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: 800-26/2016-AS.II Dated: 27.05.2019

To,

Shri Rajan S. Mathews
Director General, COAI
14, Bhai Veer Singh Marg
New Delhi-01

Subject: COAI representation dated 25.04.2019 on instructions for Alternate Digital Process for issuing new mobile connections to subscribers-regarding

This is in reference to COAI's letter no. ACT/2019/009 dated 25.04.2019 on the above mentioned subject, wherein, industry comments and understanding have been submitted in respect to DoT instructions dated 03.04.2019 regarding Alternate Digital Process for issuing new mobile connections to subscribers.

2. In this regard, the representation of telecom industry has been examined and following is clarified:

a. Clause c: The registered mobile number refers to the number of POS agent registered in Licensee's database during onboard of the POS. The Licensee App shall only be installed on the POS devices containing SIM card of such registered mobile number. In case of multiple agents working in a PoS, then each POS agent and each mobile number shall be registered with the Licensee and be given a separate login-id & password for accessing the App in accordance with DoT instructions of even number dated 03.04.2019.

b. Clause e: With regard to issue of GPS coordinates, it is clarified that slight variations of GPS coordinates due to device limitation is allowed but such variations which leads to two different locations is not permitted. COAI, vide its representation dated 05.10.2018, had itself suggested an additional safeguard in the process that geo-tag of customer picture & final submission should not be more than 50m away. Regarding non-compliance issues related to GPS coordinates, the instructions on audit of D-KYC process will be issued by the Department in due course.
With regard to request of Date Format, it is directed to follow the prescribed format of date i.e., DD:MM:YYYY to maintain the uniformity in database across all TSPs.

c. Clause f: It is clarified that liveliness of any photo captured has to be checked by the applications used in the process and not by background of the photo. In order to bring clarity in subscriber image, white background has been defined while capturing image of subscriber so that other persons standing nearby the subscriber may not be captured in the frame. In those POS shops where it may not be possible to place a suitable background, licensees can adopt other alternate mechanism of issuing mobile connections at that POS shops.

d. Clause g: Without tilting of camera also, photo can be clicked/captured if the POI/POA documents are placed in appropriately manner and in proper light. It has been observed in POC results that tilting of camera is causing the readability issues in images and POS agents are clicking the images of documents by tilting the camera at such angle/skews that it is almost impossible to read the content of documents. Therefore, Licensees are suggested to impart proper training to their POS agents in this regard.

e. Clause j: CAF field should clearly state the mobile number used by Customer for his/her signature. In order to bring more clarity about the mobile number used by customer, Licensees may provide appropriate check boxes for selection by customer i.e., (a) Own Alternate Number (b) Family Members/Relatives and (c) Known Persons, while entering the mobile number for signature.

f. Clause k: Considering the security aspects, this requirement of capturing live photo of POS agent(s), who are already registered with the licensee in accordance with the DoT instructions of even number dated 3.4.2019, cannot be done away.

g. Clause n: As an alternative, the use of digital signature of the telecom company is permitted.

3. With regard to request of COAI for further extension of time of 3 months for implementations of these instructions, it is intimated that sufficient time had already been given to industry for implementations of this process. The process shall be fully implemented and rolled out by 30th June, 2019. Thereafter, no representation either on behalf of telecom industry or individual licensee will be entertained in this matter.

Vivek
27/05/2019

(Vivek Srivastava)
Director (AS-II)
Tele No.: 011-23718054

Copy to:

1. DG (T), DoT HQ, New Delhi.
2. Advisor(s)/Sr. DDG(s) of LSA Field Units of DoT.
3. All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.