CAFs of these mobile connections may be analyzed by the LSAs for any fraudulent patterns or suspicious activities, connivance of PoS, retailers, distributors, subscribers, and Licensees etc. Subsequently, preventive or corrective actions may be taken by the LSAs as per extant guidelines.


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Copy to:

- i. DG(T), DoT HQ, New Delhi.
- ii. Secretary, TRAI, New Delhi.
- iii. Joint Secretary (CIS), MHA, New Delhi.
- iv. DDG (DIU)/ DDG (SA), DoT HQ, New Delhi.