No: 1-34/2006-VI
Ministry of Communication and IT
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001

Room No: 909
T.No: 011-23372334, FAX: 011-23372338
Dated: 2nd April-2007

OFFICE MEMORANDURM

1. As per license conditions and existing instructions, the CMTS/UAS licensees are required to ensure the adequate verification of each and every customer before enrolling him/her as subscriber. The service providers were also instructed by DoT to carry out the verification of existing subscribers by 31st March, 2007.
2. As the deadline of 31st March, 2007 has crossed, all the VTM cells are hereby directed to check the compliance of instruction in respect of subscriber verification.
3. The verification is to be done as per the detailed procedure mentioned in Annexure-I.
4. The targets and the reporting shall be as per Annexure-III.
5. The periodic report of subscriber verification shall be forwarded to DDG(VTM)-Delhi/Co-ordination at the address,

   Shri S.K. Gupta,
   DDG(VTM) Delhi &Co-ordination
   5th Floor, Nehru Place Telephone Exchange,
   New Delhi-110019.
   E-mail: ddgvtmd@bol.net.in ,

Who in turn shall forward the complied report to Sr. DDG (Vigilance).

This is issued with the approval of competent authority.

[Ravi Gandhi]
Director(VTM-Hq)

To,
All Head of VTM Cells
(34 VTM Cells)

Encl:-
a. Annexure-I, II and III.
b. The DoT's instruction dated 10th May-2005 and 22nd November-2006.
c. 16-11/2003-BS.II, Dated: 24th June-2003.
d. 1-20/2001-V.Tech. (Pt.IV), dated: 23rd June, 2003.

Copy to:-
i. PPS to Member(S)/Member(T).
ii. Sr. DDG(Vigilance).
iii. DDG(AS)/Director(VAS-II), w.r.t to U.O. No: 800-04/2003-VAS(Vol.II)/113 dated 30th March-2007.

A. Sale of Pre-Activated SIM Card Verification:

1. Periodic check shall be carried out regarding availability of pre-activated SIM cards.
2. An Undertaking shall be taken from the operators that pre-activated SIM Cards are not being sold.
3. Further to ensure from the data base the pre-activated SIM cards are not sold in the market, the following procedure could be adopted:-

   a) Number of Pre-Activated SIMs/Phones(Npre)= HLR Count-Count from the Subscriber Database supplied.
   b) VTM Cell shall check that the Telephone Numbers of Pre-activated SIMs/Phones are not usable without the issue of operator command.

B. Subscriber Document Verification:-

1. Sample checks may be carried out to ensure compliance of instruction regarding subscriber verification. For this purpose, following procedure shall be adopted:

   a. Latest Subscriber database shall be obtained from all the operators.
   b. Random samples number may be taken out of Subscriber database to check the compliance of instruction. Process of verification shall be uniform across all operators.
   c. For sampling, 1 sample per 5000 (0.02%) connection may be taken out subject to be a minimum of 1500 sample per VTM Cell.
   d. Check list during inspection shall be as follows:-

(TABLE-A)

S.No	Sampled T.No.	Name of Subscriber	Address of the Subscriber	Check whether CAF/SEF/SAF is available or not	Check whether Photo is affixed on CAF/SEF/SAF etc.	Check Whether copy of Identity Proof is available**	Check Whether copy of address proof is available**	Check Compliance of Para 3(i)* (The comment recorded on the form shall also be check)	Check Compliance of Para 3(ii)*	Check Compliance of Para 4*	Cross check the information from the data base supplied.	Remark

*Letter No: 800-04/2003-VAS(Vol.II)/104 dated 22nd November,2006.
** Letter No: 800-04/2003-VAS/112, Dated 10th May,2005 (Annexure-II).

2. To check the misuse of the identify proof submitted by the subscriber, the VTM Cells shall also check the presence of bulk pre-paid subscribers. For this the following method shall be adopted.

a) As per DoT's instruction/License conditions 10 or more connections in the "**Same Name**"(Same Person i.e. other particulars like Address or father name, DoB etc shall also match) or "**Same Location**" may be treated as bulk connections
b) From the data bases supplied by service providers, the list of the bulk pre-paid customers shall be segregated.
c) The CAF/SEF of these pre-paid customers shall be checked.
d) The subscribers of these bulk connection must be contacted on telephone to verify.
e) Sample visits to such pre-paid bulk connections must also be done to verify the bonafide of such users.

Annexure-II

Acceptable Proof of Identity/Address (Relevant Extracts) as per DoT's Letter No 800-04/2003-VAS/112 dated 10th May-2005.

1) **Individual:-**
   a. Income tax-PAN*
   b. Photo Credit Card*
   c. Photo Identity Card**
   d. Passport***
   e. Arms License***
   f. Driving License***
   g. Any other document containing Photograph**

   * Only for Identity Proof.
   ** Identity proof to be taken as address proof if it contains the address of the applicant.
   *** Both Identity as well as address proof.

2) **Public Limited Companies:-**

   a. The Certificate of Incorporation of the registered company.
   b. Identity proof of the authorized company as required for individuals above.

3) **Government of India Undertakings/Government of India Offices/State Government offices:-**
   a. Self certification on the letter head alongwith name and designation of the co-ordination officer to be consulted in case of need.

4) **Foreign Missions:-**
   a. Name and designation of the authorized person along with the details of the official for whom the phone is required.

In case of Outstation subscribers the local details to be mentioned in the CAF/SEF/SAF etc.

Annexure-III

TARGET FOR PERIODIC CUSTOMER VERIFICATIONS

A. The verification process is to be carried out on monthly basis for an initial period of 3 months. After the reports and performance it shall be reviewed in consultation with licensing cell.
B. The verification is to be carried out as per **Annexure-I.**
C. The detailed report of the verification of documents shall be prepared as per **Table-A** mentioned at **Annexure-I.**
D. The report for Pre-activation and Bulk Connection shall be prepared in following format and sent to DDG(Co-ordination)

a) Pre-Activation:-

The report of the study of the customer base/Pre-activation shall be prepared as follows:

VTM Cell							
Circle/Area							
S.No	Service Provider	Count of Subscribers from the data base (Ndb)	Count of Subscriber in HLR(Nhlr)	No of unusable subscribers from the HLR.(Nuus)	Pre-activated Subscribers Npr= (Nhlr-Ndb-Nuus)	% Pre-activated Subscriber =Npr/Ndb*100	
1							
2							

b) Bulk Pre-paid Connections:-

VTM Cell							
Circle/Area							
S.No	Service Provider	Count of Subscribers from the data base (Ndb)	Count of bulk Subscribers(Nbs)	Count of the SIM/Telephone Issued to the bulk subscriber (Nbt)	Number of Bulk Connection(SIM/Telephone) found Correct on verification (Nbc)	% of Bulk Connections of total base = Nbt/Ndb*100	% of correctly verified bulk connections =Nbc/Nbt*100
1							
2							

E. The data collected for the purpose of these reports shall be preserved by the respective VTM Cells.
F. The reports of the verification shall be kept confidential.
G. In the circles(License Area) where the jurisdiction of more than one VTM cell exists, the study of database, pre-paid bulk connections and pre-activation shall be carried out jointly as some of the service providers may not be able to provide the data strictly as per the area of jurisdiction of VTM Cells.