

5-2/2019/UDS/PG
Ministry of Communications
Department of Telecommunications
(Security Assurance Wing)

R.No. 724, Sanchar Bhawan,
Dated 23.11.2023 at New Delhi

To,
All TSPs & ISPs

Subject: Issuing Advisory on KYC updation to prevent KYC frauds

With electronic payments becoming very common, frauds involving fake calls asking for personal information have also become very common. Of late, there has been an increase in cyber frauds/crimes, and among them, KYC frauds have emerged as a significant threat, putting not only consumers finances at risk, but also their personal data.

2. Some KYC frauds include unsolicited KYC verification SMS/calls, phishing, smishing identity theft, and PAN/Aadhaar card-related update frauds, – all of which are various fraudulent techniques deployed by fraudsters to defraud or gather personal information from the customer.

3 It has been brought to the notice of DoT that there is an increase in KYC frauds, putting not only consumer's finances at risk, but also their personal data. In view of this, it is requested to issue undermentioned advisory on KYC updation to telecom customers through various channels i.e. SMS &/or email:

“Never respond to emails/embedded links in messages/calls asking your User ID/password/debit card number/PIN/CVV/OTP etc. to update or verify KYC documents. Passwords/PIN be changed immediately in case the same has been shared or when in doubt.”

4. It is requested to submit action taken report within 15 days of the receipt of the letter on the subject matter.

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