

Standard Operating Procedure to logout disconnected mobile connections obtained on fake/fraudulent documents from WhatsApp account

Sl. No	Steps	Timeline
1.	Department of Telecommunications (DoT) will provide list of suspected mobile connections to the telecom service providers (TSPs) by uploading on the DIU-LSA portal which will be visible to TSPs on real time.	T0
2.	The TSPs will carry out reverification of these mobile connections as per Instructions for reverification of existing mobile connections identified by the DoT/Licensee/Law Enforcement Agencies dated 07.12.2021 within 60 days. Additional 30 days will be taken in case a subscriber is on international roaming or with physical disability or hospitalization.	within T1 (Note: T1 = T0+15 days)
3.	The connections failed in re-verification will be disconnected by the TSPs and details of such mobile numbers will be shared with DoT by uploading on the DIU-LSA portal which will be visible to DoT on real time.	T1
4.	DoT will access the URL (https://officialrequests.meta.com/WhatsApp/login/) using credentials provided by WhatsApp and submit a request to generate a Dynamic Form through whitelisted email address (adet.diu-dot@gov.in) within 3 days of receiving the list of disconnected mobile numbers from the TSPs.	within T1+3 days
5.	URL of Dynamic Form generated by WhatsApp will be received in the designated email adet.diu-dot@gov.in of DoT within 3 days of receiving the list of disconnected mobile numbers from the TSPs.	within T1+3 days
6.	DoT will access the dynamic URL and upload the list of disconnected mobile numbers in Comma Separated Values (CSV) format along with other details of DoT nodal officer like name, organization, email address in the form within 3 days of receiving the list of disconnected mobile numbers from the TSPs.	within T1+3 days
7.	Upon receipt of list of the disconnected mobile numbers, WhatsApp will check if the disconnected mobile numbers are linked to the accounts on WhatsApp within 5 days of the receipt of mobile numbers.	within T1+8 days

8.	WhatsApp will arrange to log out these disconnected mobile numbers from their associated WhatsApp account, if any, within 5 days of the receipt of mobile numbers.	within T1+8 days
9.	WhatsApp will submit an acknowledgement to DoT for successful logout of all the mobile connections provided to WhatsApp within 5 days of the receipt of mobile numbers.	within T1+8 days
10.	There could be cases where mobile numbers are re-connected after further verification. Accordingly, WhatsApp will facilitate to the legitimate user to generate a One Time Password (OTP) to log in again. The logged-out user will be able to continue their WhatsApp account in case the user is able to provide the OTP.	Upon case to case basis
