

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: 29.09.2020

To,

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

Subject: Use of 'Aadhaar number/ Virtual-ID' e-KYC service of Unique Identity Authority of India (UIDAI) as an alternate process for issuing mobile connections to Individual customers including Outstation customers and Bulk connection.

Central Government has notified the amendment to the section 4 of the Indian Telegraphy Act, 1885 on 24.07.2019, wherein, provision has been made for identifying any person provided with telegraph services.

Further clause 39.17 (i) of the Unified License agreement states that the Licensee shall ensure adequate verification of each and every customer before enrolling him/her as a subscriber; instructions issued by the Licensor in this regard from time to time shall be scrupulously followed. The Licensee shall make it clear to the subscriber that the subscriber will be responsible for proper and bona fide use of the service.

Clause 39.17(ii) of the Unified License agreement also states that the format prescribed by the Licensor delineating the details of information required before enrolling a customer as a subscriber shall be followed by the Licensee. A photo identification of subscribers shall be pre-requisite before providing the service. The Licensor may prescribe service-wise detailed instructions for enrolment of subscriber and activation of service from time to time.

It has been decided by the competent authority that apart from the existing provisions of identifying persons utilizing the mobile telecom services issued vide letters dated 09.08.2012 and 03.04.2019, the Aadhaar based electronic-Know Your

Customer (e-KYC) process shall also be implemented as an alternate process for all Licensed Service Areas (LSAs) including J&K, North East and Assam.

2. In the e-KYC based process, customer will online authorize UIDAI through Aadhaar authentication using his/her Aadhaar number/Virtual-ID and biometrics to provide his/her demographic data as in their database (name of the customer, address, date of birth, and gender) along with his/her photograph (digitally signed and encrypted format) to the Licensee. The digitally signed e-KYC data (demographic data and photograph) provided by UIDAI shall be stored by Licensee as the subscriber record in their database for purpose of issuing mobile connections.
3. The Licensee shall provide the option to the customer/Point of Sale (POS) agent of feeding either Aadhaar number or Virtual-ID as per his/her choice. The Licensee shall display the Aadhaar number/Virtual-ID in masked form at the POS terminal and shall ensure that the Aadhaar number/Virtual-ID of the customer/POS agent is not stored anywhere in its systems/applications/database.
4. For the purpose of identification of a person (customer/POS agent) using this process, neither core biometric information nor the Aadhaar number/Virtual-ID of the person shall be stored by the Licensees or its authorized Point of Sale (POS).
5. As per license conditions, the Licensees are allowed to appoint or employ franchisee, agents, distributors and employees for provision of the services by them. The Licensee shall keep proper control over them and the Licensee shall be liable for acts done by its franchisee, agents, distributors and employees in the provisioning of services.
6. The Point of Sale (POS) used in these instructions shall be franchisee, agent or distributor of Licensee in addition to its employee.
7. The following procedure shall be followed while issuing mobile connections using e-KYC process:
 - (i) The Licensees shall maintain the details including complete address and code of all its POS along with their corresponding agents. Licensees shall have capability of populating the details of its POS/POS Agent in the Customer Application Form (CAF) format annexed as Annexure-I on the basis of demographic details of POS/POS agent received from UIDAI.

- (ii) The entire process shall only be used through the authenticated application (App) hosted by the Licensees.
- (iii) The access of the App shall be controlled by the Licensees and it should be ensured that the same is not used by unauthorized persons. The App shall be accessed only through login-id & password controlled mechanism given by Licensees to its authorized POS. If there are multiple agents working in POS, then each POS agent shall be registered with Licensee and be given a separate login-id & password for accessing the App.
- (iv) The App shall be installed only on those POS devices which are having Subscriber Identity Module (SIM) card details registered with the Licensee's POS database.
- (v) The Customer desirous of purchasing mobile connection shall visit an authorized POS location of Licensees or vice-versa. Before using this e-KYC process for issuing of mobile connection to the Customer, the authorized POS of the Licensee shall inform the customer regarding the existing alternate processes for acquiring a SIM viz. Paper based process and Digital-KYC (D-KYC) process. Only after affirmation is received from the customer for usage of e-KYC process, this process shall be initiated.
- (vi) After this, following declaration/consent shall be taken from the POS agent:
- *I have intimated/informed the customer regarding the existing alternate process for acquiring the SIM viz. Paper based Process and D-KYC process.*
 - *I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e. my finger(s) or iris by UIDAI for sharing the eKYC details (demographic data and photograph) from my Aadhaar to the (TSP name) for the purpose of issuing SIM to the customer.*
- (vii) In respect of above declaration/consent, authorized POS agent of Licensee shall online authorize UIDAI through Aadhaar authentication using Aadhaar number/Virtual-ID and biometrics i.e. his/her finger(s) or iris to provide his/her demographic data (name, complete address, date of birth, gender) along with his/her photograph as in the UIDAI database to the Licensee. UIDAI shall transfer the same in a digitally signed and encrypted format to the Licensee.
- (viii) After verification of the authorized POS agent by Licensee on the basis of his/her demographic details received from UIDAI, CAF format shall be populated by the Licensee along with details of POS agent as received from UIDAI in read

only and un-editable form. Additionally, 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.

- (ix) Until and unless the POS agent 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.
- (x) After this, following declaration/consent shall be taken from the customer:
- *I have been informed by the POS regarding the two existing alternate processes of acquiring SIM viz. Paper based process and D-KYC process.*
 - *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 by UIDAI for sharing the eKYC details (demographic data and photograph) from my Aadhaar to the (TSP name) for issuing of mobile connection to me.*
- (xi) In respect of above declaration/consent, customer shall online authorize UIDAI through Aadhaar authentication using Aadhaar number/Virtual-ID and biometrics i.e. his/her finger(s) or iris 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.
- (xii) The demographic details of customer along with photograph received from UIDAI shall automatically get captured/populated by the Licensee in read only and un-editable format on the CAF format as attached Annexure-I. 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. Rest of the fields like 'Name of Father/Husband' etc., in CAF enclosed as Annexure-I shall be entered by authorized POS agent on the basis of information furnished by customer.
- (xiii) After this, the Live photograph of the customer is taken and the same is embedded in the CAF. Further, the system application of the Licensee shall put a water-mark in readable form having CAF number, POS name, unique POS Code (assigned by licensees) and Date (DD:MM:YYYY) & time stamp (HH:MM:SS) on the captured live photograph of the customer.
- (xiv) The Licensee shall ensure that only Live photograph of the customer is captured and no printed photograph of the customer is captured. The

background behind the customer while capturing Live photograph should be of white color and no other person shall come into the frame while capturing the Live photograph of the customer.

(xv) **For Outstation Customers only**

(Note: This para is applicable for outstation customers only)

While issuing mobile connections using e-KYC process to outstation customers i.e. customers who are having Aadhaar issued in other Licensed Service Areas (LSAs), the following procedure has to be supplemented:

- a. The outstation customer shall provide his/her complete local residential address of that LSA where he/she wishes to obtain the mobile connection and the same shall be entered in the Customer Acquisition Form (CAF) at Point of Sale (POS) terminal.
- b. For local reference, the name, address and contact number of local reference of that LSA shall be obtained from the outstation customer and the same shall be entered in the CAF at POS terminal.
- c. A One Time Password (OTP) shall be sent to the mobile number of local reference clearly mentioning the purpose of OTP in the Regional as well as English language.
- d. The local reference shall be verified telephonically by the authorized agent at the POS terminal before issuance of SIM card. Only after receiving affirmation from local reference and upon successful validation of the OTP, the e-KYC process shall be continued further.

(xvi) **Declaration/Consent by the POS agent:** After completion of above activity, the authorized POS agent shall be required to declare/ give consent that :

- a. *I have captured the Live photograph of the customer.*
- b. *I certify that Subscriber Identification Module (SIM) has been handed over to the (Name of the customer) only.*
- c. *I have tele-verified the local reference i.e. Mr/Ms/Mrs _____ on his/her telephone number (wireless or wireline) 'XXXXXXXXXX' using my telephone number (wireless or wireline) 'XXXXXXXXXX'. (For outstation customers)*
- d. *My biometric authentication can be treated as my signature.*
- e. *I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e. my finger(s) or iris by UIDAI for the above (a to d) declaration.*

For this declaration/consent, the POS will be once again authenticated through his Aadhaar number/ Virtual-ID and biometrics i.e. his/her finger(s) or iris, to get the response from UIDAI in the form of success or failure. The Licensee shall be required to make a check that the POS agent is the same person whose demographic details are captured earlier in this e-KYC process. This check may be done by comparing the UID Token received from the UIDAI during both the authentications of POS agent.

(xvii) **Declaration/Consent by the Customer:** After completion of above activity, the customer will be required to declare/give consent that :

- a. *The information provided by me to the POS agent in my respect is correct.*
- b. *My biometric authentication can be treated as my signature.*
- c. *I am the Authorized Signatory and the documents attached by me on the portal are authentic and if found forged, actions as per the law of the land should be applicable to me. (For Bulk connection only)*
- d. *I have received no. of SIM Cards. (Shall always be one in case of individual/outstation customer).*
- e. *I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e. my finger(s) or iris by UIDAI for the above (a to d) declaration.*

For this declaration/consent, the customer will be once again authenticated through his Aadhaar number/ Virtual-ID 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 failure. The Licensee shall be required to make a check that the customer is the same person whose demographic details are captured earlier in this e-KYC process. This check may be done by comparing the UID Token received from the UIDAI during both the authentications of customer.

(xviii) Only after the completion of above steps, the CAF details so captured on terminal may be submitted online to the Licensee for updating the database of Licensee. The Licensee shall place such a system in place that until all mandatory fields are completed and captured in the CAF, it will not allow online submission of the details for updation of Licensee database by POS.

(xix) Before activation of the mobile connection/SIM card, the Licensee (authorized representative of Licensee) or the authorized 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 Aadhaar/UIDAI.
 - c) All of the necessary details in CAF including mandatory fields are filled properly.
 - d) No Gibberish information (a single nonsensical word or a group of nonsensical words) is stored in the CAF and Licensee's database.
- (xx) The authorized representative or IT system of the 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 Data services, Roaming, ISD, tariff plan etc.) activated on SIM card before activation of the connection.
 - (xxi) The Licensee shall place such system in place that name and designation of the authorized representative of the Licensee or authorized IT system, who is activating the SIM on behalf of the Licensee, shall be populated/entered in the database records and CAF of the customer.
 - (xxii) 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.
 - (xxiii) If the procedure mentioned from para 7(xix) to para 7(xxi) above is done automatically by an IT system, then para 7(xxii) shall not be applicable. However, Licensee must ensure that the procedure mentioned from para 7(xix) to para 7(xxi) shall be adhered in totality by the IT-system of the Licensee.
 - (xxiv) The date and time of the SIM activation shall be captured in the database records and CAF of the customer.

8. Bulk Connection

While issuing mobile connections using e-KYC process to Bulk connection customers, the following procedure shall be followed:

- (i) The Licensee will create a portal for Bulk mobile connections category. The authorized signatory of the entity/company/organization creates a login id on the Licensee's portal and generates the Purchase Order (PO) of his/her entity/company/organization along with the details regarding number of mobile connections required. The Licensee shall also clearly mention on the portal regarding the availability of existing alternate KYC processes for issuing of Bulk mobile connections to the customer.
- (ii) After generating PO, the Authorized Signatory will upload the following documents:
 - a. Document that establishes the identity and address of the entity/company / organizations 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, address etc (as mentioned in the CAF format) of each user for each mobile number to be given in the entity/company /organization.

Note: All the documents should 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. 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) After final submission, the Authorized signatory will provide a declaration that all details are correct and the documents attached by him/her are authentic and if found forged, actions as per the law of the land should be applicable to him/her.
- (iv) Thereafter, the Licensee will generate a unique "transaction-id" of alphanumeric eight characters (valid for 48 hours) to the Authorized Signatory which will be shared by him/her with the POS of the Licensee at the time of Aadhaar based e-KYC authentication process.
- (v) The Authorized Signatory will visit the POS location of the Licensee or vice versa. The POS agent of Licensee then initiates the authentication process as mentioned at para 7 only after entering the transaction-id from Authorized Signatory.
- (vi) After this, the procedure mentioned from 7(i) to 7(xxiv) shall be followed subject to the condition that the mobile connections/SIM cards can be activated by authorized representative of Licensee only.
- (vii) In case a company/entity/organization wants Bulk connections across many Service Areas, the Authorized signatory shall generate separate POs for each Service Area, unique transaction-id corresponding to each PO. However, a separate e-KYC process as mentioned in para 8(v) & para 8(vi) above, shall be followed for issuing mobile connections in each Service Area. Thus, a separate CAF and separate e-KYC process shall be followed for each Service area.
- (viii) During the physical verification of the premises of Bulk connection customer, the Latitude/Longitude of the premises of the Bulk connection customer and date & time of the inspection shall be captured and the same shall be inserted in the CAF & Database.

- (ix) Before activating the SIM cards, the authorized representative of Licensee shall check and ensure the completeness and correctness of all necessary documents attached by the Authorized Signatory and performs the physical verification of the premises of Bulk connection customer.
- (x) The other terms and conditions regarding Bulk connections, such as maintaining of list of actual users and intimation of change in thereof within a week, updation of database by licensee and reconciliation by Authorized signatory/Licensee at the end of every three months, physical inspection of premise of Company/entity/organization by the Licensee once in a six month, etc., as mentioned in the instructions dated 09.08.2012 and 20.07.2020, shall remain unchanged and shall be followed by Licensee in true letter and spirit.

9. 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 customer's biometric authentication response received from UIDAI during declaration shall be treated as date & time of actual sale of SIM card.

10. 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 open on the terminal of POS of Licensee and in no case more than one CAF shall remain open at a time. The POS agent shall not be able to reopen the CAF once completed, closed and submitted.

11. For every biometric/iris authentication, 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.

12. The Licensees shall have provision in Application for visual responses 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. The finger

print/iris data of the customer and POS agent shall nowhere be stored and displayed on the POS device terminal in any format by the Licensee or its authorized POS.

13. The demographic data received from UIDAI shall be stored directly by the Licensee in database as per the format attached with these instructions. 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 LSA Field unit (erstwhile TERM Cell) within given time frame (missing digitally signed e-KYC response cases), the connection shall be treated as pre-activated.

14. 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.

15. For all cases other than Bulk connections, 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.

16. 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 subscriber 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.

17. There shall be an authentication timeout of 30 seconds for every biometric authentication transaction in respect of POS/Customer. 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.

18. The above mentioned e-KYC process is an alternative process in addition to the existing process of issuance of mobile connections to Individual customers and shall be applicable for Bulk and Outstation customers.

19. Only two mobile connections per day can be issued to a customer using this process in case of individual/outstation customer.

20. The sample copy of a typical CAF showing the mandatory fields in * (asterisk) for issuing of mobile connections is enclosed as **Annexure-I**.

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

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

23. As and when any Licensee implements the alternate e-KYC process, the same shall be implemented only after complete testing and verification is done by the department in consultation with the security agencies/UIDAI.

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



(Suresh Kumar)

ADG (AS-II)

29.09.2020

Copy to:

1. Secretary, Dept. of Electronics & IT, New Delhi
2. CEO, UIDAI, New Delhi.
3. Secretary, TRAI, New Delhi
4. DG (T), DoT HQ, New Delhi
5. Advisor(s)/Sr. DDGs of LSAs

6. JS (CIS), MHA, New Delhi.
7. All Directors of AS Cell, DoT HQ.
8. COAI.

**APPLICATION FORM FOR NEW MOBILE CONNECTION
USING e-KYC PROCESS**

1. Mobile number allotted* _____
2. Unique Customer Application Form (CAF) No* - _____
3. Transaction ID*{For Bulk connection only}_____
- 3A. Type of Connection*: Post-Paid/ Pre-Paid
4. Name of the Customer* _____
(As received from UIDAI in case of Individual and Outstation;
Name of company/entity/organization in case of Bulk connection)
- 4A Name of Authorized Signatory* _____
(As received from UIDAI) {For Bulk connection only}
- 4B. Whether company is Govt. of India undertaking companies, Govt. of India
Offices/State Govt. offices*- Yes/No {For Bulk connection only}
5. Declaration/Consent by the POS agent* (In both English and Regional language)
- I have intimated/informed the customer regarding the existing alternate process for
acquiring the SIM viz. Paper based Process and D-KYC process.
- I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e.
my finger(s) or iris by UIDAI for sharing the eKYC details (demographic data and
photograph) from my Aadhaar to the (TSP name) for the purpose of issuing SIM to
the customer.
- 5A. Unique response code (authorization) along with date & time stamp received
from UIDAI in respect of POS agent*
Unique response code*: _____ Date* : _____ Time* : _____
6. Declaration/Consent by the customer * (In both English and Regional language)
- I have been informed by the POS regarding the two existing alternate processes
of acquiring SIM viz. Paper based process and D-KYC process
- 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 by UIDAI for
sharing the eKYC details (demographic data and photograph) from my Aadhaar
to the (TSP name) for issuing of mobile connection to me.

Passport size
Photograph
(As received
from UIDAI)*

Live
Photograph
of subscriber
clicked by
POS *

6A. Unique response code (authorization) along with date & time stamp received from UIDAI in respect of customer*

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

7. Name of Father/Husband* _____

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

9. Date of Birth*

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 DD/MM/YYYY
(As received from UIDAI)

10. Status of Customer*:- Individual /Bulk/Outstation _____

11. Complete local residential address of Customer* (As received from UIDAI):

{For Individual customer only}

(Only those fields are mandatory 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

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11A. Complete local address of Entity/Company/Organization*:

{For Bulk connection only}

(Only those fields are mandatory as available in valid PoA)

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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11B. Complete registered address of Entity/Company/Organization*:

{For Bulk connection only}

(Only those fields are mandatory as available in valid PoA)

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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11C. Complete permanent residential address of Authorized Signatory: (As received from UIDAI)

{For Bulk connection only}

(Only those fields are mandatory 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 -

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11D Complete permanent residential address of Customer* (As received from UIDAI):

{For Outstation customers only}

(Only those fields are mandatory 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 -

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11E. Complete local residential address of Customer*(i.e. the address within the service area) {For outstation customers only}

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

House No/Flat No/Building/ Apartment_____

Street address/Road Name_____

Landmark _____

Area/Sector/Locality*_____

Village/Town/City*_____

District*_____

State/UT*_____

Pin Code*

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12. Nationality: **Indian**
13. Number of Mobile connections held in name of Individual/Outstation customer (Including all TSPs)*_____
14. Number of Mobile connections held in name of Bulk connection (Including all TSPs)*_____
- 14A. End User list* {For Bulk connection only}

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 connection customer.

15. Tariff Plan Applied* - _____
16. Value Added Services Applied(if any)_____
17. E-mail address (if any): _____@_____
- {*mandatory for Bulk connection}
18. Alternate contact number, if any: Home_____ Business_____ Mobile_____
19. Profession of Customer: _____

20. PAN/GIR: _____

21. Details (Name, address and phone number) of Local reference* {For Outstation customer}

21A. Name* _____

21B Address* _____

21C. Phone no.* _____

21D. Local reference number OTP* _____

21E. OTP validation Date and Time* _____

22. To be filled in cases of Mobile Number Portability (MNP) -

22A. UPC _____

22B. Previous Service Provider & Licensed Service Area Details: _____

23. 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 _____

24. Declaration/Consent by customer* (In both English and Regional language)

a. The information provided by me to the POS agent in my respect is correct.

b. My biometric authentication can be treated as my signature.

c. I am the Authorized Signatory and the documents attached by me on the portal are authentic and if found forged, actions as per the law of the land should be applicable to me (For Bulk connection only).

d. I have received no. of SIM Cards. (Shall always be one in case of individual/outstation customer)

e. I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e. my finger(s) or iris by UIDAI for the above (a to d) declaration.

24A Unique response code (authorization) along with date & time stamp received from UIDAI in respect of customer*

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

Fields to be filled by Service Provider/Authorized representative

25. IMSI No.* - _____ {For Individual and Outstation customer only}

25A. IMSI & Mobile number allotted* {For Bulk connection only}

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 user*	Address mentioned in PoA document of End user*	IMSI allotted to End user*	Mobile No. allotted to End user*
1.									
...									
n									

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

26. Point of sale code* - _____(To be populated by Licensee)

27. Point of Sale Name *: _____(To be populated by Licensee)

28. Point of sale agent name (As received from UIDAI) * _____

29. Complete address of Point of Sale* (To be populated by 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*: _____

Pin Code*

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30. Latitude/Longitude of the premises of Bulk connection customer during the first physical verification by the Licensee before SIM activation*{For Bulk connection only}_____

30A. Date and time of first physical verification of the premises of Bulk connection customer by the Licensee before SIM activation*{For Bulk connection only}_____

31. Declaration/Consent by POS agent * (In both English and Regional language)

- a. I have captured the Live photograph of the customer.
- b. I certify that Subscriber Identification Module (SIM) has been handed over to the (Name of the customer) only.
- c. I have tele-verified the local reference i.e. Mr/Ms/Mrs _____ on his/her telephone number (wireless or wireline) 'XXXXXXXXXX' by my telephone number (wireless or wireline) 'XXXXXXXXXX'. (For outstation customers)
- d. My biometric authentication can be treated as my signature.
- e. I hereby give my consent to use my Aadhaar number/ Virtual-ID and biometrics i.e. my finger(s) or iris by UIDAI for the above (a to d) declaration.

31A Unique response code (authorization) along with date & time stamp received from UIDAI in respect of POS agent*

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

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

Fields to be filled by Service Providers before SIM activation

33. Details of Add-on/Value Added facilities (like Data services, Roaming, ISD, tariff plan etc.) activated on the SIM Card _____

34. Declaration by the authorized representative or the IT-system of the Licensee before activation of SIM card:-

- 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 Aadhaar/UIDAI.
- c) All of the necessary details in CAF including mandatory fields are filled properly.
- d) No Gibberish information is stored in the CAF and Licensee's database.
- e) The physical verification of the entity/company/organization's premise has been completed and found same as mentioned in document attached with the CAF. {For Bulk connection only}

- f) The e-mail provided by the customer is a valid email-ID (verified by sending to and receiving e-mail from the provided e-mail ID). {For Bulk connection only}
- g) 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. {For Bulk connection only}

34A. SIM activation*:- _____ (Manually / By IT-System)

34B. Name & designation of the authorized representative of the Licensee or the IT-system activating the SIM on behalf of the licensee* _____

35. SIM Activation Date * _____

35A. SIM Activation Time * _____

Digital Signature of authorized representative of Licensee who is activating the SIM*

*** denotes 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	Mobile Number allotted	10 characters
2	Unique Customer Application Form(CAF) No.	
3	Transaction ID {For Bulk connection only}	8 characters
3A	Type of Connection: Post-Paid/Pre-paid	10 characters
4.	Name of the Customer	100 characters
4A.	Name of Authorized Signatory {For Bulk connection only}	100 characters
4B.	Whether company is Govt. of India undertaking companies, Govt. of India Offices/State Govt. offices	3 characters
5A	Unique e-KYC response code (authorization) along with date & time stamp received from UIDAI in respect of POS agent	
	(i) Unique response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
6A	Unique e-KYC response code (authorization) along with date & time stamp received from UIDAI in respect of Customer	
	(i) Unique response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
7.	Name of Father/Husband	100 characters
8.	Gender	06 characters
9.	Date of Birth	10 characters
10.	Status of Customer (Individual/Bulk/outstation)	10 characters
11.	Complete local residential address of the Customer {For individual customer only} (As received from UIDAI)	
	i) (C/o)/(D/o)/(S/o)/(W/o)/(H/o)	100 characters
	ii) House No./Flat No.	20 characters
	iii) Street address/Village	50 characters
	iv) Locality/Tehsil	50 characters

	v) City/District	50 characters
	vi) State/UT	50 characters
	vii) Pin Code	06 characters
11A	Complete local address of Entity/Company/Organization*: {For Bulk connection only} (Only those fields are mandatory as available in valid PoA)	
	i) House No./Flat No. / Building / Apartment / (C/o)	100 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
11B	Complete registered address of Entity/Company/Organization*: {For Bulk connection only} (Only those fields are mandatory as available in valid PoA)	
	i) House No./Flat No. / Building / Apartment / (C/o)	100 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
11C.	Complete permanent residential address of the Authorized Signatory {For Bulk connection only} (As received from UIDAI)	
	i) (C/o)/(D/o)/(S/o)/(W/o)/(H/o)	100 characters
	ii) House No./Flat No.	20 characters
	iii) Street address/Village	50 characters

	iv) Locality/Tehsil	50 characters
	v) City/District	50 characters
	vi) State/UT	50 characters
	vii) Pin Code	06 characters
11D	Complete permanent residential address of the Customer {For outstation customers only} (As received from UIDAI)	
	i) (C/o)/(D/o)/(S/o)/(W/o)/(H/o)	100 characters
	ii) House No./Flat No.	20 characters
	iii) Street address/Village	50 characters
	iv) Locality/Tehsil	50 characters
	v) City/District	50 characters
	vi) State/UT	50 characters
	vii) Pin Code	06 characters
11E	Complete local residential address of the Customer(i.e. the address within the service area){for outstation customers}	
	i) (C/o)/(D/o)/(S/o)/(W/o)/(H/o)	100 characters
	ii) House No./Flat No./Building/ Apartment	20 characters
	iii) Street address/Road name	50 characters
	iv) Landmark	50 characters
	v) Area/Sector/ Locality	50 characters
	vi) Village/Town/City	50 characters
	vii) District	50 characters
	viii) State/UT	50 characters
	ix) Pin Code	06 characters
12.	Nationality	Indian
13	Number of Mobile connections held in name of Individual/Outstation (Including all TSPs)	1 character
14	Number of Mobile connections held in name of Bulk connection (Including all TSPs)	10 characters
15	Tariff Plan applied	
16	Value Added Services Applied (if any)	
17.	E-mail ID (if any) {Mandatory for Bulk connection}	100 characters
18.	Alternate contact number, if any	
	(i) Home	13 characters

	(ii) Business	13 characters
	(iii) Mobile	13 characters
19.	Profession of the Customer	15 characters
20.	PAN/GIR No	
21.	Details of Local reference{for outstation customer}	
21A	Name	100 characters
21B	Address	500 characters
21C	Phone number	13 characters
21D	Local reference number OTP	6 characters
21E	OTP validation Date and Time	30 characters
22A	UPC	8 characters
22B	Previous service provider and LSA details	50 characters
23	To be filled in case of Post-paid connections	10 characters
	(i) 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
	© Branch Name & address	50 characters
24A.	Unique response code (authorization) along with date & time stamp received from UIDAI in respect of Customer	
	(i) Unique response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
25	IMSI No. {For Individual and Outstation Customer}	20 characters
25A	IMSI & Mobile number allotted{For Bulk connection only}	
	Number of Mobile connections issued as per End user list	10 characters
	i) Name of End user	100 characters
	ii) Designation of End user	100 characters
	iii) PoI document type of End user	25 characters
	iv) PoI document No. of End user	25 characters
	v) PoA document type of End user	25 characters
	vi) PoA document No. of End user	25 characters

	vii) Address mentioned in PoA document of End user	500 characters
	viii) IMSI allotted to End user	20 characters
	ix) Mobile Number allotted to End user	10 characters
26	Point of sale Code	10 characters
27	Point of Sale Name	100 characters
28	Point of sale agent name (as received from UIDAI)	
29	Complete address of Point of sale:	
	i) House No./Flat No./Building/ Apartment/C/o	100 characters
	ii) Street address/Road name/ ward no.	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
30	Latitude/Longitude of the premises of Bulk connection customer during the first physical verification by the Licensee before SIM activation { For Bulk connection only}	20 characters
30A	Date and time of first physical verification of the premises of Bulk connection customer by the Licensee before SIM activation {For Bulk connection only}	50 characters
31A.	Unique response code (authorization) along with date & time stamp received from UIDAI in respect of POS agent.	
	(i) Unique response code	
	(ii) Date	10 characters
	(iii) Time	10 characters
32	Unique acknowledgment receipt number	
33	Details of Add-on/Value Added facilities (like Data services, Roaming, ISD, tariff plan etc.) activated on the SIM Card	50 characters
34A	SIM activation (Manually/ By IT-system)	15 characters
34B	Name & designation of authorized representative or IT system of the Licensee activating the SIM on behalf of Licensee	50 characters
35	SIM Activation Date	10 characters

35A	SIM activation Time	10 characters
36	Scanned photograph of the Customer (received from UIDAI)	
37	Live photograph of the Customer clicked by POS	
38	Physical inspection of the premises of the Bulk connection 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