Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)  
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110 001

File No: 800-29/2010-VAS (Vol. I)  
Dated: 15.06.2017

To
All Unified Licensees (having Access Service Authorization)/ Unified Licensees (AS)/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 connection to outstation customers and re-verification of existing outstation subscribers- regarding.

Ref1: Letter(s) no. 800-29/2010-VAS dated 16.08.2016 & 29.08.2016.


This has reference to the instructions issued vide above mentioned letters regarding use of Aadhaar based e-KYC process for issuing new mobile connection to subscribers and re-verification of existing mobile subscribers.

2. In this regard, the undersigned is directed to convey the approval of competent authority that Aadhaar based e-KYC process issued vide instructions dated 16.08.2016 (Ref1) shall be used for issuing new mobile connection to outstation customers also i.e. customers who are having Aadhaar issued in other Licensed Service Areas (LSAs) provided that:

i. The outstation customer shall provide his complete local residential address of that LSA where he/she wishes to obtain the mobile connection and the same shall be entered in the Customer Acquisition Form (CAF) at Point of Sale (PoS) terminal while entering the other details during the e-KYC process.

ii. For local reference, the name, address and contact number of local reference of that LSA shall be obtained from the outstation customer and the same shall be entered in the CAF at PoS terminal while entering other details during the e-KYC process.

iii. The local reference shall be verified telephonically by the authorized agent at the PoS terminal before issuance of SIM card. Only after receiving affirmation from local reference, the e-KYC process shall be followed further for taking declaration from the subscriber as mentioned in para 5(vii) of the instructions dated 16.08.2016.

iv. Declaration by the PoS: After completion of above mentioned activity, the PoS will be required to declare that:

a. He has tele-verified the local reference i.e. Mr/Ms/Mrs _____ on his/her telephone number (wireless or wireline) ‘XXXXXXXXXX’ by his telephone number (wireless or wireline) ‘XXXXXXXXXX’.

Page 1 of 8
b. This biometric authentication can be treated as my signature.

c. For this declaration, the PoS will be once again authenticated through his Aadhaar number and biometrics i.e. his/her finger(s) or iris, to get the response from UIDAI in the form of success or fail. The Licensee server will be required to make a check, that the Aadhaar number now entered by POS is same as was entered by him/her earlier while initiating the E-KYC process, prior to capturing biometrics at this stage.

3. A sample copy of CAF for acquisition of new outstation customer through above mentioned E-KYC process is annexed as Annexure-I.

4. In case of re-verification of existing outstation subscribers through Aadhaar based E-KYC process, the Licensee shall follow the process of re-verification issued vide this office letter(s) no. 800-26/2016-AS.II dated 23.03.2017 & 11.04.2017. However, for entering/capturing the details of local residential address of the subscriber and local reference, the Licensee shall follow the one of the processes mentioned below:

i. The Licensee shall auto-populate/capture the details of local residential address of the subscriber and local reference which are currently available in the Licensee’s database/records in the CAF in un-editable format during the re-verification process. Thus, the tele-verification of the local reference is not required in this process.

OR

ii. The Licensee shall obtain the details of local residential address of the subscriber and local reference again and will carry out the tele-verification process afresh as mentioned in para 2 above.

5. The sample copy of CAF to be used for re-verification of existing outstation subscribers is annexed as Annexure-II.

6. The other terms and conditions of the instructions on Aadhaar e-KYC process and re-verification process issued vide above referred letters shall remain unchanged.

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. Head of LSA(s), Field Units of DoT.
6. JS (IS-I), MHA, New Delhi.
7. COAI/AUSPI.
Annexure-I

APPLICATION FORM FOR NEW MOBILE CONNECTION USING e-KYC PROCESS FOR OUTSTATION CUSTOMER

Unique Customer Application Form (CAF) No* -
Aadhaar Number of Customer* (As received from UIDAI): 
Type of Connection*: Post-Paid/ Pre-Paid

1. Name of the Subscriber*
   (As received from UIDAI)

1A: Unique e-KYC response code (authorization) along with date & time stamp received from UIDAI in respect of customer*

   Unique response code* : ______ Date*: ______ Time*: ______

2. Name of Father/Husband*

3. Gender*: Male/Female

4. Date of Birth* (As received from UIDAI)

5. Complete Local Residential Address*(i.e. the address within the service area or state/UT whichever is more encompassing):
   (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 i.e. the address currently available with UIDAI* (As received from UIDAI):
   House No/Flat No ______________ Street
   Address/Village __________________________________
   Locality/ Tehsil ________________________________
   City/ District __________________ State/UT
   Pin Code - ________

7. Status of Subscriber*:- Outstation
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)

11. Number of Mobile connections held in name of Applicant (Operator-wise)* - ______


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*

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 have received the SIM card.

Unique response code* (declaration): ______ Date*: ___ Time*: ___

**Fields to be filled by Service Provider/Authorized representative**

21. IMSI No.* - ________________ 22. Mobile Number allotted* - ________________

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* (First authentication by POS initiating the E-KYC process)

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* - ___________  ___________  ___________  ___________

26. Name of local reference contacted by PoS at time of Sale* (Deleted)

Declaration by POS

(A) I have tele-verified the local reference i.e. Mr/Ms./Mrs ___ on his/her telephone number ‘XXXXXXXXXX’ by my telephone number ‘XXXXXXXXXXX’.

(B) This biometric authentication can be treated as my signature.

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

Fields to be filled by Service Providers before SIM activation

27. Name of local reference contacted at time of activation* (The name of local reference with whom the tele-verification of outstation customer is done to be entered by him)

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 field
Annexure-11 DRAFT
APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION
USING e-KYC PROCESS FOR OUTSTATION CUSTOMER

Unique Customer Application Form (CAF) No* -
Aadhaar Number of Customer* (As received from UIDAI):
Type of Connection*: Post-Paid/Pre-Paid

1. Name of the Subscriber*
   (As received from UIDAI)

IA: Unique e-KYC response code (authorization) along with date & time stamp received from UIDAI in respect of customer*

Unique response code*: _______ Date*: _______ Time*: _______

2. Name of Father/Husband*

3. Gender*: Male/Female

4. Date of Birth* _______ DD/MM/YY
   (As received from UIDAI)

5. Complete Local Residential Address* (i.e. the address within the service area or state/UT whichever is more encompassing):
   (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 i.e. the address currently available with UIDAI* (As received from UIDAI):
   House No/Flat No ________ Street
   Address/Village____________________
   Locality/ Tehsil____________________
   City/ District ____________ State/UT_____________________
   Pin Code - ______________

7. Status of Subscriber*:- Outstation

Page 6 of 8
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)

11. Number of Mobile connections held in name of Applicant (Operator-wise)* - _________


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 *

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 ............. and the SIM card of this mobile number is 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* (First time authentication initiating the E-KYC process)
   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* - __________

26. Name of local reference contacted by PoS at time of Sale*(Deleted)

   **Declaration by POS** (Refer point 2 of Note below)
   
   (A) I have tele-verified the local reference i.e. Mr/Ms./Mrs ____ on his/her telephone number ‘XXXXXXXX’ by my telephone number ‘XXXXXXXXXX’.
   
   (B) This biometric authentication can be treated as my signature.
   
   Unique response code* (declaration): _______ Date*: _______ Time*: _______

Fields to be filled by Service Providers before SIM activation
27. Name of local reference contacted at time of activation* (The name of local reference with whom the tele-verification of outstation customer is done to be entered by him)
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

Note: 1. If the licensee opts for process mentioned in para 4(i) of the instructions, then the details at point no. 5 & 18 shall be auto-populated/captured from previous paper CAF/records/database.
2. Declaration by POS is applicable only if the licensee opts for process mentioned in para 4(ii) of the instructions.