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Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

File No: 800-21/2015-AS.II-Part(I) Dated: 23.03.2022

To,

All Unified Licensees

Subject: Clarification in respect of PoA document submitted by Outstation Customer.

This is in reference to representation received from O/o DG-Telecom, wherein clarification in respect of PoA document submitted by Outstation Customer and the details of this document number entered in the Customer Application Form was sought. In this regard, it has been decided by the competent authority to intimate the following:-

In e-KYC, the address of outstation customer is taken from UIDAI, which is by default his/her permanent address.
Similarly, in other modes of customer acquisition i.e. Paper KYC and D-KYC, the document for PoA of outstation customer must be taken for his/her permanent address only. The details of this document only must be filled in the field "Address proof document type" of the CAF.

2. The existing subscriber database of the TSPs may be corrected accordingly within a period of 6 months from the date of issue of this letter.

3. The mobile connections issued in the past may not be considered as non-compliant for the purpose of CAF audit, if the CAF and Subscriber Database deviate from above clarification.

4. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09th August 2012 and all other instructions issued from time to time shall remain the same for issuing of mobile connections.

Suresh Kumar

(Suresh Kumar)
ADG (AS-II)
.03.2022

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1. DG-T for circulating among the LSAs