No. 5-38/2013/S-II
Government of India
Ministry of Communications & IT
Department of Telecommunications
(Security Wing)

To,

Dated 03.02.2015

All Telecom Service Providers (TSPs)

Subject: Guidelines regarding Calling Line Identification Restriction (CLIR).

As per Unified License clause 8.6 for Access Service which is inter-alia as follows:

"Calling Line Identification Restriction (CLIR) should not be normally provided to the customers. Due verification for the reason of demanding the CLIR, must be done before provision of the facility. It shall be the responsibility of the service provider to work out appropriate guidelines to be followed by their staff members to prevent misuse of this facility. The subscribers having CLIR should be listed in a password protected website with their complete address and details so that authorized Government agencies can view or download for detection and investigation of misuse. While providing CLIR facility to subscriber, it shall be ensured that the CLI is carried from end to end on the network. However, CLIR must not be provided in case of bulk connections, call centers, telemarketing services."

In proviso of this, all Telecom Service Providers are hereby instructed to comply with the guidelines enclosed as Annexure for providing the CLIR facility to the subscribers.

This issues with the approval of competent authority.

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03/02/15

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Copy to:

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2. JS (IS-I), North Block, MHA, New Delhi.
3. All DDsG of TERM Cells.

Annexure

Guidelines regarding Calling Line Identification Restriction (CLIR)

1. **Calling Line Identification Restriction** (CLIR) should not be treated as phone plus facility and therefore, should be provided to individual customers to the bare minimum extent. In no case, it shall be provided to any bulk, Close User Group (CUG) and Primary Rate Interface (PRI) customer as well as Public Call Offices (PCOs), telemarketing services and Call Centre numbers.

2. Provisioning of CLIR has been divided into following three categories based on the status of the subscribers. The different procedures are to be followed for approving CLIR to each category.
   (i) Normal Subscriber: All the subscribers other than those falling in categories given in para 2 (ii) and 2 (iii) shall be categorized as normal subscriber.
   (ii) Officers from Central Intelligence Agencies.
   (iii) Dignitaries: List of Dignitaries has been prepared for CLIR purposes as per Annexure – I.

3.0 **Approval process and provisioning:** Procedure for providing CLIR to these three categories are prescribed separately as under:

3.1 **Normal subscribers:**

a. CLIR request stating the reason must be furnished in original by the customer to the Telecom Service Provider (TSP) along with valid Identity proofs like Proof of Residence (PoA) & Proof of Identity (PoI) as per the Customer Acquisition Form (CAF) norms and recommendation for CLIR from the Additional DGP (Intl)/IGP (Intl), police from state government.

b. TSP shall carry out the physical verification of the CLIR applicant and certify the same on the application before forwarding the application to the concerned Telecom Enforcement, Resources & Monitoring (TERM) Cell.

c. The documentation of CLIR complete in all respect must be submitted to the DDG (TERM) of concerned LSA for approval in order to ensure the compliance of the process.

d. After examining the cases in respect of request received, the DDG (TERM) will give his approval to the TSPs within three working days.

e. In case DDG (TERM) does not agree with the recommendation, he can refer back the case once directly to the concerned Addl. DGP (Intl)/IGP (Intl), Police with reasons under intimation to concerned TSP & the customer. If it is still recommended, TERM Cell should approve it and send the approval to the TSP within three working days from the date of receipt of recommendation from police.

Customer + Recommendation of ADG (Intl.) Police
CAF Norms
↓
TSP
↓
TERM cell – (DDG TERM)

f. After getting approval from the TERM cell, TSP should activate CLIR within two working days.

g. The CLIR facility should be provided for a period of 12 months. After the end of aforesaid period it should be renewed only after repeating due process followed while activating CLIR for the first time. TSPs should intimate the CLIR subscribers prior to 30 days about expiry of CLIR facility through a SMS/ Voice call.

3.2 **Officers from Central Intelligence Agencies:**

a. In case of officers of Central Intelligence Agencies, designated nodal officer of the rank of Joint Director/Joint Secretary must recommend the CLIR request directly to TERM Cell along with justification for providing the same based on security considerations where privacy is necessary for public good.

b. After examining the cases in respect of request received, the DDG (TERM) will give his approval to the TSPs within three working days along with the original documents received from nodal officer of Central Intelligence Agencies to the concerned TSP.

c. In case DDG (TERM) does not agree with the recommendation, they can refer back the case once directly to the concerned nodal officer of Central Intelligence Agency with reasons. If it is still recommended, TERM Cell should approve it and send the approval to the TSP within three working days from the date of receipt of recommendation from Central Intelligence Agencies.

d. After getting approval from the TERM cell, TSP should activate CLIR within two working days.

e. The CLIR facility should be provided for a period of 12 months initially & should be got renewed by the nodal officer of the concerned Central Intelligence Agency every 12 months, if he seeks to continue the same.

3.3 **Dignitaries:**

a. Any subscriber belonging to the List of Dignitaries can be provided with CLIR by the TSPs on his request within two working days without police recommendation and TERM Cell approval.

b. TSPs should carry out the physical verification of the CLIR applicant and certify the same on the application before providing the CLIR.

c. Intimation of such provisioning should be sent to the concerned TERM Cell.

d. The CLIR facility should be provided for a period of 12 months initially. Thereafter TSP should do a verification of the subscriber and renew the

CLIR, if the subscriber continues to be a member of dignitary list at that point of time. After the renewal, intimation should be given to TERM Cell.

4. **Co-ordination and Record Keeping:**

4.1 The TSPs should designate nodal officers at each circle level for coordinating with the concerned TERM Cell regarding the CLIR cases.

4.2 Whenever TSPs activate/ deactivate CLIR to the subscriber, the same shall be intimated to the customer through a SMS/ Voice Call.

4.3 For existing CLIR customers, the existing approval will continue till its validity period not exceeding one year and revised process for obtaining CLIR in a fresh case as mentioned in these guidelines should be followed scrupulously at the time of renewal.

4.4 The CLIR activation record along with all relevant documents shall be maintained by TSPs centrally at Circle level.

4.5 The TSPs should institute a system to ensure that CLIR is discontinued latest within 30 days of expiry of its validity.

4.6 The documentation pertaining to CLIR shall be preserved till 1 year after the facility has been terminated.

4.7 The CLIR data like telephone number, individual name, address, date of activation of CLIR facility & date of provisioning of number, etc should be updated on a linked portal of the concerned TSP under password control. The password along with the portal address should be shared with LEAs & TERM cells.

4.8 Since the CLIR has to be provided to & used by the bonafide customers, the CLIR data and relevant documentation shall be audited by the DoT/TERM Cells preferably once in a year.

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Annexure-I

List of Dignitaries for provisioning of CLIR

1. President
2. Vice President
3. Prime Minister
4. Governors of States
5. Former Presidents
6. Former Vice-Presidents
7. Deputy Prime Minister
8. Chief Justice of India
9. Speaker of Lok Sabha
10. Union Ministers of Cabinet
11. Chief Ministers of States
12. Vice Chairman, NITI Aayog
13. Former Prime Ministers
14. Leaders of Opposition in Lok Sabha & Rajya Sabha
15. Holders of the Bharat Ratna
16. Judges of Supreme Court
17. Chief Election Commissioner
18. Comptroller & Auditor-General of India
19. Chairman UPSC
20. Chairman National Green Tribunal
21. Deputy Chairman Rajya Sabha
22. Deputy Speaker of Lok Sabha
23. Deputy Chief Ministers of States
24. Members of the NITI Aayog
25. Ministers of States of the Union
26. Lt. Governors of Union Territories
27. Attorney General of India
28. Cabinet Secretary
29. General of the Indian Army
30. Air Chief Marshal of the Indian Air Force
31. Admiral of the Indian Navy
32. Chief Justices of the High Courts
33. Chairman and Speakers of State Legislatures
34. Chief Ministers of the Union Territories
35. Deputy Chief Ministers of the Union Territories
36. Cabinets Ministers of States
37. Secretary/Chief of Law Enforcement Agencies (LEAs)

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