

At Once

Government of India
Ministry of Communications & IT
Department of Telecommunications
(AS Cell)

Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001.

File No: 800-09/2010-VAS

Dated: 29.12.2014

All CMTS/ UAS/UL(AS)/UL Licensee(s)

Subject: Collecting Aadhaar numbers alongwith Customer Application Form (CAF) of mobile telephone applications and storing the same in the database along with other data by telecom service operators.

Ref1: Apex Advisory Council for Telecom in India letter dated 11.11.2014.

Ref2: This office letter of even number dated 16.10.2014.

Vide this office letter dated 16.10.2014, instruction were issued by this office to all the Telecom Access Service Providers for collecting Aadhaar numbers alongwith Customer Application Form (CAF) of mobile telephones and storing the same in the database along with other data by telecom service operators. The Apex Advisory Council (ACT) of India vide letter dated 11.11.2014 had sought certain clarifications from this office on the letter dated 16.10.2014. After considering the letter of ACT, comprehensive instructions, including the provisions contained in this office letter dated 16.10.2014, are provided in the following paragraphs. These instructions shall be applicable from 16.10.2014 when first letter was issued.


2. 'Aadhaar Number' of the subscriber desirous of taking new mobile connection shall be captured by Telecom Access Service Providers in the CAF format, enclosed with the instructions issued vide letter no. 800-09/2010-VAS dated 09.08.2012, on the top, below the field "Unique Customer Application Form (CAF) No" and above the field "Type of Connection". Wherever 'Aadhaar Number' is not available, it shall be mentioned as "Not available". It will be applicable in all cases irrespective of the fact that mobile connection is taken the subscriber either by providing Aadhaar Card or any other document as proof of identity and proof of address.

3. The Telecom Access Service Providers should get the CAF format amended as above and replace all the inventory of existing CAF in their supply chain with the amended CAF. It shall be done within a maximum time period of 3 months from the issue of instructions dated 16.10.2014. In the meantime, they shall capture the Aadhaar number either handwritten on top of their CAFs or at exiting field, if any, for UID number in middle of the form. In the amended CAF, the existing field number 17 shall be amended to 'PAN/GIR number' in the CAF format enclosed with this office instructions dated 09.08.2012.

4. In the cases when mobile connection is taken by customer furnishing his Aadhaar Card as proof of identity and / or proof of address, question of incorrect entry of Aadhaar number in the database of the Telecom Access Service Providers does not arise. In other cases also i.e. when mobile connection is taken by customer by furnishing documents other than his Aadhaar Card as proof of identity or proof of address, Telecom Access Service Providers should make their best efforts to collect and enter correct Aadhaar number in their database. However, if incorrect Aadhaar number is furnished by the customer itself, the Telecom Access Service Providers will not be held responsible in such cases and no case of imposition of penalty on them will be justified.

5. These instructions shall be applicable prospectively w.e.f. 16.10.2014. These instructions are also applicable in J&K, Assam and NE Service Areas.

6. The Telecom Access Service Providers should immediately start entering the Aadhaar Number in the existing field at sl. no. 14 in the format of database enclosed with the instructions dated 09.08.2012. The Aadhaar number of connections issued from the issue of instructions dated 16.10.2014 till date should also be entered immediately in their database, if left due to whatsoever reason, within a time period of 7 days.


(P.C. Sharma)
Director (AS-II)

Copy to:

1. Sr. DDG (TERM), DoT, New Delhi
2. All DDsG TERM
3. DDG (LF-I)/ DDG (A/C)/ DDG(LF-II), DOT, New Delhi
4. Director(AS-I)/Director(AS-III)/Director (AS-IV)/ Director (AS-IV) DOT
5. COAI/ AUSPI