File No: 800-12/2021-AS.II   Dated: 21.09.2021

To,

All Unified Licensees (Access Service) Authorisations/ Unified Access Services Licensees (UASL)
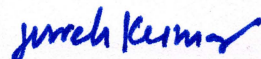
Subject: **Self-KYC (S-KYC) as an alternate process for issuing of new mobile connections to Local and Outstation category customers.**

In accordance with the recent Union Cabinet approval, Self-KYC as an alternate process for issuing new mobile connections as per Annexure may be implemented by the Telecom Service Providers with immediate effect. Accordingly, the instructions issued vide letter of even number dated 31.08.2021 is hereby superseded.

2.   In this process, the issuing of mobile connection to the customers is done through an App/Portal based online process wherein a customer can apply for mobile connection sitting at home/office and gets the SIM delivered at his door step using documents electronically verified by UIDAI (Aadhaar) or DigiLocker.

3.   The testing and verification in consultation with Government agencies will not be necessary. However, all security related compliances must be ensured by the TSPs while implementing the process. Action taken shall be informed to DoT and MHA.

4.   This is being issued with the approval of the competent authority.

(Suresh Kumar)
ADG (AS-II)
21.09.2021

Copy to:
1. CEO, UIDAI
2. DG(T), DoT HQ.
3. JS(CIS), MHA
4. President & CEO, NeGD
5. COAI, New Delhi

Self-KYC process

1. The customer shall register on the App/Website/Portal of the Service Provider using alternate mobile number. The mobile number of family /relatives/ known persons may also be used for this purpose. The customer will be validated by sending an OTP on the given mobile number.

2. Only electronically verified PoI/PoA documents or the demography details obtained by the Licensee from the DigiLocker/UIDAI shall be used for the purpose of subscriber verification.

3. If Aadhaar is used for the verification the following declaration/consent shall be taken from the subscriber.
   a) *I am voluntarily using Aadhaar based authentication for acquiring the SIM.*
   b) *I hereby give my consent to use my Aadhaar number /Virtual-ID verified by OTP received on my Aadhaar linked mobile number by UIDAI for sharing the KYC details (demographic data and photograph) from my Aadhaar to the <u>TSP name</u> for issuing of mobile connection to me.*

4. All the fields as received from UIDAI/DigiLocker may be automatically captured in the Customer Application Form (CAF) by the licensee. All other required fields in the CAF shall be filled by the customer on the portal/app/website.

5. The customer shall capture his/her clearly visible live photograph and video.

6. For Outstation Category customer, a local reference will be given by the customer who will be validated by sending an OTP on his/her Mobile Number.

7. At the end of the CAF filling process, the customer will be validated through OTP.

8. Before delivery of SIM card, the authorized representative or the IT system of the Licensee shall check and verify, not limited to, the following:
   a) There is no error apparent on the face of records of the customer in the CAF.
   b) Live photograph of the customer is amply clear and customer can be identified using the photograph.
   c) No gibberish information is stored in the CAF .
   d) The Latitude/Longitude captured in the CAF are well within the territorial boundaries of the country.
   e) The photograph as available on the PoI or as received from DigiLocker matches with the live photograph of the customer. (In case DigiLocker is used)

Mukesh Kumar
21.09.2021

f) The photograph as received from the UIDAI matches with the live photograph of the customer as captured on the CAF. (In case OTP based authentication of UIDAI is used)

9. The inactive SIM card shall be delivered at the local address provided by the customer. The delivery of the SIM card will be validated through an OTP and will be confirmed by sending an SMS at the alternate mobile number provided by the customer.

10. The Latitudes / Longitudes of the delivery point will be captured in the CAF.

11. In case of e-SIM, the same will be installed on the mobile from which the customer did the registration process by downloading the App of the service provider.

12. The verification before activation of SIM shall be conducted by an authorised representative of the Licensee/IT system from the backend and shall include confirmation that the SIM has been delivered at the local address mentioned in the CAF.

13. 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. If the verification as mentioned above is done automatically by an IT system, then digital signature shall not be applicable.

14. This process is applicable for Local and Outstation category customer and only one mobile connections per day can be issued to a customer using S-KYC process.

15. The date and time of the SIM activation shall be captured in the database records and CAF of the customer.

16. The S-KYC process shall be applicable for all Licensed Service Areas (LSAs) including J&K, North East and Assam LSAs.

17. The Licensee shall develop such a system using latest technological tools including artificial intelligence (AI) to ensure that the S-KYC process shall not be misused.

Prash Kumar
21.09.2021