

Government of India
Ministry of Communications and Information Technology
Department of Telecommunication
(AS II Cell)

No. 842-725/2005/157

Dated the 23rd March 2009

To

All CMTS / UAS / Basic Licensees.

On the basis of discussions in various workshops on Mobile Telecom Services held in the recent past and further to the discussions in DOT, undersigned is directed to convey the approval of competent authority for following instructions/clarifications for compliance with immediate effect and until further orders.

1. CAF for Bulk Connections:

It is clarified that, a single CAF duly signed by Authorized Signatory of the company shall be submitted while applying for mobile connections in bulk. The Service Provider / Authorised Signatory shall maintain the updated database / list of actual users of such mobile connections and provide the database/list as and when required by the Licensor or authorised Security Agencies.


2. Lodging Complaint / FIR:

In order to deal with the issue of forged documents for obtaining mobile connections, Complaint / FIR may be lodged with the LEA, under law of the land. It has been decided that,

- (i) In case of forgery of documents detected, Complaint / FIR shall be lodged by the Franchisee/Service Provider against the customer.
- (ii) In case Franchisee fails to lodge Complaint / FIR as above, Service Provider shall lodge Complaint / FIR against the customer and franchisee.
- (iii) In case no action is taken by Service Provider as above, the TERM Cell may lodge Complaint / FIR, including against the Service Provider.

3. Outstation Customers:

Henceforth, applicants for mobile phone connections from within the license service area or the state/UT concerned, whichever is more encompassing, shall not be treated as outstation customers. For local reference of outstation



customer, the name, address and contact phone number of local referee shall be obtained from the outstation customer, apart from the PIA. The local reference shall be verified telephonically at the point of sale before issue of SIM card and cross verified by the Service Provider at the time of verifying clause 3(ii) of DOT order Dated 22-11-06.

4. Proof of Identity / Address (PIA)

It is clarified that, for rural areas, since in some of the states, the head of Village Panchayat may be known by a different name, Certificate of photo identity/address as the case may be, issued by head of Village Panchayat or its equivalent authority shall also be accepted as Proof of Identity or Address.

With reference to DOT letter No.800-08/2007-AS-II/24 Dated 16-4-2008, it is clarified that Ration Card with photo and address shall also be accepted as PIA in all licence service areas for issue of mobile connections.

5. Additional Documents:

Henceforth, the following documents shall also be acceptable as Proof of Identity/Address.

- (i) Address Card with photo issued by Dept of Posts as PIA.
- (ii) Smart card issued by CSD, Defence/Paramilitary as PoI.
- (iii) Current passbook of Post office / PSU Bank as PoA, with photo as PIA.

6. PIA for Foreign Tourists:

Henceforth, in case of foreign tourists visiting India, apart from details of local reference as in 3 above, copy of Passport with valid Visa stamp therein shall be acceptable for issuing mobile connections. In case of no local reference, the address of stay is to be indicated.

7. Timely Disconnection:

It is clarified that, where CAF is found non-compliant for a working mobile connection, either proper CAF should be produced within 72 hours or else the connection deactivated. In case of failure to take either action, highest penalty of Rs50,000/ shall be levied on each such connection, in addition to the penalty for non-compliance during subscriber verification.

8. Pre-Activated SIM Cards:

Pre-activated SIM cards are not to be sold in the market. In case pre-activated SIM cards are on sale, highest penalty of Rs50,000/ shall be levied on each such connection.



9. Time lines for providing Sub Data, CDRs and CAF:

The following time limits shall be adhered to against requisitions from Security Agencies / TERM Cells:

a. Subscriber Data Record	01hr, in all cases of subscribers acquired before 15 days and in other cases where subs data has been updated.
	24 hrs, in case of subscribers acquired within 15 days.
b. BTS Location information	01hr - 06 hrs
c. CDRs up to 6 month old more than 6 months old	12hrs
	24hrs
d. Copy of CAF	In 72 hrs, during 3 months from now
	In 48 hrs, during subsequent 9 months
	In 01hr, after one year from now

The special instructions/safeguards issued from time to time regarding mobile services in J&K, Assam and North-East Service areas shall continue to remain valid.

Asual
23-3-2009
(B.L.Parwar)
ADG(VAS-II)

Copy To:

1. PS to Advisor (Telecom), DoT
2. DDG (AS I), DOT for information please
3. DDG(Security), DoT for circulating to all TERM Cell.
4. DDG, (C&A), DoT, for posting on website of DoT.
5. COAI,
6. AUSPI, B-601, Gauri Sadan, 5, Hailey Road, New Delhi – 110 001.