

No. 2-16/2023-AI_DIU
Ministry of Communications
Department of Telecommunications
(AI & Digital Intelligence Unit)

Cabin 4, 12th floor Sanchar Bhawan,
Dated Nov 28, 2025 at New Delhi

DIRECTION

Subject: Directions for SIM binding for prevention of misuse of telecommunication identifiers or telecommunication equipment or telecommunication network or telecommunication services for ensuring telecom cyber security- regarding

WHEREAS, the Department of Telecommunications (DoT) has, vide Notification No. CG-DL-E-21112024-258808 dated 21st November, 2024, notified the Telecommunications (Telecom Cyber Security) Rules, 2024, and has subsequently amended the same vide Notification No. CG-DL-E-22102025-267074 dated 22nd October, 2025 (hereinafter collectively referred to as "the Rules");

2. AND WHEREAS, Rule 2(i) of the Rules defines "Telecommunication Identifier User Entity (TIUE)" to mean a person, other than a licensee or authorised entity, which uses telecommunication identifiers for the identification of its customers or users, or for provisioning or delivery of services;
3. AND WHEREAS, Rule 4(3) of the Rules obligates every telecommunication entity and TIUE to ensure compliance with the directions and standards, including timelines for their implementation, as may be issued by the Central Government for the prevention of misuse of telecommunication identifiers or telecommunication equipment, network, or services for ensuring telecom cyber security;
4. AND WHEREAS, Rule 10(2) of the Rules permits the Central Government to use secure modes of communication, other than the designated portal, for issuance of orders, directions, or instructions to telecommunication entities, TIUEs, manufacturers, or importers of telecommunication equipment, or for collection of any information from such entities;
5. AND WHEREAS, it has come to the notice of Central Government that some of the App Based Communication Services that are utilizing Mobile Number for identification of its customers/users or for provisioning or delivery of services, allows users to consume their services without availability of the underlying Subscriber Identity Module (SIM) within the device in which App Based Communication Services is running and this feature is posing challenge

- to telecom cyber security as it is being misused from outside the country to commit cyber-frauds;
6. AND WHEREAS, it has become necessary to issue directions to TIUEs providing such App Based Communication Services to prevent the misuse of telecommunication identifiers and to safeguard the integrity and security of the telecom ecosystem;
 7. NOW THEREFORE, the Department of Telecommunications, in exercise of the powers conferred upon it under the Rules, hereby directs TIUEs providing App Based Communication Services utilizing Mobile Number for identification of customers/users or for provisioning or delivery of services in India, to:
 - i. From 90 days of issue of these instructions, ensure that the App based Communication Services is continuously linked to the SIM card (associated with Mobile Number used for identification of customers/users or for provisioning or delivery of services) installed in the device, making it impossible to use the app without that specific, active SIM.
 - ii. From 90 days of issue of these instructions, ensure that the web service instance of the Mobile App, if provided, shall be logged out periodically (not later than 6 hours) and allow the facility to the user to re-link the device using QR code.
 8. All TIUEs providing App Based Communication Services in India shall submit compliance reports to the DoT within 120 days from issue of these directions.
 9. Failure to comply with these directions shall attract action under the Telecommunications Act, 2023, the Telecom Cyber Security Rules, 2024 (as amended), and other applicable laws.
 10. These directions shall come into force immediately and shall remain in force until amended or withdrawn by the DoT.

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To,
TIUEs providing App Based Communication Services in India
(WhatsApp, Telegram, Signal, Arattai, Snapchat, Sharechat, Jiochat, Josh)