Ministry of Communications
Department of Telecommunications
(Access Services Wing)
12thFloor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001.

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File No:800-10/MISC/2017/AS.II

Dated: 30.03.2022

To,

All Unified Licensees

Subject: **Distinction between the names of State/UT in Subscriber Database vis-à-vis the name of State/UT in the Customer Application Form consequent to reorganization of State/UT by an ACT of Parliament.**

Reference: RJIL letter no. RJIL/DOT/2021-22/499 dated 18.02.2022

Over a period of time, through Acts of Parliament, various States/UTs have been reorganized resulting in either formation of two or more States/UTs or merger of two or more UTs. In vast majority of such cases the residents continue to have name of erstwhile State/UT in their PoA document and due to this there is a mismatch between the actual State/UT of the resident and the State/UT mentioned in his PoA document.

2. In view of this, the following is clarified:-

i) The maintenance of CAF and Subscriber database shall be done as per the prevailing instructions of DoT issued from time to time.

ii) However, all such cases wherein there is a mismatch in the name of State/UT in Subscriber Database vis-à-vis name of State/UT in CAF or vice-versa may be considered as compliant for the purpose of CAF Audit conducted by the LSA field units of DoT.

ii) Further, any information which is not restricted by DoT and which is being provided by Licensees as part of their statutory obligations, may be provided to the respective government agencies as per their requirement.

suresh kumar

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Copy to,

The DG-Telecom, New Delhi