

**Government of India  
Ministry of Communications  
Department of Telecommunications  
Access Services Cell**

**Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110 001**

**File No: 800-12/2019-AS.II**

**Dated: 21.09.2021**


**To,**

- 1. The CEO, UIDAI**
- 2. All Unified Licensees (Access Service) Authorisations/ Unified Access Services Licensees (UASL)**

**Subject: Use of Aadhaar based e-KYC service of Unique Identification Authority of India (UIDAI) as an alternate process for issuing mobile connections to Individual customers including Outstation customers and Bulk connection.**

Amendment in Indian Telegraph Act, 1885, notified by Central Government on 24.07.2019, provided for re-introduction of Aadhaar based e-KYC process for issuing of new mobile connections.

2. The Telecom Service Providers shall implement the process as given in Annexure for issuing of new mobile connections using Aadhaar based e-KYC. Accordingly, the instructions issued vide letter of even number dated 29.09.2020 is hereby superseded.
3. Union Cabinet has now approved the proposal for charging Re.1/- for the process of authentication through Aadhaar based e-KYC services of UIDAI for issuing new mobile connections.
4. The testing and verification in consultation with Government agencies will not be necessary. However, all security related compliances must be ensured by the TSPs while implementing the process. Action taken shall be informed to DoT and MHA.
5. This is being issued with the approval of the competent authority.

  
(Suresh Kumar)  
**ADG (AS-II)**  
21.09.2021

**Copy to:**

1. Secretary, Dept. of Electronics & IT, New Delhi
2. DG (T), DoT HQ, New Delhi
3. JS (CIS), MHA, New Delhi.
4. COAI.

## Annexure

### e-KYC Process

- (i) The Customer desirous of purchasing mobile connection shall visit an authorized Point of Sale (PoS) of Licensees or the PoS agent visits the home/office of the customer.
- (ii) The Licensees shall utilize the details of its PoS/PoS Agent already available in its database for activation of mobile connections. For this purpose, the demographic details as received from the UIDAI during onboarding of the Point of Sale (PoS) or PoS agent shall be maintained by the Licensee and the same shall be updated from UIDAI on regular intervals.
- (iii) Customer shall authorize UIDAI through Aadhaar authentication using Aadhaar number/Virtual-ID and biometrics to provide his/her demographic data (name, complete address, date of birth, gender) along with photograph to the Licensee and UIDAI shall provide the same in a digitally signed and encrypted format.

For this purpose, following declaration/consent shall be taken from the customer:

- *I am voluntarily using Aadhaar based e-KYC process for acquiring the SIM.*
  - *I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics for sharing the eKYC details (demographic data and photograph) to the (TSP name) for issuing of mobile connection to me*
  - *I have been informed by the PoS regarding the two existing alternate processes of acquiring SIM viz. Paper based process and D-KYC process.*
  - *My biometric authentication can be treated as my signature.*
- (iv) The demographic details of customer along with photograph received from UIDAI shall automatically get captured by the Licensee in the Customer Application Form (CAF) generated in its system. It shall be ensured by the Licensee that only Name of the customer (as received from UIDAI) captured on the CAF, shall be visible to the PoS agent and data shall not be stored on the PoS device. Other details such as "No. of mobile connection held in the name of customer, Tarrif plan etc" in CAF shall be entered by authorized PoS agent on the basis of information furnished by customer.
  - (v) The Live photograph of the customer is taken by PoS agent with date and time stamp.
  - (vi) In case of outstation customer, following shall be supplemented: -

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- a) The outstation customer shall also provide his/her local residential address.
  - b) For local reference, the name, address and contact number of local reference shall be provided by the outstation customer.
  - c) An One Time Password (OTP) shall be sent to the mobile number of local reference and it shall be validated for the local reference.
- (vii) In case of Bulk mobile connection, customer is replaced by Authorised Signatory in (i) to (v) above. The live photograph of the following original documents shall also be captured by the PoS agent:
- a) Document that establishes the identity and address of the entity/company /organizations.
  - b) Authorization letter for Authorized Signatory (Board Resolution/Letter from Proprietor or Partner/Letter from the person authorized to issue the same showing delegation of authority).
  - c) End user list.
- (viii) Before activation of the mobile connection, the authorized representative of Licensee or the IT system of Licensee shall check and verify that:
- a) All the entries in the CAF & Licensee's database for the respective customer are complete and there is no error apparent on the face of records of the customer in the CAF & database.
  - b) Live photograph of the customer matches with the photo received from the UIDAI.
  - c) No Gibberish information (a single nonsensical word or a group of nonsensical words) is stored in the CAF and Licensee's database.
- (ix) The CAF shall be digitally created and digitally signed by authorized representative of the Licensee and then only the SIM card can be activated by the Licensee. If the verification as mentioned above is done automatically by an IT system, then digital signature shall not be applicable.
- (x) The date and time of the SIM activation shall be captured in the database records and CAF of the customer.
- (xi) Only one mobile connections per day can be issued to a customer using this process in case of individual/outstation customer.
- (xii) The above-mentioned e-KYC process is an alternative process in addition to the existing process of issuance of mobile connections and shall be applicable to Local, Outstation and Bulk customers.
- (xiii) The e-KYC process shall be applicable for all Licensed Service Areas (LSAs) including J&K, North East and Assam LSAs.

*Jyoti Kumari*  
21.09.2021