



PAKISTAN TELECOMMUNICATION AUTHORITY  
Headquarters, F-5/1, Islamabad

**Decision of the Pakistan Telecommunication Authority pursuant to the Hon'ble Peshawar High Court, Abbottabad Bench order dated 15<sup>th</sup> October, 2025 passed in Writ Petition No. 1213-A/2025 titled "Raja Abdul Qayyum Vs FoP & others"**

No: PTA/L&R/14-2536/L&A/PTA/25/23/2025/667

Venue of Hearing: PTA HQs, Islamabad  
Date of Hearing: 2<sup>nd</sup> December, 2025

**Panel of Hearing:**

Maj. Gen. Hafeez UR Rehman (R): Chairman  
Dr. Khawar Siddique Khokhar: Member (Compliance and Enforcement)  
Muhammad Naveed: Member (Finance)

**Issue:**

**"Transfer of MSISDNs 0344-9497261 and 0346-5623799"**

1. Precisely stated facts of the case are that Raja Abdul Qayyum (the "**complainant**"), filed a complaint dated 16<sup>th</sup> September, 2025 before the Zonal Director Pakistan Telecommunication Authority (PTA), Abbottabad, contending therein that the SIMs bearing number(s) 0344-9497261 & 0346-5632799 were purchased from franchisee of the Telenor Pakistan (Pvt.) Limited (the "**licensee**") in 2007, since then the said SIMs were in his personal use. However, later on, the said SIMs were transferred from his name without his consent. The complainant requested for activation and restoration of the said SIMs upon his name.

2. Upon receipt of complaint, the matter was taken up with the licensee and in light of information provided by the licensee, the complainant through letter dated 22<sup>nd</sup> September, 2025 was informed that due to non-usage of more than 180 days, MSISDN/mobile number 0344-9497216 and 0346-5632779 were disconnected from the CNIC of the complainant on 24<sup>th</sup> March, 2018 and 19<sup>th</sup> August, 2025 respectively and subsequently, MSISDN 0344-9497261 was re-issued to another customer.

3. Being aggrieved, the complainant filed a Writ Petition No.1213-A/2025 before the Honorable Peshawar High Court Abbottabad Bench. The Hon'ble High Court, vide judgment dated 15<sup>th</sup> October, 2025, disposed of the matter in the following terms:

***"..... In view of the above circumstances, the instant petition is hereby converted into a complaint and is directed to be forwarded to the Pakistan Telecommunication Authority (PTA). The Authority shall consider and decide the matter by passing an appropriate and reasoned order in accordance with law, expeditiously preferably within thirty (30) days from the date of receipt of this order. The petition stands disposed of accordingly."***

4. In respectful compliance of the court order, the matter was fixed for hearing before the Authority on 2<sup>nd</sup> December, 2025. Mr. Rashid Khan (HoD Public Policy), Mr. Attique Ahmad (Manager Telenor), Mr. Muhammad Irshad (Advocate), Mr. Zeeshan Naseer (Manager PRA), Mr. M. Touseef Hassan (TP Team) attended the hearing on behalf of the licensee. Whereas,

Raja Abdul Qayyum, the complainant, appeared in person before the Authority on the said date. During hearing, the complainant submitted that removal of SIMs from his name without any prior notice or information causing significant inconvenience and loss. On the other hand, the representative(s) of the licensee stated that the deactivation of both numbers was carried out due to non-usage of SIMs for a period exceeding 180 days. The representative of the licensee further submitted that the instant matter does not pertain to the change of ownership of the MSISDNs rather relate to re-cycling and re-using of SIMs which was carried to due to non-usage MSISDN for a period exceeding 180 days.

5. Matter heard and record perused. It has been found that the issue pertaining to MSISDN 0346-5632799 has been resolved by issuing the said number to the complainant on the ground that the said number was available and was not issued to other customer. However, as far as MSISDN 0344-9497261 is concerned that same could not be issued to the complainant on the ground that after lapse of 180 days the SIM was recycled and issued to another customer in accordance with applicable procedure.

6. During hearing, the complainant was informed that SIMs are issued in accordance with the Subscriber Antecedent Verification Regulations, 2015 read with Standing Operating Procedure in 2009. In addition, as per applicable terms and condition of standard contract any SIM(s) if remains dormant / inactive for a period of 180 days, the Operator reserves the right to disconnect and re-issue the MSISDN to any other Customer. The Customer can, however, retain subscription by informing Operator in written, fax, email etc. to retain the subscription for any specific period on payment of some charges (if any).

7. In view of foregoing, it is concluded that since the SIM i.e., MSISDN 03449497261 was remained unused for a period of 180 days and the same has been re-issued to another user, thus the same cannot be issued in the name of the complainant. In addition, MSISDN i.e., 0346-5632799 was available and the same has been issued in the name of the complainant. Accordingly, the matter is disposed of.

**Maj. Gen. Hafeez UR Rehman (R)**  
Chairman

**Muhammad Naveed**  
Member (Finance)

**Dr. Khawar Siddique Khokhar**  
Member (Compliance & Enforcement)

Signed on 15<sup>th</sup> day of January, 2026 and comprised of (02) pages only.