

**Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)**

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

File No: 800-26/2016-AS.II

Dated: 18.09.2020

To,

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

**Subject: Instructions for alternate Digital KYC (D-KYC) process for issuing new mobile connections in case of Bulk mobile connections category-regarding.**

This is in continuation to the letter dated 03.04.2019 vide which instructions for alternate Digital KYC (D-KYC) process for issuing new mobile connections to individual, outstation and foreign subscribers were issued. It has been decided by the competent authority to extend the D-KYC process for issuing new mobile connections to the Bulk mobile connections category.

2. In this regard, the undersigned is directed to convey the approval of competent authority that procedure mentioned below shall be followed for issuing of new mobile connections to the entity/company/organizations using alternate D-KYC process:-

- i. The entity/company/organization desirous of purchasing mobile connections shall authorize a person as Authorized Signatory for issuing of Bulk mobile connections on its behalf.
- ii. The Authorized Signatory shall be in possession of the following documents (in original) :-
  - a) Document that establishes the identity and address of the entity/company /organization as per existing instructions.
  - 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 containing name, designation etc. of each user as per Annexure-I for each mobile number to be given in the entity/company /organization.
  - d) The PoI document of the Authorized Signatory.

Note: All the documents shall contain the signature along with date and seal of the Authorized Signatory. However, as per the prevailing instructions, for Govt. of India undertaking companies, Govt. of India Offices/State Govt.

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- offices, the aforesaid requirement of identity and address proof are not required and self-certification on the letter head will suffice along with the name and designation of the coordinating officer.
- iii. The procedure mentioned from a. to m. in letter dated 03.04.2019 shall be followed with the following modifications:
- a) "customer" is replaced by "Authorized Signatory on behalf of the entity/company/organization"
  - b) The "POI/POA documents" and "original documents" is replaced by "documents mentioned at ii. above".
  - c) "a new mobile connection" is replaced by " Bulk mobile connections"
- iv. In respect of para j. of letter dated 03.04.2019, the Authorized Signatory shall be required to provide a declaration that all the details provided by him/her are correct and the documents attached by him/her are authentic and if found forged, actions as per the law of the land shall be applicable to him/her. For this declaration, an OTP message containing the text that "please verify the details filled in form before sharing the OTP" shall be sent to the mobile connection in the name of the Authorized Signatory. Upon successful OTP validation, it shall be treated as signature of the Authorized Signatory on the declaration.
- v. For signature of the Authorized Signatory using the OTP, only the mobile connection in the name of the Authorized Signatory shall be used.
- vi. The Licensee shall also record the Latitude and Longitude of the entity/company/organization's premises and date & time of inspection during the physical verification of the premises.
- vii. Before activating the SIM cards, the Licensee shall also check and ensure the following:-
- a. Information available in the pictures of PoI/PoA documents and Authorization letter is matching with the information entered by POS in CAF.
  - b. The physical verification of the entity/company/organization's premises has been completed and found same as mentioned in document submitted by Authorized Signatory.
  - c. The e-mail provided by the customer is a valid email-ID (verified by sending to and receiving emails from the provided e-mail ID).
  - d. The details (company name & address) of entity/company/organizations available on the portal of Ministry of Corporate Affairs has been verified from the said portal.
  - e. No gibberish information is stored in the CAF & Licensee's database.
- viii. On successful verification, the CAF shall be digitally signed by Authorized representative of the Licensee.

- ix. Licensee shall also send an acknowledgement slip mentioning the CAF number, Authorized Signatory's name, end user details (Name, designation, PoI document number, PoA document number, and Mobile number allotted) on subscriber's email-ID after completion of above procedure.
- x. During the mandated inspection of the premises of Bulk customer conducted by Licensee once in six months, the Licensee shall also capture the Latitude and Longitude of the Bulk customer's premises and date & time of such inspection. The same shall be recorded and updated in the Sl.no. 31 of the Bulk customer's database.
- xi. The sample format of CAF and Database in case of new Bulk mobile connections is attached as **Annexure-I** and **Annexure-II** respectively.

3. In case of issuing of new mobile connections for bulk category customers using paper based process (instructions dated 09.08.2012), the End user-list mentioned at Sl. No. 12 & 20 of D-KYC CAF format attached as Annexure-I shall also be included in the same.

4. The above mentioned instructions shall be implemented within 30 days from the date of issue of these instructions.

5. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09.08.2012, letter No. 800-21/2015-AS.II dated 20.07.2020 and all other instructions shall remain the same for issuing of mobile connections in case of Bulk mobile connections category.

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(Nisha) 18.09.2020

ADET (AS-II)

Tele No.: 011-23310180

**Copy to:**

1. DG(T), DoT HQ, New Delhi.
2. All Heads of LSA field units.
3. CIS, MHA
4. COAI, New Delhi.

**APPLICATION FORM FOR NEW MOBILE CONNECTION (D-KYC process)  
FOR BULK SUBSCRIBERS**

1. Unique Customer Application Form (CAF) No\* - \_\_\_\_\_

2. Type of Connection\*: Post-Paid/ Pre-Paid

3. Name of the Entity/Company/Organization\* \_\_\_\_\_

4. Name of the Authorized Signatory\* \_\_\_\_\_

4A. Name of Father/Husband\* \_\_\_\_\_

4B. Gender\*: Male/Female

4C. Date of Birth\*  
(DD/MM/YYYY)

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4D. Nationality\* \_\_\_\_\_

Live Photograph of Authorized Signatory clicked by POS*
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5. Complete Local address of Entity/Company/Organization\*:

House No/Flat No/Building/Apartment/C/o\*: \_\_\_\_\_

Street address/Road Name\*: \_\_\_\_\_

Landmark: \_\_\_\_\_

Area/Sector/Locality\*: \_\_\_\_\_

Village/Town/City\*: \_\_\_\_\_

District\*: \_\_\_\_\_

State/UT\*: \_\_\_\_\_

Pin Code\* - 

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6. Complete registered address of Entity/Company/Organization\*:

House No/Flat No/Building/Apartment/C/o\*: \_\_\_\_\_

Street address/Road Name\*: \_\_\_\_\_

Landmark: \_\_\_\_\_

Area/Sector/Locality\*: \_\_\_\_\_

Village/Town/City\*: \_\_\_\_\_

District\*: \_\_\_\_\_

State/UT\*: \_\_\_\_\_

Pin Code\* - 

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7. Status of Subscriber\*: Bulk

8. Whether company is Govt. of India undertaking companies, Govt. of India Offices/State Govt. offices\*- Yes/No

9. Photo ID Proof of Authorized Signatory type \* (As per prescribed list of valid PoI documents):

Document No.\* \_\_\_\_\_ Date of Issue \_\_\_\_\_  
 Place of Issue \_\_\_\_\_ Issuing Authority\* \_\_\_\_\_

10. Identity & address proof document of entity/company/organization type\* (As per prescribed list of valid PoA documents):

Document No.\* \_\_\_\_\_ Date of Issue \_\_\_\_\_  
 Place of Issue \_\_\_\_\_ Issuing Authority\* \_\_\_\_\_

11. Authorization letter for Authorized Signatory\*

Document No.\* \_\_\_\_\_ Date of Issue\* \_\_\_\_\_  
 Place of Issue\* \_\_\_\_\_ Issuing Authority\* \_\_\_\_\_

12. End user list\*:

(Kindly Annex the end-user list with CAF duly signed with stamp of authorized signatory (on each page of list) as given below:

S.No	Name of End user*	Designation of End user*	PoI document type of End user*	PoI document No. of End user*	PoA document type of End user*	PoA document No. of End user*	Address mentioned in PoA document of End user*
1.							
...							
m*							

'm' is the number of mobile connections requested by the Authorized Signatory on behalf of bulk customer)

13. Number of Mobile connections already held in name of entity/company/organization (Operator-wise)\* - \_\_\_\_\_

14. Tariff Plan Applied\* - \_\_\_\_\_ 15. Value Added Services applied(if any) \_\_\_\_\_

16. E-mail address\*: \_\_\_\_\_ @ \_\_\_\_\_

17. PAN/GIR: \_\_\_\_\_

18. To be filled in cases of Post-paid connections -

(A) Form of Payment - Cash  Cheque  credit card  Debit card

(B) If payment made by cash/cheque/credit card/debit card

(a) Bank A/c No. \_\_\_\_\_ (b) Bank Name \_\_\_\_\_

(c) Branch Name & address \_\_\_\_\_

19. Declaration by Authorized Signatory\*:

- I am Authorized Signatory of the entity/company/organization.
- All the details/information provided by me are correct.

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- c. The documents attached by me are authentic and if found forged, actions as per the law of the land shall be applicable to me.
- d. I have used mobile connection issued in my name for receiving the OTP in Customer signature.
- e. OTP received on my registered number XXXXXXXXXX on DD/MM/YYYY:HH/MM/SS and verified on DD/MM/YYYY:HH/MM/SS shall be treated as my signature & the photograph captured on this CAF is my live photograph.
- f. I have received total ..... number of SIM cards.

Mobile Number of Authorized Signatory\*: \_\_\_\_\_  
 Authorized Signatory OTP\*: \_\_\_\_\_  
 OTP Validation Date & Time\*: \_\_\_\_\_

**Fields to be captured/entered by Service Provider/Authorized representative**

20. IMSI & Mobile No. allotted\*:

(Kindly annex the end-user list with CAF duly signed with stamp of Authorized representative of licensee (on each page of list) as given below:

S.No.	Name of End user*	Designation of End user*	PoI document type of End user*	PoI document No. of End user*	PoA document type of End user*	PoA document No. of End user8	Address mentioned in PoA document of End user*	IMSI allotted to End user*	Mobile No. allotted to End user8
1.									
...									
n									

'n' is number of mobile connections issued to the Authorized Signatory on behalf of bulk customer.)

21. Point of Sale code\* - \_\_\_\_\_ 22. Point of Sale Name\*: \_\_\_\_\_

23. Point of Sale agent name\*- \_\_\_\_\_

24. Complete address of Point of Sale\* (To be auto-populated by the Licensee)

House No/Flat No/Building/ Apartment/C/o\*: \_\_\_\_\_

Street address/Road Name/Ward No \*: \_\_\_\_\_

Landmark: \_\_\_\_\_

Area/Sector/Locality\*: \_\_\_\_\_

Village/Town/City\*: \_\_\_\_\_

District\*: \_\_\_\_\_

State/UT\*: \_\_\_\_\_

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Pin Code\* -

**25. Declaration by POS\*:**

- a. I have seen the Authorized Signatory and also taken/captured a live photograph of customer, his/her original documents and Authorization letter.
- b. I have not used my registered mobile number or any of my numbers for getting the OTP in signature of Authorized Signatory.
- c. OTP received on my registered number XXXXXXXXXX on DD/MM/YYYY:HH/MM/SS and verified on DD/MM/YYYY:HH/MM/SS shall be treated as my signature & the photograph captured on this CAF is my live photograph.
- d. I confirm that I have not saved the Authorized Signatory photograph & PoI/PoA document photograph during this process.
- e. I have issued total..... number of SIM cards and handed over the same to the Authorized Signatory.

Live  
Photograph  
of POS\*

POS Registered Mobile Number\*: \_\_\_\_\_

POS OTP\*: \_\_\_\_\_

OTP Validation Date & Time\*: \_\_\_\_\_

**26. Physical inspection of the premises of the Bulk customer (Before SIM activation)\***

- a) Latitude & Longitude of premises during first physical verification by licensee before SIM activation \*: \_\_\_\_\_
- b) Date and time of first physical verification by the licensee before SIM activation\* : \_\_\_\_\_

**27. Declaration by Activation Officer(AO)/Authorized Representative(AR)of Licensee\*:**

- a) Information available in the pictures of PoI/PoA documents, Authorization letter and End user list is matching with the information entered by POS in CAF.
- b) Live photograph of the Authorized Signatory matches with the photo available in the PoI documents.
- c) All the necessary details in CAF including mandatory fields are filled properly.
- d) The physical verification of the entity/company/organization's premises has been completed and found same as mentioned in document submitted by Authorized Signatory.
- e) I have verified the details (company name & address) of entity/company/organizations available from the portal of Ministry of Corporate Affairs and details are matching with the documents given by Authorized Signatory
- f) The e-mail provided by the Authorized Signatory is a valid email-ID ( verified by sending to and receiving emails from the provided e-mail ID)
- g) No gibberish information is stored in the CAF & Licensee's database.

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Format of Digital signature of Activation Officer(AO)/Authorized Representative(AR) of Licensee \*

Digitally signed by\*: \_\_\_\_\_  
AO/AR Code/\*: \_\_\_\_\_  
Name of AO/AR\*: \_\_\_\_\_  
Designation of AO/AR\*: \_\_\_\_\_  
Signed Date & Time\*: \_\_\_\_\_

28. SIMs activation date and time\*: \_\_\_\_\_

\*Mandatory fields. However for Sl. No.5 and 6, only those address fields which are available on a particular valid PoA are mandatory.

Note: The above format is a draft sample format showing the minimum basic mandatory fields/declaration of POS/Activation officer. Licensees can add additional necessary fields/declaration and can also customize the form as per their own convenience and systems.

*Nishal*  
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**Annexure-II**

Parameters required to be included in the subscriber Database in case of Bulk connections (for D-KYC process) furnished by Licensees:

Sl. No.	Parameter	Width
1	Unique Customer Application Form (CAF) No	10 characters
2	Type of Connection: Post-Paid/ Pre-Paid	10 characters
3	Name of the Entity/Company/Organization	200 characters
4	Name of the Authorized Signatory	100 characters
4A	Name of Father/Husband	100 characters
4B	Gender: Male/Female	06 characters
4C	Date of Birth	10 characters
4D	Nationality	
5.	Complete Local address of Entity/Company/Organization	
	(i) House No/Flat No/Building/ Apartment/C/o	50 characters
	(ii) Street address/Road Name	50 characters
	(iii) Landmark	50 characters
	(iv) Area/Sector/Locality	50 characters
	(v) Village/Town/City	50 characters
	(vi) District	50 characters
	(vii) State/UT	50 characters
	(viii) Pin Code	06 characters
6.	Complete registered address of Entity/Company/Organization	
	(i) House No/Flat No/Building/ Apartment/C/o	50 characters
	(ii) Street address/Road Name	50 characters
	(iii) Landmark	50 characters
	(iv) Area/Sector/Locality	50 characters
	(v) Village/Town/City	50 characters
	(vi) District	50 characters
	(vii) State/UT	50 characters
	(viii) Pin Code	06 characters
7	Status of Subscriber: Bulk	04 characters
8	Whether company is Govt. of India undertaking companies, Govt. of India Offices/State Govt. offices- Yes/No	03 characters
9	Photo ID Proof of Authorized Signatory type (As per prescribed list of valid PoI documents):	
	(i) Document No.	10 characters
	(ii) Date of issue	10 characters
	(iii) Place of issue	25 characters
	(iv) Issuing Authority	20 characters
10	Identity & address proof document of entity/company/organization type	

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	(i) Document No.	10 characters
	(ii) Date of issue	10 characters
	(iii) Place of issue	25 characters
	(iv) Issuing Authority	20 characters
11	Authorization letter for Authorized Signatory	
	(i) Document No.	10 characters
	(ii) Date of issue	10 characters
	(iii) Place of issue	25 characters
	(iv) Issuing Authority	20 characters
12.	End user list	-
	Number of Mobile connections requested as per End user list	10 characters
13.	Number of Mobile connections already held in name of entity/company/organization(Operator-wise)	10 characters
14.	Tariff Plan Applied	
15.	Value Added Services Applied(if any)	
16.	E-mail ID	100 characters
17.	PAN/GIR No	10 characters
18.	To be filled in cases of Post-paid connections	
	(A).form of payment (cash/cheque/credit card/debit card)	10 characters
	(B). If payment made by cash/cheque/credit card/debit card:	
	(a) Bank A/c No.	20 characters
	(b) Bank Name	25 characters
	(c) Branch Name & address	50 characters
19.	Authorized Signatory signature	
	(i) Mobile Number of Authorized Signatory	10 characters
	(ii) Authorized Signatory OTP	06 characters
	(iii) OTP validation date and time	30 characters
20.	IMSI & Mobile No. allotted	
	Number of Mobile connections issued as per End user list	10 characters
	(i) Name of End user	50 characters
	(ii) Designation of End user	100 characters
	(iii) PoI document type of End user	20 characters
	(iv) PoI document No. of End user	10 characters
	(v) PoA document type of End user	20 characters
	(vi) PoA document No. of End user	10 characters
	(vii) Address mentioned in PoA document of End user	500 characters
	(viii) IMSI allotted to End user	15 characters
	(ix) Mobile Number allotted to End user	10 characters
21.	Point of Sale code	10 characters
22.	Point of Sale Name	200 characters
23.	Point of Sale agent name	50 characters

24.	Complete address of Point of Sale	
	(i) House No/Flat No/Building/ Apartment/C/o	50 characters
	(ii) Street address/Road Name	50 characters
	(iii) Landmark	50 characters
	(iv) Area/Sector/Locality	50 characters
	(v) Village/Town/City	06 characters
	(vi) District	50 characters
	(vii) State/UT	50 characters
	(viii) PIN Code	06 characters
25.	POS signature	
	(i) POS registered mobile number	10 characters
	(ii) POS OTP	06 characters
	(iii) OTP validation Date & Time	30 characters
26	Physical inspection of the premises of the Bulk customer ( before SIM activation)	
	a) Latitude & Longitude of premises during first physical verification by licensee before SIM activation	20 characters
	b) Date and time of first physical verification by the licensee before SIM activation	50 characters
27.	Name & designation of activation officer(AO)/Authorized representative(AR) of the Licensee checking the mandatory details and activating the connection	
	(i) Digitally signed by	50 characters
	(ii) AO/AR Code	10 characters
	(iii) Name of AO/AR	50 characters
	(iv) Designation of AO/AR	50 characters
	(v) Signature Date & Time	50 characters
28.	SIMs Activation Date & Time	20 characters
29	Live photograph of Authorized Signatory captured during the process	-
30	POS photograph captured during the process	-
31	Physical inspection of the premises of the Bulk customer (once in 06 months)	
	a) Latitude & Longitude of premises during the last physical verification by Licensee (once in 06 months)	20 characters
	b) Date and time of the last physical verification by the Licensee (once in 06 months)	50 characters