No. 1-34/2006-V.I
Government of India
Ministry of Communications & IT
Department of Telecommunications
Vigilance Wing
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Dated 3rd May, 2007

OFFICE MEMORANDUM

Subject: Verification of subscribers.

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In continuation to this Department's O.M. of even number dated 2nd April, 2007, I am to convey the approval of competent authority that an uniform sampling at 0.02% of the customer base subject to a minimum of 100 samples per operator per VTM Cell may be taken to carry out verification of subscribers instead of earlier minimum sample size of 1500 per VTM Cell.

2. All the VTM Cells shall carry out separate verification of their area of jurisdiction and send separate reports.

(R.R. Tiwari)
Director (VTM.HQ)

To

All Head of VTM Cells

Copy to:-

1. PPS to Member (S)/Member (T)
2. Sr. DDG (Vig.)
3. DDG (AS)/Director (VAS-II)

FAX NO.

Suggestions to carryout the customer verification and on format for sending the report to Headquarter

During the Study of the report sent by 5 VTM cells on the report of customer verification the following discrepancies have been observed:-

1). Instead of sending the **Table-A** containing the status of the each sample studied, the summary of the verification was sent as per the column heading suggested for the Table-A. With this the further analysis for presenting the report could not be made.

2). The procedure for sampling (criteria) was not mentioned in the reports and it appears that the random samples were not taken by some VTM Cells..

3). The reports w.r.t. the verification of the bulk customer and the pre-activation was not done correctly and uniformly.

As the verification data for all 34 Cells are to be complied and various key indicators like the "Availability of the Correct for with Photo, ID Proof, Address Proof", "No of unverified bulk pre-paid connections" or "No of pre-paid customer" need to be complied in a presentable format, so all VTM cells are requested include the following information alongwith the report of the verification:-

A). Table-A of the letter dated 2nd April-2007:-

a. This table shall be in EXCEL workbook containing one sheet for each service provider.
b. Each sheet include the entries w.r.t. each and every sample.
c. As the response to the column 5 to 12 (8 column) of Table-A is expected to be logical so "1" for "yes" and "0" for "no" can be filled in the Excel Sheet.
d. The file name of the EXCL workbook shall be kept as "**VTM-Mumbai-April07-Chattisgarh**" for the verification conducted by VTM Mumbai for chattisgarh circle during April07. This workbook shall also be preserved by all VTM cells as the same may be required in future for cross verification.
e. A copy of CAF/SAF/SEF must be preserved by the VTM Cells.

B). Summary of the information as per Table-A:-

The summary of the operator wise information shall also be prepared in the following format:-

(The table shown below may also be included in the EXCEL workbook with a sheet name as "**SUM-CAF**").

S.No	Operator	Sampling			Availability of Correct Forms					Compliance of the 22nd Nov-06 Letter			Verification for Correct Data Entry in the Database with Forms			Overall			REMARKS
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)
S.No		Customer Base	No of Samples	% of Samples Taken	No of CAF/SAF available	No of CAFs/ SAF having Photograph	No of Correct CAF/SAF having Proper ID Proof	No of CAF/SAF having proper Address Proof	No of CAF/SAF having (Photograph+ID Proof+Address Proof)	No of forms complying the Clause 3(i) of 22nd Nov-06 letter	No of forms complying the Clause 3(ii) of the 22nd Nov-06 Letter	No of forms comply both clause 3(i) and 3(ii) of 22nd Nov-06 Letter	No of forms complying the clause 4 of the 22nd Nov-06 Letter	No of Sample correctly verified by VTM cells from the data base supplied	No of forms complying the clause 4 and correctly verified from the data base	No of correct forms as per column (h) AND (k)	No of correct forms as per column (h) AND (n)	No of correct forms as per column (h) AND (k) AND (n)	REMARKS
1	AirTel																		
2	BSNL																		
3	Idea																		

C). Pre-Activation:-
Target:-
"The Network(HLR/IN etc) shall not contain any number which can be used by the customer without the specific activation command by the service provider and for which the form(CAF/SAF/SEF) is not available with the service provider"

Shall be as per Annexure-III of the letter dated 2nd April-2007 from VTM-Hq.

While preparing this report the following points may be taken care:-

1) It must be confirmed from the service provider that the HLR count they have given strictly corresponds with the database being studied.
2) In case it is not possible for the service provider to give the HLR count corresponding to the are of jurisdiction (Area being verified) of VTM Cell due to mix numbering for example "Maharashtra" and "Pune" then the two VTM Cells shall pre-pare this table jointly.
3) In some cases the interpretation of the count of unusable number "HLR(Nnus)" have been different. It is clarified that the "HLR(Nnus)" shall include all those number which are pre-populated in the HLR but are unusable i.e.

   "these number cannot be used for any kind of telegraph service like voice, data, SMS, MMS etc. without the activation command given by service provider after verification of the documents"

4) In some cases like TTSL it has been found that although some of the numbers appears to be open from HLR but are blocked in "IN" and cannot be used without activation command to by service provider. So these numbers also may be counted while calculating "HLR(Nnus)" for the table as per annexure-III.

5) For some of the service providers who does not have circle wise network components like HLR, IN etc, the VTM Cells under whose jurisdiction these components are installed may ask for the consolidated data and may disseminate to the other VTM Cells who requires this data. The dissemination of such data may be done in a secure and confidential manner.

6) As the date/time of the capturing the database and HLR/IN counts may be different, so a suitable adjustment considering the average connections subscribed during the intervening period shall be shown in the report .

D). Bulk Connections:-

The study of the bulk pre-paid connection shall be carried out as per the table at Annexure-III of the letter dated 2nd April-2007.