

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

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

File No: 800-26/2016-AS.II-Part(1)

Dated: 31.08.2023

To,

All Unified Licensees (Access Service Authorisations)/ Unified Access Services Licensees (UASL)

Subject: Relaxation in obtaining OTP based signature in D-KYC process for issuing the mobile connections to foreign national, dignitaries and officials visiting India for the purpose of G20 summit.

It has been reported that the foreign national, dignitaries and officials visiting India for the purpose of G20 summit are facing challenges in obtaining mobile connections in India as they are unable to provide an alternate number which is being used for providing OTP as a signature in the existing D-KYC process.

2. In this regard, it has been decided by the competent authority that as a one-time measure, the requirement of obtaining signature of the customer by sending OTP on the alternate mobile number, as mentioned in para j. of D-KYC instructions dated 03.04.2019, is hereby made optional for issuing the mobile connections to the foreign nationals, dignitaries and officials visiting India for the purpose of G20 summit.

3. It is clarified that this relaxation shall be applicable only for the foreign nationals, dignitaries and officials visiting India for the purpose of G-20 summit. The other terms and conditions of instructions dated 03.04.2019 shall remain the same.



(Suresh Kumar)
ADG (AS-II)

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Copy to:

1. DGT, DoT HQ, New Delhi.
2. DDG (SA) & DDG (SA-II), New Delhi.