



## Ministry of Communication, Digital Technologies and Innovations

# Electronic Communications Numbering Resources Registration - FAQs

### 1. Why is Ghana doing a new SIM (Numbering Resources) Registration?

In the previous registration exercise, biometric data captured during SIM registration was not fully validated against the database of the National Identification Authority. This created opportunities for some individuals to register SIM cards using false or unverifiable identities, which has contributed to fraudulent activities such as SIM swap fraud and other forms of cybercrime.

The new exercise will ensure that all SIM registrations are biometrically verified in real time against the NIA database, thereby enhancing trust, improving security, and protecting consumers.

### 2. Is there a law in place that will govern the new Number Resources Registration

Yes, A new regulation is being drafted to repeal and replace the current Subscriber Identity Module Registration, 2011 LI 2006.

### 3. Who Must Register?

Every user of a mobile number in Ghana must ensure that their number(s) is properly registered and validated.

- 1 Ghanaian citizens
- 2 Foreign residents
- 3 Refugees
- 4 Visitors and tourists
- 5 Diplomats
- 6 Corporate organisations and institutions

#### 4. What ID is required?

Your Category	Required ID
Ghanaian	Ghana Card
Foreign Resident	Non Citizen Ghana Card
Refugee	Refugee Non Citizen ID
Visitor/Tourist	Passport + proof of entry
Diplomat	Ministry of Foreign Affairs Diplomatic ID
Corporate Body	Certificate of incorporation + signatory's Ghana Card

#### 5. What Will Happen During Registration?

The biometric data of a subscriber will be validated in real time against the database of the National Identification Authority. SIM will only be activated after successful biometric verification. This process ensures that every active number in Ghana is linked to a verified and traceable identity.

#### 6. What's New in This Registration Exercise?

The new registration platform introduces several important enhancements designed to improve security and convenience.

Key features include:

- Real-time biometric verification against the NIA database
- Support for both Android and iOS devices
- Self-registration capability for eSIM and physical SIM cards
- Remote SIM delinking where necessary
- Real-time verification of diplomatic identification issued by the Ministry of Foreign Affairs and Regional Integration
- Real-time validation of company registration data
- Device verification through the Central Equipment Identity Register (CEIR).

## **7. What is a “Primary Number”?**

Subscribers will be required to select one SIM card as their “Primary Number.”

This number will:

- receive One-Time Passwords (OTPs) for any new SIM registrations linked to the subscriber’s Ghana Card.
- serve as a control mechanism to prevent unauthorised or fraudulent SIM registrations.

This measure is designed to stop agents or third parties from registering numbers without the knowledge or consent of the rightful subscriber.

## **8. What is CEIR and how does it protect mobile users?**

The Central Equipment Identity Register (CEIR) is a national database that identifies mobile devices using their unique device identification number (IMEI).

The CEIR enables regulators and mobile network operators to:

- Block stolen phones across all mobile networks
- Detect and block counterfeit or smuggled mobile devices
- Identify devices linked to fraudulent activities

Linking devices to the CEIR helps protect subscribers and improves national telecommunications security.

There will be no need for a subscriber to do any registration. Of their devices. The details of the device will be captured once it connects to the network.

## **9. How will rural and underserved communities be supported?**

To ensure that all eligible persons can participate in the exercise, special support mechanisms will be implemented, including:

- Mobile registration teams deployed to rural and remote communities
- Post offices & Community Information Centres serving as registration hubs and
- Public education campaigns conducted in English and multiple Ghanaian languages

These measures are intended to ensure that no citizen or resident is excluded from the registration exercise.

## 10. How will queues and congestion be managed?

To improve customer experience and prevent overcrowding at service centres, mobile network operators may introduce scheduled appointments for registration services.

Subscribers will be encouraged to book registration times through operator channels to ensure orderly and efficient service delivery.

## 11. In the previous exercise many people did not have Ghana Cards. Has this been addressed?

Yes

The National Identification Authority has significantly expanded its registration capacity since the previous SIM registration exercise.

Currently:

- Approximately 86% of eligible residents have registered for the Ghana Card
- The NIA now operates 294 registration centres nationwide, compared to only 7 centres during the previous exercise

This expanded infrastructure ensures that more citizens and residents can obtain valid identification for SIM registration. In addition, the National Identification Authority team will be part of the mobile registration teams that will be deployed to the rural and remote communities.

## 12. How Will My Data Be Protected?

Your data will be protected through:

- Strict encryption and cybersecurity standards
- Data minimisation, privacy controls, and secure storage
- Disclosure only to the NCA or by a court order
- Data will be stored in Ghana

Operators are not allowed to share your data for marketing without your clear consent.

## 13. What penalties apply for fraud?







Fraudulent activities associated with SIM registration—including:

- Selling pre-registered SIM cards
- Impersonation or identity fraud
- Mass registration of SIM cards using unauthorised identities

may result in:

- Immediate blocking of the SIM card and associated device
- Administrative penalties
- Criminal investigation and prosecution under applicable laws.

#### 14. Institutional Roles

Institution		Role
	Ministry of Communication, Digital Technologies and Innovations	Overall policy oversight
	National Communications Authority	Regulatory enforcement, coordination and compliance monitoring and management of Central Numbering Resources Database
	National Identification Authority	Provision of ID data sets and validation of biometric data of citizens and foreign residents
	Office of Registrar of Companies	Provision and validation of data on registered companies.
	Ministry of Foreign Affairs and Regional Integration	Provision and validation of Ministry of Foreign Affairs ID for diplomats
	Mobile Network Operators	Frontline execution of SIM registration including biometric verification

#### 15. Which entity has been engaged to undertake the exercise?

At present, no entity has been engaged to undertake the exercise.

A procurement process will be conducted in accordance with the applicable public procurement framework, and further details will be communicated in due course.

## 16. Where can I obtain assistance?

Subscribers may obtain assistance through:



Customer service centres of their Mobile Network Operator



Mobile Network Operator customer care lines



The Consumer Support Centre of the National Communications Authority

The public is encouraged to follow official NCA communication channels for updates and further guidance.