

Government of India
Ministry of Communications
Department of Telecommunications
Access Services Wing,
Sanchar Bhawan, Ashoka Road, New Delhi-110 001

F.No.800-26/2016/AS.II

Dated : 23.10.2017

To

All Unified Licensees (having Access Service Authorization)/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 new mobile connections and re-verification of existing subscribers

The Hon'ble Supreme Court, vide its order dated 06.02.2017 passed in the case of Lokniti Foundation v. Union of India and Others [Writ Petition (C) No. 607 / 2016], while taking cognizance of "Aadhaar based e-KYC process for issuing new mobile connection", launched by the Department of Telecom on 16th August, 2016 observed as follows:

"In view of the factual position brought to our notice during the course of hearing, we are satisfied, that the prayers made in the writ petition have been substantially dealt with and an effective process has been evolved to ensure identity verification, as well as, the addresses of all mobile phone subscribers for new subscribers. In the near future, and more particularly, within one year from today, a similar verification will be completed, in the case of existing subscribers."

Accordingly, on 23.03.2017 the Department of Telecommunications (DoT) issued instructions to the Telecom Service Providers(TSPs) to perform biometric (fingerprint / iris) Aadhaar e-KYC for re-verification of existing subscribers, analogous to new subscribers, as per the order of the Supreme Court.

Subsequently, it has come to the notice that some of the residents, especially senior citizens, face difficulty in verifying their identity using fingerprint based Aadhaar authentication. Further there are cases where residents due to being bed ridden, physically challenged etc. are not able to visit service points of TSPs. Such instances may result in denial of service to them. Suggestions have also been received to allow Aadhaar OTP based authentication for re-verification of mobile numbers.

2. Therefore, to ensure that no resident is denied service, to improve ease of doing re-verification and its success rate for overall enhancement of customer satisfaction and in consonance with the order of the Supreme Court, the TSPs shall take following measures:

2.1 OTP based Re-verification of Mobile Subscribers: TSPs shall enable a scheme to use OTP based Re-verification of mobile subscribers using SMS and / or IVRS or on their mobile app. An illustrative re-verification process for a subscriber having more than one mobile numbers, of which one number M1 is registered with Aadhaar, is given below:

- i. Subscriber sends Aadhaar Number and his Aadhaar registered mobile number (say M1) from the mobile number (say M2) to be verified to designated number of Telecom operator
- ii. Telecom operator will perform Demographic Authentication to verify if subscriber's mobile number M1 is registered with given Aadhaar Number
- iii. If the Demographic Authentication is unsuccessful, Telecom operator shall inform the subscriber that the given mobile number is not registered with Aadhaar and therefore verification cannot be done through OTP. The subscriber shall be advised to either update his / her mobile number with Aadhaar to perform verification through OTP or do the verification through biometric authentication with Telecom operator.
- iv. If the Demographic Authentication is successful, OTP generation request will be sent by Telecom operator (AUA) to UIDAI. Aadhaar OTP will be sent by UIDAI to M1
- v. Telecom operator will inform M2 that Aadhaar OTP is sent to M1 and M1 shall send Aadhaar OTP and M2 to designated number of Telecom operator to complete the verification process
- vi. M1 sends Aadhaar OTP and M2 to designated number of Telecom operator
- vii. e-KYC details are captured
- viii. Process is completed after e-KYC and notification is sent to M1 and M2 giving details of both the mobile numbers, name of the subscriber and last 4 digits of Aadhaar number

In case of re-verification of Aadhaar registered mobile number (M1), Aadhaar OTP verification process will be done using same number(M1).

TSPs shall prepare an appropriate scheme based on above and obtain UIDAI's approval before implementing the OTP based re-verification.

This shall be an alternative process to the already existing process issued vide letter nos. 800-26/2016-AS.II dated 23.03.2017, 800-29/2010-VAS (Vol. I) dated 15.06.2017 and 800-26/2016-AS.II dated 22.09.2017 .

2.2 Iris based biometric authentication: DoT vide its circular dated 16.08.2016 had given instructions to TSPs for using fingerprint or iris biometric devices for performing Aadhaar authentication. Though, most residents are able to verify their identity using fingerprint authentication, few residents, owing to poor fingerprint quality, disability or old age, are reportedly facing problems with fingerprint authentication. Therefore, the telecom operators are directed to deploy iris devices at appropriate number of service points and ensure that subscribers have access to iris based authentication within a reasonable geographical distance.

3. In the existing process of SIM re-verification and issuance of the new SIM in the agent assisted biometric Aadhaar authentication, e-KYC data of the subscriber including photograph is visible to the agent of Telecom operator. It shall now be ensured by telecom operators that the e-KYC details of the subscriber, viz., photograph, Date of Birth, Gender and Full Aadhar number of the subscriber are not made visible to the agent and the data shall not be stored on the agent's device. Only Name of the subscriber & Address as received from UIDAI should be displayed to subscriber along with Sl. No. 6 to 17 of 'Application Form for Re-verified mobile connection using e-KYC Process' [Annexure-I of DoT instructions no. 800-26/2016-AS.II dated 23.03.2017]. For Outstation Customers, Local Reference Details and Present Local Residential Address should be displayed for tele-verification.

4. Subscribers are facing difficulties in re-verifying their mobile numbers which have been issued from other Licensed Service Areas (LSAs). In order to address this difficulty, TSPs shall allow subscribers of any LSA to re-verify through Aadhaar OTP or their biometrics. TSPs may also allow the subscribers to change their address to the address mentioned in Aadhaar card.


5. In addition to the above, TSPs may organise door-to-door campaigns and camps for re-verification of their existing mobile subscribers to meet the timeline set in the order of the Supreme Court.

6. **Re-verification at subscribers' doorstep:** Some mobile subscribers, due to factors such as age, disability and chronic illness are not able to visit the TSPs' service points for biometric authentication. The TSPs should provide the facility for verification of residents at their doorstep. TSPs should provide an online mechanism (through website, etc.) for people to request such service and based on availability schedule the visit and perform mobile re-verification to the doorstep.

7. As per section 8(2)(a) and 8(3)(b) of Aadhaar Act 2016, TSPs are required to inform him/her the purpose for the authentication and take consent of the subscriber for doing the authentication for the said purpose. Therefore other services of the telecom operators like DTH, broadband, bank payment, etc. shall not be bundled with Aadhaar verification of the subscriber, which is being done as per the order of the Hon'ble Supreme Court.

8. Further, TSPs shall implement a notification process for the subscribers to inform the subscriber that his/her Aadhaar authentication is used only for issuance of new mobile number or re-verification, as the case may be, for which he/she has provided consent. Details such as name, masked Aadhaar number, transaction date and time etc. shall be sent to the subscriber's mobile.

9. These instructions containing procedures and clarifications are issued in order to effectively implement the order of the Hon'ble Supreme Court. TSPs are requested to expedite compliance of these instructions which shall come into effect from the date of issue of this letter. TSPs will carry out media publicity to inform subscribers of the above measures.


23/10/2017
(Vivek Srivastava)
Director(AS-II)

Copy to:

1. Secretary, TRAI, New Delhi
2. Secretary, Ministry of Electronics & IT, New Delhi
3. CEO, UIDAI, New Delhi
4. Sr. DDG (TERM), DoT HQ, New Delhi
5. All Sr. DDGs TERM LSAs
6. JS (IS-I), MHA, New Delhi
7. ACT/COAI/AUSPI