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

**No. 24-40/2024-DGT/2** Dated 12-02-2025

To

All LSA Head(s)

**Subject: Instructions for Sampling Methodology (after inclusion of SIM Swap Cases) in monthly/quarterly subscriber verification audit by LSA field units-regarding**

LSA field units are conducting ***monthly*** CAF verification audit of subscriber database (except J&K, Assam and NE LSAs where CAF verification audit of subscriber database conducted on ***quarterly*** basis) to ensure bona-fide usage of telecom services including adequate verification of customer and monitoring of compliance of KYC framework and various instructions issued from time to time.

2. It has been now decided that SIM swapped subscribers (Subscribers swapped SIMs as per (AS wing instructions dated 01.08.2016 and 31.08.2023) should also incorporated into the existing sampling methodology for the monthly and quarterly subscriber verification audits.

3. After incorporation of SIM Swap cases into the existing sampling methodology for the monthly and quarterly subscriber verification audits, the Sampling methodology for monthly/quarterly subscriber verification audit ( **Only addition of SIM Swap cases is made** ) shall be as follows :

a. **For monthly audit in all LSAs (except J&K, Assam and NE LSAs)**

| KYC Type | Category of Subscriber | Sample Size | Sampling Criteria | Remarks |
|---|---|---|---|---|
| Paper | Individual | 0.1% | Out of total samples, 25% of samples shall be taken from activations after 01.01.2023. | Existing |

| | | | | |
|---|---|---|---|---|
| e-KYC | Individual | 0.01% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| DKYC/ Self-KYC | Individual | 0.1% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | Bulk | 1% | 1% of sample size shall be calculated from no. of unique CAFs filled by customer(s) to acquire bulk connections. Out of total samples, 25% of samples shall be taken from activations after 01.01.2023. | Existing |
| All | Business connections | 0.01% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | M2M | 0.01% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | SIM Swapped Subscriber | 0.01% | 0.01% of sample size shall be taken from the total SIMs swapped during recent three months subject to minimum sample size 30. | New |

b. **For quarterly audit in J&K, Assam and NE LSAs**

| **KYC Type** | **Category of Subscriber** | **Sample Size** | **Sampling Criteria** | **Remarks** |
|---|---|---|---|---|
| Paper | Individual | 0.2% | Out of total samples, 25% of samples shall be taken from | Existing |

| | | | | |
|---|---|---|---|---|
| | | | activations after 01.01.2023. | |
| e-KYC | Individual | 0.02% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| DKYC/ Self-KYC | Individual | 0.2% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | Bulk | 2% | 2% of sample size shall be calculated from no. of unique CAFs filled by customer(s) to acquire bulk connections. Out of total samples, 25% of samples shall be taken from activations after 01.01.2023. | Existing |
| All | Business connections | 0.01% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | M2M | 0.01% | Out of total samples, 25% of samples shall be taken from activations during recent three months. | Existing |
| All | SIM Swapped Subscriber | 0.02% | 0.02% of sample size shall be taken from the total SIMs swapped during recent three months subject to minimum sample size 10. | New |

4. The requisite samples for monthly/quarterly audit shall be separately generated by LSAs from each type of subscriber database in the proportionate manner. The total sample size for audit month/quarter shall be sum of all proportionate samples. The penalty calculation shall be done on total sample size considering non-compliance in all proportionate samples and only one Demand Note (DN) shall be issued for each audit.

5. Minimum of 100 samples shall be taken for monthly/quarterly audit by LSA field units if total sample size for a TSP is less than 100.

LSA field units can select 100 samples from each type of subscriber database in the proportionate manner.

6. Whenever total subscriber database of a TSP is less than 100, LSAs shall carry out the audit by considering the total subscriber database as sample count. After auditing the entire subscriber database of such TSP, LSAs shall carry out audit of only new subscribers added which have not been audited earlier.

7. These instructions supersedes all the earlier instructions issued on the Sampling methodology for monthly/quarterly subscriber verification audit.

8. These instructions shall be applicable for monthly/quarterly subscriber verification audit conducted by LSAs on subscriber database submitted by TSPs in the month of March-2025 i.e. database upto 28.02.2025.

9. LSA(s) shall bring these instructions into the notice of all Licensees.

This is issued with the approval of Competent Authority.

Digitally signed by
Ankur Gupta
Date: 12-02-2025
11:57:39

(Ankur Gupta)
Director (LC&R), DGT HQ
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Copy to :

i. DDG (LP), DoT HQ for kind information please.
ii. All TSPs for kind information please.