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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 / 77523

Dated: 27 April, 2021

To

**Chief General Managers,**  
All Telecom Circles/ Telecom District,  
BSNL.

**Sub:** Instructions for issuing mobile connections to the subscribers- regarding

I am directed to refer letter DOT letter No. 800-26/2016-AS.II-Volume (2) dated 30.03.2021 (copy enclosed) issued from Access Service Wing, DOT HQ on the above cited subject, whereby following clarification have been conveyed on the various instructions issued from time to time for issuing of mobile connections using Paper-based, D-KYC & e-KYC process and in particular to instructions issued vide DOT letter no. 800-21/2015-AS.II dated 20.07.2020 and letter no. 800-26/2016-AS.II dated 18.09.2020.

- i. "The requirement of verification through Ministry of Corporate Affairs (MCA) portal for providing Bulk mobile connections shall be applicable only for the companies registered under the Companies Act.
- ii. Apart from the License agreement mandate of subscriber verification, with the introduction of amendment named "Amendment to Indian Telegraph Act, 1885" dated 24.07.2019 to the Indian Telegraph Act, 1885, the requirement of identification of subscriber by the Licensee has become statutory in nature. The Licensees are, therefore, required to maintain the end-user details as per instructions dated 18.09.2020. The telecom industry has represented non-availability of local proof of address (PoA) for large number of corporate users utilizing bulk connections. Hence, the requirement of PoA document details (document type and document number) in the end-user list shall be optional in case of Bulk customers. However, the address of the end-user shall be mandatorily recorded in the end-user list. Accordingly, the field "Address mentioned in the PoA document of End user" may be read as "Address of End user" in the End-user list.
- iii. In case of acquisition of Bulk customers using the Paper-based process, the S.no.5 shall be read as 'Complete Local address of entity/company/organization' and S.no.6 shall be read as 'Complete Registered address of entity/company/organization' in the CAF format of said process. The same may be modified in the respective subscriber database fields also.
- iv. In case of acquisition of Bulk customers using the D-KYC process, the mobile number of the Authorized signatory shall be mentioned in the authorization letter of the company/ entity/organization and the same shall be used for the OTP based signature of the Authorized signatory.
- v. The term "identity" used in the para 2 (ii) (a) of the instruction dated 18.09.2020, may be interpreted as the "Name of the company/ entity/ organization".
- vi. The end-user list parameters as modified by this letter shall be applicable for Paper-based process also  
and the end-user list shall also be made part of the subscriber database for the bulk subscriber.

2.) The abovementioned clarifications shall be applicable from the date of issue of the aforesaid DOT letter dated 30.03.2021. The instructions and timelines mentioned in DOT letter dated 20.07.2020 and 18.09.2020 shall remain the same.

3) In respect of Bulk connections issued up to 31.01.2021, the end-user list as modified by aforesaid DOT letter dated 30.03.2021 shall also be updated and linked/ annexed to the respective CAF of the subscriber by 31.03.2022. The details of end-user list shall also be made part of the subscriber database of the concerned Bulk subscriber.



4) The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09.08.2012 and all other instructions issued from time to time shall remain the same for issuing of mobile connections."

2. In this regard, I am directed to request you to kindly circulate the aforesaid clarification to all concerned officers and also ensure adherence of the same.

  
DGM (Regulation-I)

Encl: As above

**Copy to:**

GM(S&M-CM), BSNL CO for kind information and necessary action please.



**Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)**

**12<sup>th</sup> Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001**

**File No: 800-26/2016-AS.II-Volume (2)**

**Dated: 30.03.2021**

**To,**

**All CMTS/UASL/UL (having Access Service Authorization) Licensees**

**Subject: Instructions for issuing mobile connections to the subscribers- regarding**

This is in reference to various instructions issued from time to time for issuing of mobile connections using Paper-based, D-KYC & e-KYC process and in particular to instructions issued vide this office letter no. 800-21/2015-AS.II dated 20.07.2020 and letter no. 800-26/2016-AS.II dated 18.09.2020.

2. In this regard, the telecom industry has represented for clarifications in respect of the abovementioned letters. The representation of the industry has been examined and the undersigned has been directed to convey the following:-

- i. The requirement of verification through Ministry of Corporate Affairs (MCA) portal for providing Bulk mobile connections shall be applicable only for the companies registered under the Companies Act.
- ii. Apart from the License agreement mandate of subscriber verification, with the introduction of amendment named "Amendment to Indian Telegraph Act, 1885" dated 24.07.2019 to the Indian Telegraph Act, 1885, the requirement of identification of subscriber by the Licensee has become statutory in nature. The Licensees are, therefore, required to maintain the end-user details as per instructions dated 18.09.2020. The telecom industry has represented non-availability of local proof of address (PoA) for large number of corporate users utilizing bulk connections. Hence, the requirement of PoA document details (document type and document number) in the end-user list shall be optional in case of Bulk customers. However, the address of the end-user shall be mandatorily recorded in the end-user list. Accordingly, the field "Address mentioned in the PoA document of End user" may be read as "Address of End user" in the End-user list.
- iii. In case of acquisition of Bulk customers using the Paper-based process, the S.no.5 shall be read as 'Complete Local address of entity/company/organization' and S.no.6 shall be read as 'Complete Registered

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address of entity/company/organization' in the CAF format of said process. The same may be modified in the respective subscriber database fields also.

iv. In case of acquisition of Bulk customers using the D-KYC process, the mobile number of the Authorized signatory shall be mentioned in the authorization letter of the company/entity/organization and the same shall be used for the OTP based signature of the Authorized signatory.

v. The term "identity" used in the para 2 (ii) (a) of the instruction dated 18.09.2020, may be interpreted as the "Name of the company/entity/organization".

vi. The end-user list parameters as modified by this letter shall be applicable for Paper-based process also and the end-user list shall also be made part of the subscriber database for the bulk subscriber.

3. The abovementioned clarifications shall be applicable from the date of issue of this letter. The instructions and timelines mentioned in letter dated 20.07.2020 and 18.09.2020 shall remain the same.

4. In respect of Bulk connections issued up to 31.01.2021, the end-user list as modified by this letter shall also be updated and linked/annexed to the respective CAF of the subscriber by 31.03.2022. The details of end-user list shall also be made part of the subscriber database of the concerned Bulk subscriber.

5. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09.08.2012 and all other instructions issued from time to time shall remain the same for issuing of mobile connections.

*Suresh Kumar*  
30.03.2021  
(Suresh Kumar)  
ADG (AS-II)

Copy to:

1. DG (T), DoT HQ, New Delhi.
2. All Heads of LSA Units of DoT.
3. COAI
4. ASSOCHAM