No.19-148/2021-SA Part I
Government of India
Ministry of Communications
Department of Telecommunications
(Security Assurance Wing)

Room No 1407, Sanchar Bhawan
New Delhi, 02.05.2023

Sub: Immediate disconnected mobile numbers reconnection process
Ref: 800-21/2015-AS.II dated 10.02.2022
22003/44/2022-I4C dated 05.04.2023

MHA has issued instructions to all DGPs/CPs of States/UTs to use the provisions of reverification instructions, referred above, dated 10.02.2022 to immediately block the phone numbers involved in committing cybercrime duly certified by SP/DCP level officer dealing with the subject. Also, the numbers determined to have been obtained on fraudulent credentials and/or fraudulent POI/POA after analysis of CAF/SDR/photograph of the customer or other parameters during investigation or receipt of complaints may also be shared for immediate disconnection.

2. Complaints have been received from genuine subscribers and have requested for reconnection of mobile numbers with in the 90 days period before the numbers are available for re-allocation.

3. The following reconnection process may be resorted to by TSPs, for reconnecting such mobile numbers, within 90 days period of disconnection, disconnected on advice of LEAs:

i. TSP's may perform due diligence of the genuineness of the subscriber through documentation and only after confirming that the applicant has the physical custody of the deactivated SIM, the TSP may raise the request for reconnection at NCRP.
ii. The concerned SP/DCP after due investigation may suggest reconnection of such subscriber at NCRP
iii. The TSP may reconnect such number through e-KYC process only. The ownership of the mobile number should not get changed during reconnection in any circumstances. The compliance may be shared at NCRP.

This issues with the approval of competent authority

2/5/23
Dir (SA)
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To,
All Unified Licensees (Access Service Authorization)

Copy to:

1. DG (T) for monitoring of disconnection requests and imposing penalties as per license conditions on defaulting TSPs
2. DDG (AS), DoT
3. CEO, I4C, MHA