



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार /Government of India



ORDER

Dated the 20th November 2019

Subject: Order under section 12 of the Telecom Regulatory Authority of India Act, 1997 regarding 'Framework of Publishing Mobile Number Revocation List'.


No.124-6/2018-NSL-II- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter-alia*, to ensure compliance of terms and conditions of license; regulate the telecommunication services; protect the interests of service providers and consumers of the telecom sector;

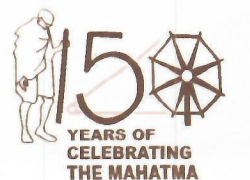
2. And whereas most of the public and private systems in India use mobile numbers as a means for identifying the customers and also to authenticate and authorize various services via one-time password sent on their mobile numbers;

3. And whereas a mobile number, when surrendered or permanently disconnected, after a certain time period gets re-allocated to some other customer, but many service delivery platforms/ systems are not updated by the earlier customer, who may either not be using the service regularly and hence do not find a reason to update his mobile number, or due to lack of awareness of potential danger due to mobile number reuse, thus creating huge potential of an identity/profile take over on re-allocation of a mobile number;

4. And whereas currently there is no platform/system available by which banks and other stakeholders can get the information about permanently disconnected and de-register them as per the procedures stipulated by the law, therefore, in order to make available the Mobile Number Revocation List (hereinafter referred to as MNRL) to the


Page 1 of 4


20.11.2019



stakeholders for transparency and efficiency and to enable the interested parties to clean up their databases thereby not sending one time password etc. to someone other than their customer;


5. And whereas MNRL is digitally signed list of permanently disconnected mobile numbers, which shall be published on the Authority's website every month in public domain, allowing various agencies to independently download and easily clean up their database using their own workflows (for example, a bank could download the list, check each number and if it is one of their customers', then can flag it, and let the customer update it with his new number);
6. And whereas the Authority will devise an automated process requiring no manual intervention, wherein a link would be provided, where telecom service providers shall upload the latest MNRL on a monthly basis and banks and other stakeholders may download the same in a convenient way;
7. And whereas the lists published on the Authority's website shall be as per the data uploaded/provided by the individual telecom service providers and the Authority shall not be responsible for any discrepancies found in the published lists;
8. And whereas while using the MNRL, the respective user agencies should follow the rules, regulations, guidelines, instructions or directions issued by the respective regulators and Govt Departments etc. in respect of their service provisioning and the Authority shall be merely publishing MNRL on its website and shall in no way market, promote or justify its use by any user agency;
9. And whereas the Information Technology Division of the Authority shall be the nodal Division on behalf of the Authority for maintaining the website and may issue further detailed instructions/guidelines, if required, for technical issues that may be faced in future during the process of publishing/fetching MNRL;
10. And whereas the interested agencies may download the published MNRL from the Authority's website for their internal use through a simple online sign up/ registration


20.11.2019

process, seeking inputs for essential fields like name of the organization, address, email-ID, etc.;

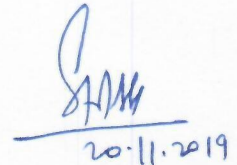
11. Now, therefore, in exercise of the powers conferred upon it under section 12 of the TRAI Act, 1997, the Authority, in order to protect the interest of subscribers and to facilitate publishing of the mobile number revocation list, hereby orders all the telecom service providers to submit their lists of permanently disconnected mobile numbers on monthly basis on the Authority's website, starting from the month of November, 2019 within the following broad framework: --

- (i) every service provider shall authorize one of their officers to digitally sign the documents containing the list, and shall furnish his name, designation and official email ID to the Authority by 25.11.2019, together with the Public Key of the Digital Signature Certificate that would be used to submit MNRL;
- (ii) a username and password will be assigned by the Authority to all the telecom service providers for uploading the lists;
- (iii) the communication regarding the authorized signatory should be signed by the Company Secretary of the telecom service provider with the Digital Signature Certificate used for the company's statutory fillings and should be sent as an 'Adobe PDF document';
- (iv) the digital signature used for submitting the lists should be a Class 2 or Class 3 certificate from one of the Certifying Authorities, licensed by the Controller of Certifying Authorities established under Section 17 of the Information Technology Act, 2000;
- (v) the list of permanently disconnected mobile numbers for a particular month shall be submitted as digitally signed documents in 'Microsoft Excel (.xlsx)' format and uploaded by the authorized officer of the telecom service provider on the Authority's website by 7th of the following month (for example, the list of mobile numbers permanently disconnected during the month of November i.e. from 1st November 2019 to 30th November 2019 shall be uploaded by each telecom service provider by 7th December 2019 on the basis of which, the MNRL will get auto-published on 8th December 2019 and be available on the Authority's website for a period of one month


20.11.2019

i.e. from 8th December 2019 to 7th January 2020, and on 8th January,2020 this list shall be replaced by the list for numbers permanently disconnected during the month of December 2019 and so on);

- (vi) each month's MNRL will be archived in the database in the subsequent month for future audit or verification purpose, and will be retained in the database for a period of 12 months;
- (vii) start furnishing MNRL by 7th December 2019 for the mobile number numbers disconnected during November 2019 and monthly reports thereafter;
- (viii) every service provider shall furnish compliance report of this order to the Authority by 7th December 2019.



20.11.2019

(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,

1. All Access Service Providers (providing mobile telephone services).
2. All UL(VNO) Service Providers (providing mobile telephone services).