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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

F.No. BSNLCO-RGLN/17(11)/2/2020-REGLN/E3980/19/153 Dated: ^{Dec} 10 Nov, 2020

To

Chief General Managers,
All Telecom Circles/Telecom districts,
BSNL

Sub: Clarifications on various issues with respect to subscriber verification through D-KYC process-regarding.

Sir,

Kindly find attached herewith DOT letter No. 18-03/2020-DGT/2 dated 19.11.2020, issued by the Office of DGT.

I am directed to request to circulate the clarifications on the DOT instructions issued vide letter dated 03.04.2019 regarding subscriber acquisition through D-KYC process and letter dated 16.10.2019 regarding instructions to carry out Audit of D-KYC based CAFs, to all concerned officers and also ensure adherence of the same.


DGM (Regulation-I)

Encl.: As above

Copy forwarded for kind information and necessary action to:
GM(S&M-CM), BSNL CO.

Government of India
Ministry of Communications
Department of Telecommunications
O/o DG Telecom

Dated 19/11/2020

To

All Heads of all the LSAs

Subject: Clarifications on various issues with respect to subscriber verification through D-KYC process-regarding.

This has reference to AS wing's instructions dated 03.04.2019 regarding subscriber acquisition through D-KYC process and this office letter dated 16.10.2019 regarding instructions to carry out Audit of D-KYC based CAFs. In this regard, a few issues w.r.t. D-KYC process has come into the notice of this office, some of these were referred to AS Wing for clarification. Issue-wise clarification is furnished below:

SN	Issue	Clarifications
1	Is it necessary that the mobile number of PoS agent used for registration with Licensee is in name of PoS agent himself/herself?	Para 2.a of letter dated 27.05.2019 states that " <i>the registered mobile number refers to number of PoS agent registered in Licensee's database during onboard of PoS agent.</i> " Therefore, It is well clear from the instructions that the mobile number which is used for on boarding as a POS agent with the Licensee shall be in name of POS agent.
2	Is it necessary that the mobile number of PoS agent used for registration with Licensee is active into the network of respective Licensee?	Para c of letter dated 03.04.2019 states that " <i>The App shall be installed only on those POS devices which are having SIM card (mobile number) registered with the Licensees.</i> " The objective of above instruction was that the App shall only install & work on those POS devices which is physically having the SIM card (Mobile no.) of the POS/POS agent. This SIM card (Mobile no.) has been used by the POS/POS agent to register with the licensee. It is ample clear that there is no requirement that the Mobile number used by POS/POS agent for registration with the licensee shall be active in the network of concerned licensee only.
3	Each PoS agent is given separate login-id and password. However, the same mobile number can be used by multiple PoS agents working in a PoS (i.e. multiple PoS agents can be registered with the Licensee using same mobile number).	Para 2.a of the letter dated 27.05.2019 states that " <i>In case of multiple agents working in 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.</i> " It is clear that same mobile number cannot be used by multiple POS agents working in a POS (i.e. multiple PoS agents cannot be registered with the Licensee using same mobile number). Moreover, as per instructions dated 09.08.2012, SIM card is not transferable.

4.	One POS agent can work at multiple POS locations	DoT has not issued any instructions regarding restriction on registration of POS agents at multiple locations.
5	Submission of List of PoS with name, address, mobile number and photograph along with monthly/quarterly subscriber database (as per DGT HQ instructions dated 16.10.2019)	It is clarified that the list refers to details of POS agents registered with the licensee. The list should contain the following details :- i. POS agent Name ii. POS agent Code iii. POS agent registered mobile number(s) iv. POS agent photo v. POS name vi. POS location. This list is to be submitted by Licensee separately. However, it is to be considered as part of subscriber database only and all the guidelines regarding non-submission/delayed submission of subscriber database by Licensee to LSA are applicable for non-submission/delayed submission of list of POS agents.
6	Name of POS agent on CAF	No utility is foreseen for POS agents details in CAF and will require modification in CAF format, moreover same is available in the database.

2. LSAs are requested to bring the above clarifications into the notice of all TSPs.

This issues with the approval of DG Telecom.

Signature Not Verified
Digitally signed by KARAN GOYAL
Date: 2020.11.23 12:28:54 IST

(Karan Goyal)
ADG (P&N)

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