Government of India
Ministry of Communications
Department of Telecommunications
DG Telecom HQ

No. 24-66/2025-DGT/2 Dated 01-08-2025

To

All LSA Head

Subject: Process Audit for Para 3 of DoT Instructions dated 31.08.2023 (Business Connections)-regarding.

Reference:1.AS wing letter no. 800-09/2022-AS.II dated 31.08.2023
2.LP wing vide order no. 800-07/2025-LPU dated 16.06.2025

On the above subject, it is intimated that process Audit of each Access Service Provider providing mobile services or internet telephony services shall be undertaken for issuing Business Connections.

2. In this regard. it has also come to the notice that some licensees having Access Service authorization are providing Internet Telephony services under the "Business Connection" category using mobile numbering series but without conducting end-user KYC as per the existing instructions dated 31.08.2023 for issuing Business Connections.

3. LP wing vide letter under reference 2 conveyed that the extant KYC instructions, issued for Cellular Mobile Services from time to time, are applicable ***mutatis mutandis*** on all licensees holding Access Service authorization and providing Internet Telephony services using mobile numbering series. Terminology such as SIM Card, IMSI, etc., as mentioned mandatory in the extant instructions may be applied wherever relevant. Relevant license conditions related to Business (bulk) connections shall also be followed scrupulously.

4. In view of above, all LSAs are requested to conduct a process

audit of Para 3 of DoT Instructions dated 31.08.2023 for issuing Business Connection for mobile services and internet telephony both. The process audit shall focus on all sub-paras mentioned in Para 3 of DoT Instructions dated 31.08.2023.

5. Findings/outcomes of the process audit (duly signed by both LSA and TSP representatives) should be submitted to DGT HQ as per the **attached format** within two weeks from the date of issue of this letter.

This is issued with the approval of the Competent Authority.

Encl.: As Above

Digitally signed by
Ankur Gupta
Date: 01-08-2025
11:45:39

(Ankur Gupta)
Director (LC)