



Apex [Advisory Council for Telecom in India](#)

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To

Sub: Subscriber Verification Process for Activation of a New Mobile Connection

The **Cellular Operators Association of India (COAI)** and the **Association of Unified Telecom Service Providers of India (AUSPI)** together **represent all the mobile operators in India**. It has been **brought to our notice** by the Government and the law enforcement agencies that the **subscriber verification requirements** that have been laid down by the Department of Telecommunications (DoT) are **not being properly followed**, leading to **mobile connections being activated without confirmation of the authenticity of the subscriber**. This has **serious adverse implications on law and order and national security**.

In order to **comply with the requirements of the DoT** and also **address the concerns of national security agencies**, **COAI and AUSPI have come together on a common platform** and **set up the Apex Advisory Council for Telecom in India (ACT)** to **oversee and ensure that the proper subscriber verification process is followed before any new mobile connection is activated**.

It has thus been decided by ACT, that in order to comply with the Government of India regulations:

- I. **When you accept the application for a new mobile connection, whether postpaid or prepaid, you must ensure that the full set of documents has been submitted by the subscriber/applicant. This includes :**
 - a. The **Subscriber Enrolment Form** which has been **correctly and completely filled** and **duly signed by the subscriber/applicant in your presence**. The **details filled in the form must match** the details given in the supporting documents.
 - b. A **Black and white or colour Photograph on photographic paper** has been **submitted** by the subscriber/applicant **along with the subscriber enrolment form**.
 - c. The **subscriber/applicant has provided a self attested photocopy of Proof of Identity** which has been **verified by you against the original document**. Documents accepted as proof of identity will include Driver's licence, Passport, Income Tax PAN

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Card, Arms' licence, Photo Credit Card or any other form of identity issued by the Government that has the subscriber's photograph.

- d. The **subscriber/applicant has provided a self attested photocopy of Proof of Address** which has **also been verified by you against the original document**. Documents accepted as proof of address will include ration card, recent telephone bill, recent electricity bill, recent bank statement, etc. If the proof of identity also carries the right address, then no separate proof of address is required.

II. **Thus, it will be your duty and responsibility to verify the above set of documents submitted by the subscriber/applicant** (application form, photograph, self attested photocopy of proof of identity and proof of address) **and send the same to the Dealer/Distributor/Company Representative only after certifying that:**

- a. The **details filled in the Subscriber Enrolment Form match with the details given in the supporting documents.**
b. The **form has been personally signed by the subscriber/applicant in your presence.**
c. The **photograph submitted matches with the subscriber/applicant**
d. The **original proof of identity /address has been matched and verified with the self attested photocopy** submitted by the subscriber/applicant.

III. Furthermore, you will also **ensure that the each connection is backed by separate and complete documentation** as given above.

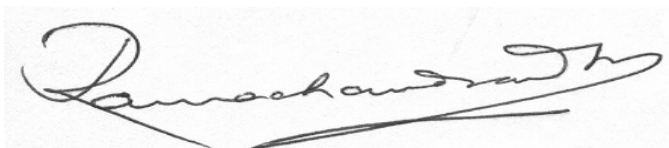
IV. You will **ensure that the same document details are not used to generate multiple connections**. In the event that the **subscriber/applicant requests for more than one connection on the same set of documents**, these instances will be specifically brought to the notice of the **Dealer/Distributor/Company Representative** so that specific measures can be initiated to confirm the authenticity of the subscriber.

It is **mandatory to follow each of the above steps** before sending the application and supporting documents to the **Dealer/Distributor/Company Representative, who will confirm that the documents are in order and only then activate the connection.**

The **same procedure must be followed for both postpaid and prepaid connections.**

Failure to comply with the above procedure will invite serious repercussions including punitive action by law enforcement agencies.

In the interest of national security, we hereby seek your support and cooperation in ensuring that the proper process is followed to verify the identity of the subscriber before giving him a mobile connection.



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