

Government of India
Ministry of Communications
Department of Telecommunications
Access Services Cell
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110 001

File No: 800-29/2010-VAS

Dated: 16.08.2016

To

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

Subject: Use of 'Aadhaar' e-KYC service of Unique Identity Authority of India (UIDAI) for issuing mobile connections to subscribers.

After successful completion of Proof of Concept to use 'Aadhaar' electronic-Know Your Customer (e-KYC) service for issuing mobile connections to subscribers, it has been decided to launch the 'Aadhaar' e-KYC service across all the Licensed Service Areas including J&K, North East and Assam for issuance of mobile connections as an alternative process to the existing PoI/ PoA document based processes.

2. In the e-KYC service, customer will online authorize UIDAI through Aadhaar authentication using Aadhaar number and biometrics to provide his/her demographic data (name of the customer, address, date of birth, and gender) along with his/her photograph (digitally signed and encrypted format) to Licensees. As per UIDAI, digitally signed electronic KYC data provided by UIDAI is machine readable, making it possible for the Licensees to directly store it as the customer record in their database for purposes of issuing a mobile connection.

3. As per license conditions, the Licensees are allowed to appoint or employ franchisee, agents, distributors and employees for provision of the service by them. The Licensee shall keep proper control over them and the Licensee shall be liable for the acts done by its franchisee, agents, distributors and employees in the provisioning of service.

4. The Point of Sale (POS) used in these instructions shall be franchisee, agent or distributor of Licensee in addition to its employee.

5. The following procedure is to be followed while issuing mobile connections using e-KYC service:



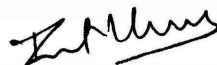
- (i) The Licensees shall maintain the details including complete address and code of its all points of sale along with names and Aadhaar number of corresponding agents. Licensees shall have capability of populating the details of its Point of Sale (POS)/ agent in the Customer Application Form (CAF) format annexed as Annexure-I with these instructions on the basis of demographic details of agent of POS received from UIDAI.
- (ii) Customer desirous of purchasing mobile connection shall visit an authorized POS of Licensees. Thereafter, authorized agent of point of sale of Licensee shall online authorize UIDAI through Aadhaar authentication using Aadhaar number and biometrics i.e. his/her finger(s) or iris to provide his/her demographic data (name, complete address, date of birth, gender & photograph) to the Licensee. UIDAI shall transfer the same in a digitally signed and encrypted format along with Aadhaar Number to the Licensee.
- (iii) After verification of the agent of its POS by Licensee on the basis of his/ her demographic details received by Licensee from UIDAI, a CAF as annexed with these instructions shall get displayed by Licensee on the terminal of POS and details of point of sale/agent as required in the prescribed CAF format enclosed as Annexure-I shall get populated by Licensee in read only and un-editable form. In addition, Aadhaar number of agent of POS and unique e-KYC response code along with date & time stamp received from UIDAI in respect of biometric authentication of POS agent shall also be populated by Licensee in CAF in read only and un-editable form.
- (iv) Until and unless the agent of POS is authenticated by Licensee using his/her biometric details through UIDAI as above, no CAF shall get displayed by Licensee on the screen of concerned POS.
- (v) In the similar manner/ fashion, the customer desirous of purchasing mobile connection shall also online authorize UIDAI through Aadhaar authentication using Aadhaar number and biometrics i.e. his/her finger(s) or iris to provide his/her demographic data (name, complete address, date of birth, gender, photograph) to the Licensee and UIDAI shall provide the same in a digitally signed and encrypted format along with Aadhaar Number to the Licensee. The demographic details of customer received from UIDAI shall automatically get populated by the Licensee in read only and un-editable format on the already displayed CAF format on POS terminal, as required in the CAF format enclosed as Annexure-I with these instructions. Rest of the fields like 'Name of Father/Husband', 'Nationality', etc., in CAF enclosed as Annexure-I shall be entered by authorized agent at POS on the basis of information furnished by customer.
- (vi) The authorized agent at PoS shall record in the CAF that he has seen the customer and matched the customer with customer's online photograph received from UIDAI. He will also certify that Subscriber Identification Module (SIM) has been handed over to the concerned customer only.



- (vii) **DECLARATION BY THE SUBSCRIBER:** After completion of above activity, the subscriber will be required to declare that:
- a. The information provided by him and the data received from UIDAI in his respect is correct.
 - b. His biometric authentication can be treated as his signature.
 - c. He has received the SIM card.

For this declaration, the subscriber will be once again authenticated through his Aadhaar number and biometrics i.e. his/her finger(s) or iris, however this time the response from UIDAI will only be in the form of success or fail. The LICENSEE server will be required to make a check, that the Aadhaar number now entered by the subscriber is same as was entered by him earlier, prior to capturing biometrics at this stage.

- (viii) Only after the completion of above steps, the CAF details so captured on terminal may be submitted online to Licensee for updating the database of Licensee. The Licensee shall place such a system in place that until all mandatory fields get completed in CAF, it will not allow online submission of the details for updation of Licensee database by POS.
- (ix) Before activation of the mobile connection, the licensee (the employee of Licensee) shall check that all the entries in the 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 database. The Licensee shall place such system in place that name and designation of the employee of the Licensee, who is activating the SIM on behalf of the Licensee, and also date and time of checking customer records shall be populated/ entered in the database records of the customer in read only and un-editable form. Only after this activity has been done the SIM card can be activated. The employee of licensee who is activating the SIM card shall also enter as an optional field in the database about details of Add-on/Value added facilities (like Internet, 3G, Call transfer facility, GPRS, navigation, tariff plan etc.) activated on SIM card before activation of the connection.
- (x) Pre-activated SIM Card is not to be sold. In case of sale of pre-activated SIM cards, penal action as per the prevailing instructions shall be taken including immediate disconnection of mobile connection, as and when detected. Pre-activated connection means that the SIM card available at point of sale or in possession of any other person is in such a condition that it is possible to make/ receive calls/SMS without activation as per procedure mentioned in these instructions. Further, in case it is established that the date & time of activation of SIM Card is prior to actual sale of SIM card, then it shall be treated as a sale of pre-active connection. For this purpose, the date & time of successful subscriber's biometric authentication response received from UIDAI during declaration shall be treated as date & time of actual sale of SIM card.
- (xi) The CAF for next connection shall be opened only after the process for one connection is completed and CAF displayed at the terminal of POS is closed by the agent. Thus, at



a time only one CAF will remain opened on the terminal of POS of Licensee and none of the case two CAFs shall remain opened at a time. The agent shall not be able to reopen the CAF once completed, closed and submitted.

- (xii) For every biometric/iris authentication (customer and POS's agent), UIDAI will give a unique response code with date & time stamp and will send the same to Licensee. All the response codes along with date & time stamp received by Licensee during the process shall be automatically captured in the relevant fields of CAF enclosed as Annexure-I and shall also be stored in database of Licensee.

6. The Licensees shall have provision in Application for visual response in English / Regional language for the information of customer indicating success/ failure of biometric authentication of the customer. Such response should be visible to the customer at POS location.

7. The finger print/iris data of customer/subscriber and POS's agent will nowhere be stored and displayed on the PoS device terminal in any format by Licensee or its authorized POS.

8. The demographic data received from UIDAI shall be stored directly by the Licensee in its database as per the format defined in the prevailing guidelines. The digitally signed e-KYC response received from UIDAI must be stored & supplied as it is for audit purposes as per existing guidelines for CAF storage & supply respectively and should not be edited/ altered/changed/modified/overridden by the Licensee under any circumstances. Also, if for the Audit/investigation, the digitally signed e-KYC response received from UIDAI is not supplied to TERM Cell within given time frame (missing digitally signed e-KYC response cases), the connection shall be treated as pre-activated.

9. POS shall access application hosted on Licensee's server. Licensee should ensure that the application shall not have capability to access local file system of the device at POS for either read or write with exception to only read access to device drivers and all process data should be accessed from Licensee's Server only. Licensee should ensure that the POS software application integrates with suitable STQC certified biometric devices, safeguards security of process data and is accessible only to authorized users. The application shall nowhere store any data including biometric information and should be compliant with Aadhaar e-KYC and Authentication service and Application Program Interface (API) specifications.

10. Only one mobile connection should be provided against one set of authentications of customer & POS agent from UIDAI. For another mobile connection, subject to ceiling regarding bulk connections provided in instructions dated 09.08.2012, the entire process as above shall be repeated.

11. The Licensee shall use appropriate encryption regime to ensure security of data-in-transit pertaining to e-KYC process (from UIDAI server to Licensee database and POS to Licensee's server), besides security of data-at-rest (at POS & Licensee nodes). For ensuring



privacy/ data security requirement, Licensee shall use suitable mechanism/ IT infrastructure at POS & Licensee nodes which need to be regularly vetted by Licensee. The Licensees shall ensure compliance to confidentiality/ privacy/ security of customer information keeping in view the law of land and all the relevant license conditions. Any violation shall attract penalties/actions as per license conditions and law of the land.

12. There shall be an authentication time out of 30 seconds for every biometric authentication transaction. If no response is received within the timeout period, active transaction may be closed and the data captured in that transaction should be purged permanently.

13. The above mentioned e-KYC process is an alternative process in addition to the existing process of issuance of mobile connections to subscribers and shall not be applicable for bulk, outstation and foreign customers.

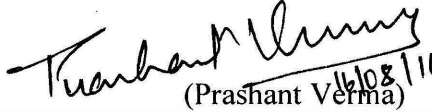
14. Instructions for audit by TERM (Telecom Enforcement, Resource and Monitoring) Cells in respect of customers activated through e-KYC process are being issued separately.

15. The sample copy of a typical CAF to be used showing the mandatory fields in * (asterisk) in enclosed as **Annexure-I**.

16. The Subscriber database to be submitted to the Licensor and Designated security agencies should contain all the fields mentioned in **Annexure-II**.

17. In case the hard copy of CAF is required by LEAs, it shall always be provided within the prescribed time frame.

18. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09th August 2012 are modified to the above extent and all other instructions shall remain the same.


(Prashant Verma)
16/08/16
ADG (AS-II)

Copy to:

1. Secretary, Deptt. of Electronics & IT, New Delhi
2. DG & Mission Director, UIDAI, New Delhi.
3. Secretary, TRAI, New Delhi
4. Sr. DDG(TERM), DoT HQ, New Delhi
5. JS (IS-I), MHA, New Delhi.
6. All Directors of AS Cell, DoT HQ.
7. COAI/AUSPI.

APPLICATION FORM FOR NEW MOBILE CONNECTION USING e-KYC PROCESS

Unique Customer Application Form (CAF) No* - _____
Aadhaar Number of Customer* (As received from UIDAI): _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size Photograph (As received from UIDAI)

1. Name of the Subscriber* _____ (As received from UIDAI)

1A: Unique e-KYC response code (authorization) along with date & time stamp received from UIDAI in respect of customer*

Unique response code* : _____ Date* : _____ Time* : _____

1B: Unique acknowledgement receipt number given by Licensee to customer (To be populated by Licensee)*: _____

2. Name of Father/Husband* _____

3. Gender*: Male/Female (As received from UIDAI)

4. Date of Birth* DD/MM/YYYY (As received from UIDAI)

5. Complete Local Residential Address* (As received from UIDAI):

(C/o)/(D/o)/(S/o)/(W/o)/(H/o) _____

House No/Flat No _____ Street _____
Address/Village _____
Locality/ Tehsil _____
City/ District _____ State/UT _____

Pin Code - _____

6. Complete permanent residential Address of subscriber:

House No/Flat No _____ Street _____
Address/Village _____
Locality/ Tehsil _____
City/ District _____ State/UT _____

Pin Code - _____

7. Status of Subscriber*:- Individual /Corporate

8. Nationality* _____

[Handwritten signature]

9. ~~Photo ID Proof type (Driving Licence/ Voter ID Card/ Other (specify): (Deleted)~~
10. ~~Address proof document type (Driving Licence/ Other (specify): (Deleted)~~
11. Number of Mobile connections held in name of Applicant (Operator-wise)* - _____
12. Tariff Plan Applied* - _____ 13. Value Added Services Applied(if any) _____
14. E-mail address (if any): _____ @ _____
15. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile _____
16. Profession of Subscriber : _____ 17. PAN/GIR: _____
18. ~~Details (Name, Address and phone number) of Local reference (Deleted)~~
19. To be filled in cases of Mobile Number Portability (MNP) –
 (A) UPC _____ (B) Previous Service Provider & Licensed Service Area Details: _____
20. 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 _____

Declaration by subscriber

- (A) The information provided by me & the data received from UIDAI in my respect is correct.
- (B) This biometric authentication can be treated as my signature.
- (C) I have received the SIM card.

Unique response code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

21. IMSI No.* - _____ 22. Mobile Number allotted*- _____
23. Point of sale code* - _____ 23A. Point of Sale Name* : _____
 (To be populated by Licensee) (To be populated by Licensee)
24. Point of sale agent name (As received from UIDAI)* _____
- 24A: Point of sale agent Aadhaar Number* (As received from UIDAI): _____

24B: Unique e-KYC response code along with date & time stamp received from UIDAI in respect of POS agent*

Unique response code*: _____ Date* : _____ Time* : _____

25. Complete Address of Point of Sale* (To be populated by Licensee):

House No/Flat No* _____ Street _____
Address/Village _____
Locality/ Tehsil* _____
City/ District* _____ State/UT * _____

Pin Code* -

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~~26. Name of local reference contacted by PoS at time of Sale (Deleted)~~

Fields to be filled by Service Providers before SIM activation

~~27. Name of local reference contacted at time of activation-(Deleted)~~

28. Name & designation of the Employee of the Licensee activating the SIM on behalf of the licensee* _____

29. Details of Add-on/Value Added facilities (like Internet, 3G, Call transfer facility, ISD facility, GPRS, navigation, Tariff plan etc.) activated on the SIM Card _____

~~Signature of Employee of Licensee who is activating the SIM*(Deleted)~~

Date & Time * -

***Mandatory fields**



Annexure-II

Parameters required to be included in the subscriber database furnished by Licensees in respect of mobile connection issued through e-KYC process:

Sl. No.	Parameter	Width
1	Telephone Number	10 characters
2.	CAF serial No.	10 characters
2A	Aadhaar Number of Customer (In case of e-KYC process)	15 characters
3.	Name of the Subscriber	100 characters
3A	Unique e-KYC response code received from UIDAI for biometric authentication of subscriber (Authorization)	
	(i) Unique e-KYC response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
3B	Unique e-KYC response code received from UIDAI for biometric authentication of subscriber (Declaration)	
	(i) Unique e-KYC response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
3C	Unique acknowledgment receipt number	
4.	Date of Birth	10 characters
5.	Father's/Husband's Name	100 characters
6.	Local Address of the Subscriber	
	(ia) (C/o)/(D/o)/(S/o)/(W/o)/(H/o)	100 characters
	(i) House No./Flat No.	20 characters
	(ii) Street Address/Name	50 characters
	(iii) Locality	50 characters
	(iv) City	50 characters
	(v) State/UT	50 characters
	(vi) Postal Code	06 characters
7.	Permanent Address of the Subscriber:	
	(i) House No./Flat No.	20 characters
	(ii) Street Address/Name	50 characters
	(iii) Locality	50 characters
	(iv) City	50 characters
	(v) State/UT	50 characters
	(vi) Postal Code	06 characters
8.	Alternate phone No.	10 characters
9.	E-mail ID (if any)	100 characters
10.	Gender	06 characters
11	Nationality	15 characters
12	Profession of the Subscriber	15 characters
13	PAN/GIR No	
14	UID No (if available) (Deleted)	15 characters
15	Photo ID Proof type(Driving Licence /Voter ID Card/Passport/Pan Card/Other (specify): (Deleted)	20 characters
	(i) Document No.	10 characters
	(ii) Date of issue	10 characters
	(iii) Place of issue	25 characters

	(iv) Issuing Authority	20 characters
16	Address proof document type (Driving Licence/Voter ID Card/Passport/Others (specify): (Deleted)	25 characters
	(i) Document No.	10 characters
	(ii) Date of issue	10 characters
	(iii) Place of issue	25 characters
	(iv) Issuing Authority	20 characters
17	Status of Subscriber (Individual Bulk/Corporate/Foreigner/outstation)	10 characters
18	Connection Type (Pre-paid/Post-paid)	10 characters
	(i) if Post paid: form of payment (cash/cheque/credit card/debit card)	10 characters.
	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	IMSI No.	20 characters
20	Service Provider (initial)	20 characters
21	Circle (initial)	20 characters
22	SIM Activation date	10 characters
22A	SIM Activation time (In case of e-KYC)	10 characters
23	Current Status of Connection (Activated/Suspended)	10 characters
24	Previous Service Provider (in case of ported from other service provider)	20 characters
25	Previous Circle (in case of ported number from other circle)	20 characters
26	Point of sale code	10 characters
26A	Name of Point of Sale	
27	Point of sale agent name	50 characters
27A	Point of Sale agent Aadhaar Number	
27B	Unique e-KYC response code received from UIDAI for biometric authentication of POS agent	
	(iv) Unique e-KYC response code	
	(v) Date	10 characters
	(vi) Time	10 characters
28	Point of sale address:	
	(i) House No./Flat No.	10 characters
	(ii) Street Address/Name	50 characters
	(iii) Locality	50 characters
	(iv) City	50 characters
	(v) State/UT	50 characters
	(vi) Postal Code	06 characters
29	Details of Add-on/Value Added facilities (like Internet, 3G, Call transfer facility, ISD facility, GPRS, navigation, tariff plan etc.) activated on the SIM Card	50 characters
30	Scanned photograph of the Subscriber	
31	Name & designation of officer activating the SIM on behalf of Licensee	50 characters

[Handwritten Signature]