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Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

File No: 800-21/2015-AS.II **Dated: 26.05.2023**

To,

All CMTS/UASL/UL (having Access Service Authorization) Licensees

Subject: Strict compliance of the instructions issued by DoT regarding adequate verification of each and every customer before enrolling them as subscribers.

Clause 39.17(i) of Part-I of Unified License states that, *"The Licensee shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the Licensor in this regard from time to time shall be scrupulously followed."*

Clause 39.22 (i) of Part-I of Unified License inter alia states that *"Utmost vigilance should be exercised in providing bulk connections for a single user as well as for a single location. ..."*

2. In pursuance to above mentioned clauses of the License, instructions have been issued to licensees from time to time for adequate verification of each and every customer before enrolling them as a subscriber. Further, additional safeguards have also been specified for issuing of mobile connections to Bulk Customer. In some cases, mobile connections are inter alia being used for clandestine/illegal telecom operations including establishing illegal VoIP exchanges engaging the SIM boxes.

3. In this regard, it is directed that Licensees shall strictly comply to the existing instructions of DoT for issuing of mobile connections to the Individual and Bulk customers. Further, it is emphasized that utmost vigilance shall be exercise by Licensees in providing mobile connections to the Bulk customers and the mandated physical verification shall be exhaustively undertaken by the Licensees for satisfying themselves about bonafide use of such mobile connections.

4. This is issued with approval of competent authority

Suresh Kumar
(Suresh Kumar)
ADG (AS-II)

Copy to:
1. DG (T), DoT HQ, New Delhi.
2. JS (CIS), MHA