

GNCCASH6



September 2021

Department of Telecommunications issues Know Your Customer (KYC) Reforms

In a major step towards initiating the telecom reforms announced by the Cabinet on September 15, 2021, the Department of Telecommunications (“DoT”), has issued a series of reforms dated September 21, 2021, simplifying the Know Your Customer (“KYC”) processes. Presently, a subscriber has to undergo KYC process which entails visit to the ‘Point of Sale’ along with the original documents of identity and address as proof for obtaining new mobile connection or conversion of mobile connection from prepaid to postpaid or vice-versa. However, owing to the pandemic, most of the customer services are being offered virtually through the internet with various methods of authentication. Accordingly, the DoT has issued instructions to the Telecom Service Providers (“TSPs”) for immediate implementation to implement contactless, customer centric and secured KYC processes. The following instructions have been issued in supersession of all instructions in this regard that have issued previously:

Aadhaar based e-KYC

Aadhaar based e-KYC process has been re-introduced for issuing of new mobile connections. The TSPs will be charged INR 1 per customer authentication by the Unique Identifications Authority of India (“UIDAI”). This is a complete paperless and digital process wherein the demographic details along with picture of the customer is received online by the TSPs from the UIDAI. The TSPs are required to ensure all security related compliances while implementing this process, and actions to be reported to DoT and Ministry of Home Affairs (“MHA”).

Self-KYC

In this process, the issuing of mobile connection to the customers is done through an application or a portal based online process wherein a customer can apply for mobile connection sitting at home/office and gets the SIM delivered at his doorstep using documents electronically verified by UIDAI or DigiLocker.

OTP based authentication

The implementation of OTP based conversion process enables a subscriber to convert his mobile connection from Prepaid to Postpaid and vice-versa sitting at home/office via OTP based authentication. The TSPs are required to ensure all security related compliances while implementing the process, and actions to be reported to DoT and MHA.

For more details, please contact km@jsalaw.com



Ahmedabad | Bengaluru | Chennai | Gurugram | Hyderabad | Mumbai | New Delhi

This update is not an advertisement or any form of solicitation and should not be construed as such. This update has been prepared for general information purposes only. Nothing in this update constitutes professional advice or a legal opinion. You should obtain appropriate professional advice before making any business, legal or other decisions. JSA and the authors of this update disclaim all and any liability to any person who takes any decision based on this publication.