

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.

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

Dated: 23.03.2017

To

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

Subject: Implementation of orders of Hon'ble Supreme Court regarding 100% E-KYC based re-verification of existing subscribers- regarding

Hon'ble Supreme Court, in its order dated 06.02.2017 passed in Writ Petition (C) No. 607/2016 filed by Lokniti Foundation v/s Union of India, while taking into cognizance of "Aadhaar based E-KYC process for issuing new telephone connection" issued by the Department, has inter-alia observed that *"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 case of existing subscribers."* This amounts to a direction which is to be completed within a time frame of one year.

2. A meeting was held on 13.02.2017 in the Department with the telecom industry wherein UIDAI, TRAI and PMO representatives also participated to discuss the way forward to implement the directions of Hon'ble Supreme Court. Detailed discussions and deliberations were held in the meeting. The suggestions received from the industry have been examined in the Department.

3. Accordingly, after taking into consideration the discussions held in the meeting and suggestions received from telecom industry, the undersigned is directed to convey the approval of competent authority that all Licensees shall re-verify all existing mobile subscribers (prepaid and postpaid) through Aadhaar based E-KYC process as mentioned in this office letter no. 800-29/2010-VAS dated 16.08.2016. The instructions mentioned in subsequent paragraphs shall be strictly followed while carrying out the re-verification exercise.

4. All Licensees shall intimate their existing subscribers through advertisement in print/electronic media as well as SMS about the orders of Hon'ble Supreme Court for re-verification activity and shall upload the complete details of this activity on their website.



5. All Licensees shall device mechanisms to avoid public inconvenience as well as long public queues. For this, the Licensees shall use/share common device eco-system through mutual agreements between them.

6. For re-verification through Aadhaar based E-KYC process, the Licensee shall send a 'Verification Code' to the mobile number of the subscriber. Before initiating the E-KYC process, the Licensee shall verify the 'Verification Code' from the subscriber so as to confirm that the SIM card of mobile connection is physically available with the subscriber. Only after this activity, the Licensee shall proceed for E-KYC process. After completion of E-KYC process, before updating or overwriting the old subscriber detail in database with data received through E-KYC process, the Licensee shall seek confirmation from subscriber about the re-verification of his/her mobile number after 24 Hours through SMS. If the subscriber does not respond within 3 daylight hours to SMS, the Licensee shall treat re-verification as positive and overwrite the subscriber database by E-KYC process data. A sample Customer Application Form (CAF) for re-verification is annexed as Annexure-I.

7. The Licensee may also re-verify more than one mobile connection issued by it in one Licensed Service Area to a subscriber (not bulk connections) through a single E-KYC process as mentioned above. The mobile number of each connection shall be mentioned clearly at the top of CAF below 'Type of Connection' as mentioned in sample CAF annexed at Annexure-I. However, to check the physical possession of all such connection by the subscriber, 'verification code' shall be verified on each mobile connection separately and confirmation through SMS post E-KYC process shall be sought from the subscriber for each mobile connection separately.

8. The mobile connections which are used for data services only by the subscriber i.e., on which facility of incoming calls/SMS are not available, physical possession of SIM card of such connections by the subscriber shall be verified through sending 'verification code' on alternate mobile number submitted by the subscriber (while issuing the connection initially), before following E-KYC process.

9. Once a subscriber is re-verified and the details in subscriber base are updated successfully as per the E-KYC process, the Licensee can destroy the old CAFs of such re-verified subscriber unless the Licensee is directed to preserve the same by the Licensor or Law Enforcement Agencies or Judicial forums.

10. For issuing additional mobile connection to a re-verified subscriber, the Licensee shall follow separate E-KYC process. However, verification of a subscriber is not required in prepaid to postpaid conversion or vice-versa.

11. In partial modification of instructions issued for Aadhaar based E-KYC process vide letter no. 800-29/2010-VAS dated 16.08.2016, the additional verification by the employee of the Licensee before activation of the mobile connection, is not required.



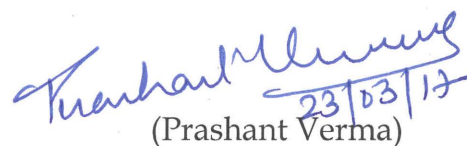
12. The Licensee shall submit the subscriber database of re-verified subscribers through E-KYC process weekly to the concerned TERM Cell and such subscriber shall be flagged as "re-verified" in the monthly subscriber database submitted to TERM Cells. In addition to this, the Licensee shall also submit the LSA-wise details regarding number of total subscriber and number of re-verified subscribers to the undersigned (on e-mail id: adetas2.hq-dot@nic.in) weekly.

13. No penalty shall be imposed by TERM Cells for change in subscriber details viz. name, address, etc., of a mobile connection on account of above mentioned re-verification activity.

14. The instructions for use of E-KYC process in case of outstation customers and bulk connections shall be issued separately.

15. The Licensee shall follow the above instructions strictly and should complete the re-verification exercise of existing subscribers before **06.02.2018**.

16. The subscriber acquired through Proof of Identity/Proof of Address (PoI/PoA) documents based process during the period of this re-verification activity shall also be re-verified through E-KYC process. For this, the Licensee, at the time of issuing connection to such subscribers, shall intimate the subscribers about this re-verification activity.


(Prashant Verma)

ADG (AS-II)

Tele No.: 23354042/23036580

Copy to:

1. Home Secretary, Ministry of Home Affairs, New Delhi.
2. Secretary, TRAI, New Delhi.
3. DG, UIDAI, New Delhi.
4. JS, PMO, South Block, New Delhi.
5. Sr. DDG (TERM), DoT HQ.
6. All DDsG TERM Cells.
7. All Directors in AS Cell.
8. COAI/AUSPI.

**APPLICATION FORM FOR RE-VERIFIED 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
Existing Mobile Number (s): _____

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

2A: 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

4. Date of Birth* _____

DD/MM/YYYY

(As received from UIDAI)

(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* _____

9. Photo ID Proof type (Driving Licence/ Voter ID Card/ Other (specify)):(Deleted)

10. Address proof document type (Driving Licence/ Other (specify)):(Deleted)

Sub Chandra

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 am the existing user of mobile number(s) and the SIM card(s) of these mobile number(s) is/are under my possession.

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

Fields to be filled by Service Provider/Authorized representative

21. IMSI No.* - _____ 22. Existing Mobile Number *- _____

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**

