No. 1-34/2006-V.I
Government of India
Ministry of Communications & IT
Department of Telecommunications
(Security Wing)

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Dated 1st November, 2007

OFFICE MEMORANDUM

Subject: Guidelines regarding Subscriber verification.

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In continuation with this Department's letter of even number dated 2nd April, 2007, 3rd May, 2007 ,01st June, 2007 and 23rd June, 2007 on the subject mentioned above, the undersigned is directed to convey the following guidelines for subscriber verification:-

1. The detailed subscriber verification report as per the format enclosed would be prepared by the VTM Cell. The report (in Hard copy & Soft copy) may be sent to Shri Sukhbir Singh, Director (AS-III), Room No. 719, Sanchar Bhawan, Ashoka Road, New Delhi (Email: dirbs2@bol.net.in, Mobile: 09868132524) under intimation to DDG (VTMD & Coordination) / DDG (Security), Delhi.

2. The date for implementation of the instructions contained in Para 3 of the letter No.800-04/2003-VAS (Vol.II)/04 dated 22nd November, 2006 shall be effective from 1st December, 2006.

3. It should be ensured that photocopies of CAF/SAF (along with attached documents) being submitted to the VTM Cells, must be stamped and signed by the Licensee Company's authorized representative.

4. VTM Cells shall prepare the report on Subscriber Verification Audit and the report shall be jointly signed by the authorized representative of the Service Provider and VTM Cells. However, before signing the report, if required, the authorized representative of the Service Provider may seek a copy of the draft report from the VTM Cell and record their comments on the report within two days from receipt of the report. The comments should be within the ambit of prescribed formats, documents and instructions issued by the DoT.

5. VTM Cells shall, on routine basis, carry out surprise inspection of the Service Providers warehouses and pick up bulk samples of CAF/SAF of subscribers for verification. This will be over and above the routine Verification Audit being carried out by the VTM Cells.

6. The VTM Cells at J&K, Assam, NE-I and NE-II shall also carry out Physical Verification of randomly selected samples out of the samples for which the document verification has been found to be correct in all respects. The physical verification report would be as per the format enclosed.

7. The subscriber document verification process would continue as per existing procedures, till further order.

This has the approval of the competent authority.

01.11.07
(Manoj.C)
Director (S-I)

To
Heads of all VTM Cells.

Detail Customer Document/Physical Verification Report for the Month of _____

A	Reported by (Name of VTM Cell)	
B	Area of Jurisdiction of the VTM Cell	
C	Name of the Service Provider	
D	Customer Data base as provided by Operator	
E	Total No. of Samples	
F	% of sample taken	

G (i) Report for CAF/SEF of only those Subscribers for which either of the Parameters is not proper.

S. No.	Sample Tel. No.	Check Availability of CAF(1/0)	Check Photo of the Customer(1/0)	Check Specified Identity Proof (1/0)	Check Specified Address Proof(1/0)	Cross Check with the Data Base(1/0)	Complaince of Para 3 (i) of the Letter dated 22.11.06 (1/0)*	Complaince of Para 3 (ii) of the Letter dated 22.11.06 (1/0)*	(a) AND (b) AND (c) AND (d) AND (e) AND (f) AND (g)AND (h) AND (i)[1/0]	Remarks
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	
1										
2										
.										
.										
.										
	Total									

G (ii)** Detailed Report of Random Physical Verification of Subscribers No. of Samples=

S.No.	Sample Tel.No.	Physical Identity of the Customer has been Verified from the Documents(1/0)	Remarks	Physical Address of the Subscriber has beeen verified from the Documents (1/0)	Remarks	Physical Identity and Address of the Subscriber has been Verified from the Documents (1/0)	Remarks
1							
2							
.							
	Total						

* The parameter is to be checked only for CAFs/SEFs of the Subscribers acquired after 30.11.2006. For Subscribers acquired on or before 30.11.2006 value '1' should be assigned and sample Tel No. may be marked '*'

** Report to be subitted by VTM Cells at Assam, J&K, NE-I and NE-II only.

Summary of the Customer Document/Physical Verification Audit Report for the Month of _____

A	Name of the VTM Cell	
B	Area of Jurisdiction of the VTM Cell	

C Summary of Document Verification Report

S.No.	Name of Service Provider	Total Customer Data Base as Provided by the Operator	No. of Samples	% of Samples	No. of CAF/SAF Available	No. of CAF/SAF having Photograph	No. of CAF/SAF having Specified ID Proof	No. of CAF/SAF having Specified Address Proof	No. of CAF/SAF Verified Correctly from the Data Base	No. of CAF/SAF complying with Clause 3(i) of letter Dated 22.11.06	No. of CAF/SAF complying with Clause 3(ii) of letter Dated 22.11.06	No. of CAF/SAF Complying (a),(b),(c),(d),(e),(f) AND (g)	Remarks
1					(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	
2													
3													
.													
.													
.													
	Total												

D* Summary of Physical Verification Report

S.No.	Name of Service Provider	No. of Samples	No. of Samples for which Physical Identity of the Customer has been Verified from the Documents	No. of Samples for which Physical Address of the Customer has been Verified from the Documents	No. of Samples for which Physical Identity and Physical Address Customer has been Verified from the Documents	Remarks
1						
2						
.						
.						
.						
.						
	Total					

* Report to be submitted by VTM Cells at Assam, J&K , NE-I and NE-II only