

F. no. 800-15/2026-LPU
Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy)

Sanchar Bhawan
20, Ashoka Road, New Delhi – 110 001
Dated 17 August 2026

Circular no. 3/User Identification/2026

Subject: Instructions for reverification of existing mobile connections identified by the DoT/Licensee/Law Enforcement Agencies (LEAs) -reg

Reference is invited to this Department's letter no. 800-21/2015-AS.II dated 7.12.2021 on the aforesaid subject. Para 4 of the said letter dated 7.12.2021 inter-alia stated that:

As per instructions dated 09.08.2012, an individual category customer (i.e. Local, outstation and Foreign) can subscribe to a maximum of nine mobile connections in his/her name across all the Telecom Service Providers (TSPs) across all the Licensed Service Areas (LSAs). During filling of Customer Application Form (CAF), customer is required to provide a declaration regarding already held mobile connections in the name of customer across all the TSPs across all the LSAs. Accordingly, the mobile connections held by a subscriber across all TSPs beyond 09 are in contravention to existing guidelines. This restriction is limited to six in J&K, Assam and North-East LSAs. This may be brought into notice of subscriber from time to time. Therefore, subscribers shall get their numbers disconnected which are beyond the permissible limit, failing which numbers acquired at the later date will be disconnected to bring total numbers within prescribed limits.

2 . In order to address the difficulties being faced by service providers having access service license or authorisation (hereinafter referred to as TSPs) in identifying such subscriber who has either already obtained or seeking to obtain mobile connections beyond the prescribed limit, extensive deliberations have been held with the TSPs. Based on such deliberations, the following guidelines have been finalised so that every TSP can adhere to the aforesaid instructions dated 07.12.2021:

i. The Digital Intelligence Platform (DIP) established by the Department of Telecommunications, based on the subscriber data records uploaded by the TSPs on it, on a best-effort basis, identify such mobile connections which are working in the name of an individual subscriber across TSPs and across service areas, and group them in the name of such subscriber. The details of such groups become available to every TSP through the DIP. The applicable workflow in respect of the aforesaid activities on DIP is enclosed as **Annexure-I**.

ii. In respect of such subscribers who have already obtained mobile connections beyond the prescribed limit and the details of such subscriber is available on the DIP, TSPs shall take such appropriate measures as prescribed in the instructions dated 07.12.2021 referred above to ensure that

such subscriber's mobile connections are brought within the prescribed limit.

iii. Further to enable TSPs to identify a subscriber who seeks to obtain mobile connections beyond the prescribed limit and preventing him from crossing such limit, from 23.8.2026 onward a representative image of the photo of each such subscriber who has already touched the prescribed limit for mobile connections in his name would be made available on DIP. TSPs shall download all such images on daily basis so that such subscribers could be prevented from crossing the prescribed limit for mobile connections.

iv. From 24.8.2026 onward, TSPs shall take appropriate technical and organisational measures to identify each subscriber who seeks to obtain mobile connections beyond the prescribed limit using the representative image of the photo of a subscriber as referred to in para iii above; and communicate to him that he already has maximum number of mobile connections permitted to an individual and accordingly, a new mobile connection cannot be provided to him. Initially such measures may be implemented by the TSPs on d+1 day basis in post-facto manner, till the time these measures are integrated in the process followed by each TSP for enrolling/ activating a mobile connection and implemented on real time basis. Here d is the day of enrolment of subscriber for a mobile connection. In any case, such measures shall be integrated in the process for enrolling/ activating a mobile connection on or before 30.11.2026. Till the time such measures are implemented by a TSP on *post-facto* basis, as per terms and conditions of the Customer Application Form (CAF), any mobile connection activated beyond the prescribed limit for a day shall be immediately suspended till resolution of the issue in respect of crossing the permitted limit for mobile connections. TSPs would thus ensure that each individual subscriber is able to subscribe and use mobile connections within the prescribed limit.

3. The respective LSAs shall be the competent authority to decide on all issues arising out of the implementation of above instructions.

4. This issues with the approval of the competent authority.

(Rajeev Ranjan)
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To:

All licensees who hold Unified Access Service License or Unified License with the Access Service authorisation

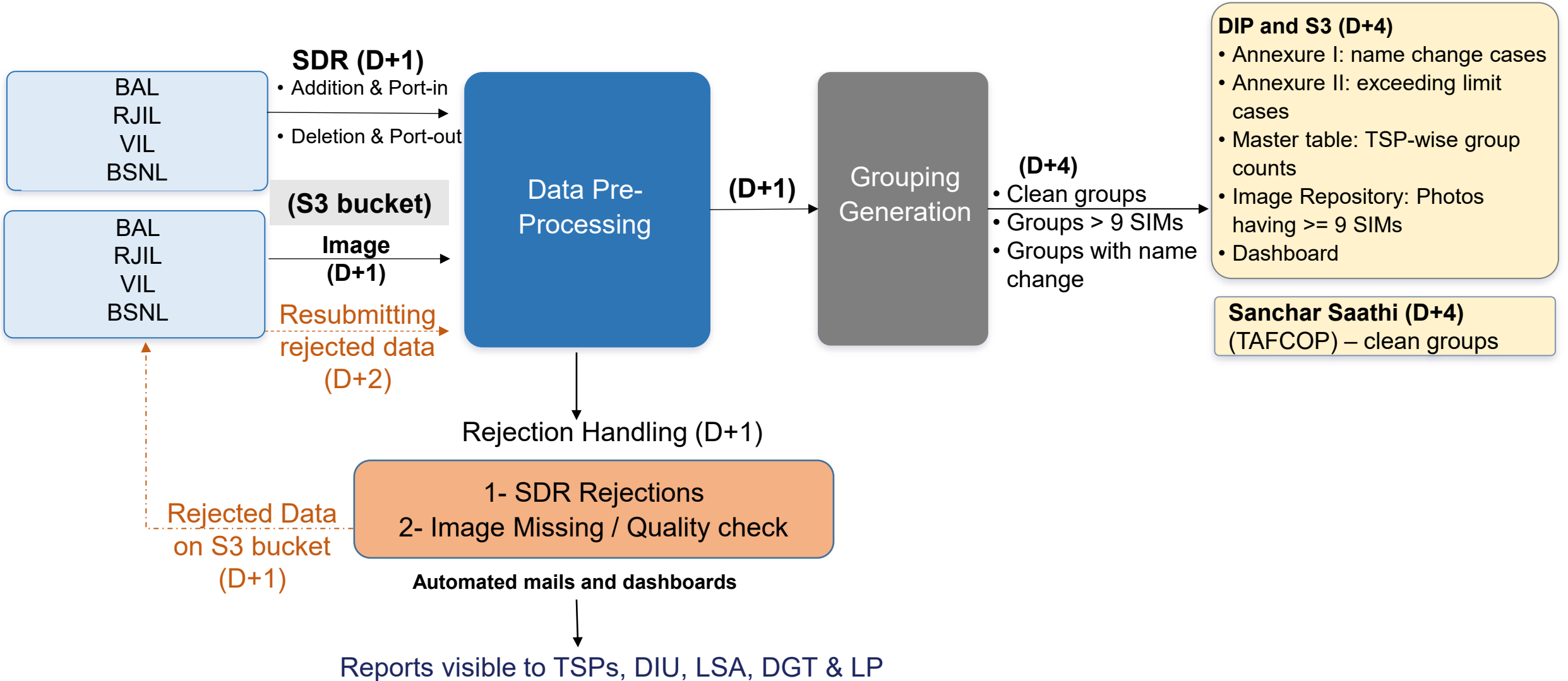
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1. Director General (Telecom), Department of Telecommunications
2. Joint Secretary (CIS), Ministry of Home Affairs
3. DDG (Access Services), Department of Telecommunications
4. DDG (Security Assurance)/Deputy Director General (Artificial Intelligence and Digital Intelligence Unit), Department of Telecommunications

Subscriber Data Verification Workflow

Annexure-I

TSP Data Submission → Processing & Validation → Sanchar Saathi / DIP



Date of Activation (**D**): say on 1st July 2026 (D) → Data and images shared by TSPs on 2nd July 2026 (D+1) → Data Pre-processing: 2nd July 2026 (D+1) → Grouping generation & availability on Sanchar Saathi & Master Table: 5th July (D+4)