



**“GUIDELINES ON REGISTRATION OF
SUBSCRIBER IDENTITY MODULE (SIM) CARD BY
THE MOBILE CELLULAR SERVICE PROVIDERS”**

**Bhutan InfoComm and Media Authority
Royal Government of Bhutan
Kawa Jangsa
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The office of the Bhutan InfoComm and Media Authority (BICMA) hereby issues these “*Guidelines on Registration of Subscriber Identity Module (SIM) Cards by the Mobile Cellular Service Providers*”, to regulate the ownership and the use of SIM cards for legitimate purposes and to promote and protect the general welfare of the citizens of Bhutan.

1. Introduction

- 1.1 Mobile cellular phones have been useful and convenient tools in this Information Age. While mobile cellular phones have brought increased opportunities and innovations in the way we communicate and conduct business, some users have also taken advantage of this modern technology to commit crimes and carry out anti-social acts.
- 1.2 To deter crime and maintain peace and order, there is a need to require the registration of SIM Cards by the Mobile Cellular Service Providers as this will promote responsibility and accountability in the use of SIM Card in the mobile cellular phones as well as provide better law enforcement capability in protecting the general public of Bhutan.
- 1.3 Registration and maintenance of proper data-base of individual subscribers by the mobile cellular service providers has also been highly recognized as necessary and important from the National security point of view.
- 1.4 With the introduction of the second mobile cellular service provider in the Bhutanese market, competition is inevitable within the mobile cellular sector. With this competition, mobile cellular service providers would vie to attract maximum customers and this might lead to a situation where the Subscriber Identification Module (SIM) cards would be made free of cost without maintaining proper registration record.

2. Definitions

For the purpose of these guidelines;

- a) **“Authority”** means the Bhutan InfoComm and Media Authority;
- b) **“ Sales-agent”** means any authorized agent appointed by the Mobile Cellular Service Provider to sell their SIM Card, on their behalf;
- c) **“SIM Card” means** the Subscriber Identification Module (SIM) card to be inserted inside the mobile cellular phone;
- d) **“Subscribers”** means any individual or company who subscribes to the service of any mobile cellular service providers;
- e) **“Mobile Cellular Service Provider”** means any licenced mobile telecommunications service provider.
- f) **“Mobile Subscriber Integrated Service Digital Network (MSISDN)** is a number uniquely identifying a subscription in a GSM or UMTS mobile network.

3. Registration of SIM cards

- 3.1 Every Mobile Cellular Service Provider shall be required to register its subscribers; both post-paid and pre-paid, and maintain a data-base including the SIM Card serial number, mobile phone number, name and address of the subscriber.
- 3.2 Any change in the information required in the SIM Card Registration must be carried out with through verification of identity.
- 3.3 The Mobile Cellular Service Provider has the right to reject such request, if subscribers do not submit or fulfill all the requirements needed for making such changes.
- 3.4 The Mobile Cellular Service Provider shall not register more than two SIMs under the name and address of single person.

4. Procedure for registration of SIM Card

- 4.1 The Mobile Cellular Service Provider shall not activate a SIM card or allow the use of its cellular service unless sub-section 4.2 has been complied with.
- 4.2 The Mobile Cellular Service Provider must, at its own cost implement a process to record and store:
 - a) Mobile Subscriber Integrated Service Digital Network (MSISDN) number of the SIM Card that is to be activated at the request of a subscriber;
 - b) Details of the subscribers including full name, identity card number (for Bhutanese subscribers), passport or work-permit number (diplomats, tourists and foreign workers), proper address, etc.
 - c) In case of foreign workers, the registration form must be accompanied by grantor letter from the employer and the work-permit.
- 4.3 The Mobile Cellular Service Provider shall require obtaining a valid identification to identify the subscriber while subscribing for its service.
- 4.4 The Mobile Cellular Service Provider shall develop a registration form which includes all the requirements as prescribed in sub-section 4.2 and must ensure all its subscribers to accomplish this form.
- 4.5 The Mobile Cellular Service Provider has right to reject registration and sale of SIM Card, if subscriber does not produce valid identification and complete a registration form.

5. Confidentiality

All the information obtained during the SIM Card Registration must be treated as absolutely confidential, unless otherwise specified by the subscribers or Law of the Country.

6. Sale of SIM Card

- 6.1 The Mobile Cellular Service Provider, while appointing Sale-agents must instruct them to comply with the entire requirements specified in Section 4 above.
- 6.2 The Mobile Cellular Service Provider must provide their Sales-agents with registration forms. The Sale-agents shall then promptly submit the accomplished registration forms to the concerned Mobile Cellular service Provider no later than fifteen (15) days from the date of sale of SIM Cards.
- 6.3 The confidentiality clause in the SIM Card registration in Section 5 shall also apply to all Sales-agents.
- 6.4 The Sales-agent shall to reject registration and sale of SIM Card, if subscribers do not produce valid identification and accomplish a registration form.

7. Transitory Provision

All existing mobile cellular subscribers, who have not registered with their respective Mobile Cellular Service Provider, must get registration within thirty (30) days from the issue of these Guidelines.