

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

12<sup>th</sup> Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

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

Dated: 31.07.2024

**To**

**All UAS/ UL (having Access Service Authorization) Licensees**

**Subject: Relaxation in obtaining OTP based signature in D-KYC process for issuing the mobile connections to foreign nationals visiting India-reg**

This is in reference to instructions issued vide letter dated 03.04.2019 which provides that a customer has to furnish his signature through an OTP which is received on his alternate mobile number. It has been reported that the foreign nationals visiting India 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 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 visiting India. Further, Licensee may send OTP on e-mail-id of foreign nationals as an alternate method if sending OTP on alternate number is not feasible.

3. It is clarified that this relaxation shall be applicable only for the foreign nationals visiting India. The other terms and conditions of instructions dated 09.08.2012 & 03.04.2019, as amended from time to time, shall remain the same.

(Prashant Verma)  
**Director (AS-II)**

**Copy to:**

1. DG (T), DoT HQ, New Delhi for kind information & necessary action.
2. DDG (SA)/ DDG (AI & DIU)/ DDG (IR) DoT HQ, New Delhi-for kind information.
3. JS (CIS) & JS (F-II), MHA, New Delhi- for kind information.

