

**Government of India**  
**Ministry of Communications & IT**  
**Department of Telecommunications**  
**(AS Cell)**  
**Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.**

**File No:** 800-09/2010-VAS

**Dated:** 12<sup>th</sup> November' 2012

**All CMTS/ UAS Licensee(s)**

**Subject:** Instructions on Verification of New Mobile Subscribers (Pre-paid & Postpaid) : Clarification -regarding.

**Ref:** Instructions issued vide this office letter of even number dated 09.08.2012.

Some of the Telecom Service Providers (TSPs) and their associations have raised certain issues with regard to instructions issued vide this office letter of even number dated 09.08.2012 on the subject verification of new mobile subscribers. They also held meetings with DoT. Based on submissions made by them and discussions held in the meetings, the following instructions/ clarifications are being issued:

- (ix) As per TSPs, para 3(vi) of the instructions dated 09.08.2012 requires some clarity as on one hand it states that subscribers is to be tele-verified by the TSPs and on the other hand it states that incoming call to the subscriber will remain barred before tele-verification.

In order to remove possibility of any doubt/ ambiguity, it is reiterated that for tele-verification purpose, the call will be originated by the subscriber and not by the TSP. However, it is re-iterated that, unless tele-verified, the subscriber should not be able to make any type of call except to the operator and incoming call will remain barred before tele-verification.

- (x) With regard to clause 11(i), it is stated that keeping in view the spirit of the instructions dated 09.08.2012, the format for the furnishing information will be the new format only in respect of all the customers, irrespective of old or new. This is necessary for keeping uniformity and for convenience to security agencies and DoT. The information in respect of new fields which have now been added in the instructions dated 09.08.2012 however may remain blank in respect of old customers.

- (xi) As per TSPs, in some cases, the date of birth may not be known to the customers and they may know only the age. Therefore, in addition to date of birth, age may also be made one of the fields in the CAF as is followed in Election Commission ID Card.

In this regard, it is stated that this issue needs examination and till then the date of birth should be entered in CAF as far as possible. In other cases, entry of year of birth instead of date of birth may not be treated as con-compliance to the instructions.

- (xii) COAI, AUSPI and Telecom Service Providers submitted that they need some more time beyond the scheduled time of 09<sup>th</sup> November'2012 for the implementation of new instructions. They also submitted that they are in the process of recruitment of requisite manpower (employee) for carrying out the activities by employee as stated in para 3(iv) of the instructions dated 09.08.2012 and this process may take some more time to complete. Hence, they requested that for some time, the requirement of employee of Licensee for carrying out activities as stated in para 3(iv) may be relaxed.

It is re-iterated that already Government has given 3 months time for implementation of the new instructions and it is not possible to further extend the time period. However, the request of the TSPs may be considered for not deploying employees at once at all the places in every service area subject to the condition that they will deploy the employees in phased manner starting from 09.11.2012 and will complete the same latest by 31.12.2012 in all the service areas. During the transition phase i.e. 09.11.2012 to 31.12.2012, the mandate of carrying out certain activities as mentioned in para 3(iv) of instructions dated 09.08.2012 by the employee of the Licensee may not be treated as non-compliance. It is pertinent to mention that this exception is limited to non-deployment of employee and is not applicable to the activities as stated in para 3(iv) which will in any case be carried out by the Licensee through any person other than employee wherever employee is not deployed during 09.11.2012 to 31.12.2012.

*Approved 12.11.2012*  
(A.K. Tirkey)

Asstt. Director General (AS-II)

**Copy to:**

1. DDG (Security-TERM), DoT
2. All DDsG TERM
3. DDG (LF-I)/ DDG (A/C) DOT
4. All CCAs
5. Director (AS-III)/ Director (AS-IV) DOT
6. COAI/ AUSPI