

Office of the
Secretary
Ministry of Communications
New Delhi
Date: 30/6/23

No. 2-13/2023-AI_DIU
Government of India
Ministry of Communications
Department of Telecommunications
(Security Assurance-II Wing)

2830869

CEO (LLC)

Room No. 1201, Sanchar Bhawan
Dated June 23, 2023 at New Delhi

To,

Shri Shivnath Thukral
Director & Head Public Policy
WhatsApp LLC
India

Subject: SOP for pilot program to logout mobile numbers from the accounts of WhatsApp – reg.

Department of Telecommunications (DoT) has undertaken various initiatives in its efforts to curb the menace of cyber-crime, financial frauds and protecting the telecom subscribers.

2. DoT is regularly identifying suspected mobile connections obtained using fake/fraudulent documents. Re-verification of such mobile connections is done by the telecom service providers (TSPs) and the mobile connections which fail in the re-verification process are disconnected by the TSPs. However, even after the disconnections, the owners of such disconnected mobile numbers are able to misuse accounts of WhatsApp.

3. Therefore, in order to stop the possible misuse of WhatsApp accounts for cyber-crime, financial frauds etc. mobile numbers are needed to be logout from their associated WhatsApp accounts after the disconnection by the TSPs.

4. As per discussions in the matter, a Standard Operating Procedure (SOP) to be followed by DoT, TSPs and Meta for pilot program to logout disconnected mobile connections from WhatsApp is enclosed.

5. It is requested to take necessary action as per the above SOP.

Encl: As above

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(Mukesh Mangal)

Dy. Director General (SA-II)
Ph. No. 011-23372696

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Copy to:

1. Secretary, Ministry of Home Affairs
2. Secretary, Ministry of Electronics & IT
3. JS (CIS), MHA
- ✓ 4. CEO, I4C
5. All Telecom Service Providers

