

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.

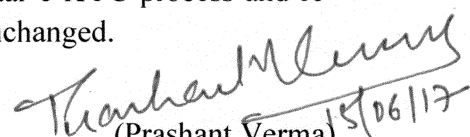
Ref2: Letter(s) no. 800-26/2016-AS.II dated 23.03.2017 & 11.04.2017.

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'.

- b. This biometric authentication can be treated as my signature.
- v. 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.


(Prashant Verma) 15/06/17
ADG (AS-II)

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.

**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

Passport size Photograph (As received from UIDAI)
--

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* _____

--	--	--	--	--	--	--	--	--	--

DD/MM/YYYY)

(As received from UIDAI)

(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)* - _____
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*
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 '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 field**

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

Passport size
Photograph
(As received
from UIDAI)

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* _____

--	--	--	--	--	--	--	--	--	--

DD/MM/YYYY)

(As received from UIDAI)

(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)* - _____

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 *

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 'XXXXXXXXXX' 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.