



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

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Royal Government of Bhutan
Thimphu : Bhutan

TABLE OF CONTENTS

A. CHAPTER 1 – PRELIMINARY	2
1) Legal basis	2
2) Title and commencement	2
3) Scope of Application	2
4) Amendment	2
5) Interpretation	2
6) Rules of construction	3
7) Definitions	3
B. CHAPTER 2 – REGISTRATION AND SALE OF SIM CARDS	4
1) Registration of SIM cards	4
2) Procedure for registration of SIM Cards	4
3) Confidentiality	6
4) Sale of SIM Cards	6
5) Transitory Provision	6
6) Penalty	6
ANNEX 1: REGISTRATION FORM FOR SIM CARDS	7
ANNEX 2: RECORD ON SALE OF SIM CARD	10

CHAPTER 1: PRELIMINARY

1.1 Legal basis

In accordance with Chapter 3, Section 27 (3) (s) of the Bhutan Information, Communications and Media Act 2006, the Bhutan InfoComm and Media Authority (“the Authority”) hereby issues these “Rules on the 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.

1.2 Title and commencement

These Rules shall be called as the *Rules on the Registration of Subscriber Identity Module (SIM) Cards by the Mobile Cellular Service Providers* and shall come into effect on the 31st day of July 2008.

1.3 Scope of Application

These Rules applies to all Mobile Cellular Service Providers licensed by the Authority in Bhutan. These Rules should be read in conjunction with all other existing codes of practice and regulations established by the relevant Government agencies to promote and develop modern technology.

1.4 Amendment

The Authority may revise or update these Rules, from time to time as required, to ensure relevance and concurrency. Amendments shall be made according to the needs and changes in national priorities, policies and industry trends. These Rules may be amended by the Authority after two third majority votes of the Members.

1.5 Interpretation

The power to interpret these Rules shall vest with the Authority who may issue such instructions as may be necessary to give effect to and implement the provisions of these Rules.

1.6 Rules of Construction

In these Rules, the words importing the masculine gender shall include the feminine gender and words in singular shall include the plural and vice versa.

1.7 Definitions

For the purposes of these Rules, unless the context otherwise requires, the following words and terms shall have the following meanings:

“**Act**” means the Bhutan Information, Communications and Media Act 2006.

“**Authority**” means the Bhutan InfoComm and Media Authority.

“**Sales agent**” means any authorized agent appointed by the Mobile Cellular Service Providers to sell their SIM card, on their behalf.

“**SIM Card**” means the Subscriber Identification Module (SIM) Card to be inserted inside the mobile cellular phone.

“**Subscribers**” means any individual or company who subscribes to the service of any mobile cellular service providers.

“**Mobile Cellular Service Provider**” means any licensed mobile telecommunication service provider”

“**Mobile Subscriber Integrated Service Digital Network (MSISDN)**” is a number uniquely identifying a subscription in a GSM or UMTS mobile network”

CHAPTER 2: REGISTRATION AND SALE OF SIM CARDS

2.1 Registration of SIM cards

- a) The Mobile Cellular Service Providers shall use the registration form developed by the Authority which has been attached as **Annex 1**.
- b) 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 number, name and the full address as prescribed in the registration form.
- c) Any change in transfer and use of the SIM Cards has to be done with the necessary transfer of ownership with the respective Mobile Cellular Service Providers by the owner of the SIM Card. The original owner will be liable for any mis-use of the SIM.
- d) The Mobile Cellular Service Providers has the right to reject any such request as specified in Clause 2.1 (c) if subscribers do not submit or fulfill all requirements needed for making such changes.

2.2 Procedure for registration of SIM Cards

- a) The Mobile Cellular Service Providers shall not activate a SIM card or allow the use of its cellular service unless the following Clause 2.2 (b) and 2.2 (c) has been complied with.
- b) The Mobile Cellular Service Providers must at its own cost, implement a process to record and store Mobile Subscriber Integrated Service Digital Network (MSISDN) number of the SIM Card that is to be activated at the request of a subscriber.
- c) The Mobile Cellular Service Providers should obtain details of the subscriber's information as follows:

- i. **For Bhutanese Nationals**, the subscriber's information should include, but not limited to, the full name, proper address, Xerox copy of the New Citizenship Identity Card.
- ii. **For Diplomats**, detailed information including name and the organization where the subscriber is employed as well as any other necessary information along with a copy of the passport should be obtained.

For Foreign Residents, detailed information including name of the subscriber and the address of the Bhutanese guarantor along with a copy of New Citizen Identity Card should be obtained. The registration form must be accompanied by a copy of valid Identity document.

- iii. **For Tourists**, the respective travel agents may procure required number of SIM card and kept as pool, which could be used by the visiting tourist. However, during their departure such SIM card must be taken back from them. In the event such SIM card is taken by the tourist and been misused for any other purpose, the respective tour operator would be held accountable.

For those tourists visiting Bhutan without a guide or tour operator, a SIM Card of one month validity will be issued after obtaining detailed required information along with valid Identity documents.

- iv. **For any government/ corporation or private firms**, the respective organization may procure required no. of SIM cards and kept as pool which could be used by the visiting guests. However, during their departure such SIM card must be taken back. In the event such SIM card is taken by their guests and been misused for any other purpose, then the respective organizations would be held accountable.
- d) The Mobile Cellular Service Providers shall reject the registration and the sale of the SIM card if the applicant fails to produce valid identity documents accompanied by a completed registration form.

2.3 Confidentiality

All information related to the SIM shall be treated as confidential, unless so directed by the Court in writing. However, the individual subscribers shall have the right to access his own call information at a cost prescribed by the respective service providers.

2.4 Sale of SIM Cards

- a) The Mobile Cellular Service Providers must instruct their Sales-agents to comply with the requirements as specified in Clause 2.2 above.
- b) The Mobile Cellular Service Providers must provide their Sales-agents with the registration forms as prescribed by the Authority in **Annex 1**. The Sales-agents shall then promptly submit the completed registration forms to the concerned Mobile Cellular Service Provider no later than fifteen (15) days from the date of the sale of the SIM Cards.
- c) All Sales-agents must maintain records of the SIM Card obtained through the sales of the same as per the forms prescribed by the Authority in **Annex 2**.
- d) The confidentiality clause in the SIM Card registration as specified in Clause 2.3 shall also apply to all Sales-agents.
- e) The Sales-agents shall have the right to reject registration and the sale of SIM cards if the subscribers do not produce valid identification documents accompanied by a completed registration form.

2.5 Transitory Provision

All existing mobile cellular subscribers who have not registered their New Citizen Identity Card Number with their respective Mobile Cellular Service Providers must do so within the date stipulated by the relevant organizations.

2.6 Penalty

Any person who contravenes any provisions of these Rules shall be liable as per Section 196 of the Act.

ANNEX 1: REGISTRATION FORM FOR SIM CARD

A. CUSTOMER'S INFORMATION

1. Title: Lyonpo Dasho Lam Dr. Mr. Ms.
2. Name of the Customer:
First Middle..... Last.....
3. New Citizen Identity Card No.....
4. For Foreigners:
 - a) Passport No. / Work Permit No.....
 - b) Country of Origin.....
 - c) Address of Home Country:
.....
.....
 - d) Nationality.....
.....
5. Present Address
.....
.....
6. Permanent Address (for Bhutanese customers only):
 - a) Village.....
 - b) Gewog.....
 - c) Dzongkhag.....

B. DOCUMENTS REQUIRED

- a) For Bhutanese :
 - i) Copy of New Citizen Identity Card: Attached
- b) For Foreigners :
 - i) Copy of Passport or Work permit : Attached
 - ii) Name and Address of the employer * :
.....

.....
iii) Letter from the employer with his /her New Citizen Identity Card

* : Attached

* This is required for foreign workers only.

C. TYPE OF SERVICES

1. **Post – Paid**

a) Type of packages (to be specified by respective mobile cellular service providers).

2. **Prepaid**

a) Type of packages (to be specified by respective mobile cellular service providers).

D. MODE OF PAYMENT

a) Cash b) Cheque no.....Name of the
bank..... c) Other modes.....

E. DECLARATION

I hereby declare that all the information provided is true. In the event, I lose this SIM Card, I will immediately report to the concerned service provider, failing, which I take full responsibility for any subversive activities undertaken through the use of this SIM Card.

Legal stamp with
signature

Date.....

OFFICIAL USE

1. DETAILS OF SALES AGENT

- a) Name:.....
- b) Address:.....
.....
- c) Telephone No.:.....
- d) Signature:.....

2. SIM DETAILS

- a) MSISDN Number:
- b) SIM Card Serial Number:.....

ANNEX 2: RECORD ON SALE OF SIM CARD

Name of the Sales- agent:.....

Sl.No	MSISDN (Mobile Cellular number)	Name of the Subscriber	ID card no. /Passport no./ Work-permit no.	Address of the subscriber	Date of issue