

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: 800-09/2023-AS.II

Dated: 19.03.2024

To

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

**Subject: Use of Paper based KYC process in exceptional cases -reg**

This has reference to instructions issued vide letter of even number dated 05.12.2023 wherein use of Paper KYC has been discontinued with effect from 01.01.2024. Few representations have been received for allowing the use of paper based KYC process in exceptional cases where Digital KYC process or Aadhaar based e-KYC process can not be used due to technical limitations & inconvenience/difficulties being faced by the subscribers.

2. In this regard, it has been decided that the Paper based KYC process as mentioned in instructions dated 09.08.2012 may be used in exceptional cases as mentioned below for issuing new mobile connections or SIM replacement:

- i. In case of Person with Disability (PwD) customers. Existing Additional instructions (as on date letter no. 800-26/2016-AS.II dated 16.12.2020) shall be followed.
- ii. In case of Dignitaries as mentioned in CLIR guidelines.
- iii. In case of SIM swap required for subscribers on international roaming. Necessary documents establishing that the subscriber is on international roaming and requires SIM replacement in an emergent situation, shall also be taken by the licensee and be appended with the CAF.
- iv. In exceptional MNP cases or any reconnection case subject to the approval of concerned LSA unit(s).

3. Licensees are permitted to use paper based KYC process for exceptional cases only as mentioned above at their company owned or authorized outlets. In addition to this, all these cases shall be provided separately to LSAs on monthly basis for audit. LSAs shall conduct CAF audit of all these exceptional cases in regular audits prescribed in the extant guidelines.

*Nisha*  
19.03.2024  
(Nisha)  
ADG (AS-II)

**Copy to:**

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