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: 800-09/2023-AS.II Dated 05 .12.2023

To,

All UAS/ UL (having Access Service Authorization) Licensees

Subject: Discontinuation of Paper-based KYC process for adequate verification of customers before enrolling them as subscribers.

This is in reference to the instructions issued vide letter no. 800-09/2010-VAS dated 09.08.2012 which inter-alia provides that enrollment of customer for issuing mobile connection(s) can be done using Paper based KYC process i.e., by filling the paper Customer Acquisition Form (CAF), pasting of photograph on CAF, annexing of Proof of Identity (PoI) & Proof of Address (PoA) documents with CAF, etc.

2. Considering various amendment/changes made in the existing KYC framework from time to time, it has been decided by the competent authority that the use of Paper based KYC process, as envisaged in instructions dated 09.08.2012, shall be discontinued with effect from **01.01.2024**. The other terms and conditions of the instructions dated 09.08.2012, as amended from time to time, shall remain the same.

Nisha 05.12.2023

(Nisha)
ADG (AS-II)
Tel. No. 011-23310180

Copy to :-

i. DG-T for for kind information and necessary action.
ii. DDG (SA), DDG (DIU) DoT HQ for kind information.
iii. JS (CIS), MHA for kind information.