



Apex [Advisory Council for Telecom](#) in India

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ACT/2020/008

April 02, 2020

Shri. Anshu Prakash, IAS
Secretary (T) & Chairman DCC,
Department of Telecommunications,
Sanchar Bhawan,
20, Ashoka Road,
New Delhi – 110001

Subject: Proposed Self-KYC process on Subscriber Verification for issuing SIM to New Mobile Subscribers & SIM Exchange using Online Facilities

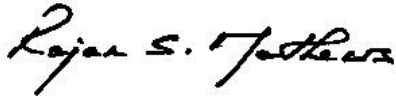
Dear Sir,

1. At the outset, we thank DoT for writing to Chief Secretaries of all States and Union Territories for ensuring operational continuity of telecom services given the threat of COVID-19 outbreak.
2. It is pertinent to mention that the impact of COVID-19 in terms of day to day operations can be felt on a widespread basis in the country. Initially there were only advisories circulated by various Government agencies including but not limited to social distancing, restrictions in terms of work place, advisories for Work From Home (WFH), non-essential travel etc. has severely impacted normal day to day operations. However, later the Hon'ble Prime Minister of India announced a three week lockdown in the entire country.
3. During this unprecedented lockdown period, there are no options available for buying a new mobile connection. Hence there is an urgent need to facilitate customers for obtaining new mobile connections through a self KYC process which can be performed by an end to end online digital process by the customer himself/herself.
4. Further, in order to maintain and practice the need of social distancing in time to come, the industry suggests that a self KYC process for issuing new mobile connections and SIM exchanges/swapping should be made available for the people. As you are aware that at present, due to unavailability of such a process, the public at large is being devoid of telecom services during the lockdown/curfew.
5. For your reference, a detailed process is enclosed as **Annexure – 1**. This process will not only eliminate the need for any physical contact but also ensures that the SIM is delivered only to the bonafide user of the service at the address mentioned in the Proof of Address.
6. We assure you that the proposed process meets all the requirements of KYC guidelines issued by the Government and are only amended to the extent of meeting them through online measures. Also, requisite safeguards have been built in the process to meet the ultimate objective of KYC guidelines.

7. You would appreciate that such an alternate digital process is the need of the hour as there is uncertainty regarding the period of the social distancing restrictions being imposed in the country. Thus, we request you to kindly issue suitable guidelines to allow the industry to use this alternate process in addition to the current process. The proposed process will not only provide a reliable, speedier and hassle free alternative but will also serve as a great convenience to the customers.

We look forward to your urgent intervention in this matter and hope our inputs will merit your kind consideration.

Regards,



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Director General

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