फाइल/डा. सं...../सं.सं. (ओ.आई.ए.-I)
File/Dy. No. 579 JS (OIA-I)
दिनांक/Date 14-12-17

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:**01.12.2017

Consul (OIA-2)

To

All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees.

Subject: Procedure for re-verification of mobile connections in respect of Subscribers of foreign nationality/Non-resident Indians (NRIs)/Senior citizens/ Physically Challenged persons and IVRS based OTP authentication process for subscribers having mobile number registered with UIDAI - regarding

This is with reference to the instructions issued by this office letter(s) of even number dated 23.03.2017 & 23.10.2017 regarding re-verification of mobile subscribers through Aadhaar based E-KYC process.

2. Various representations of Non Resident Indians (NRIs)/Overseas Indians/Subscribers of foreign nationality have been received regarding difficulties being faced by them in re-verification of their Indian Mobile Connections through Aadhaar based E-KYC process as they neither possess Aadhaar nor eligible for Aadhaar enrolment. Further, representations from Senior Citizens/Physically Challenged/General Public have also been received regarding difficulties being faced by them in re-verification process due to various reasons.

3. In light of these representations, various rounds of discussions were held with UIDAI and the Licensee(s) for easing out the problems/difficulties being faced by above mentioned category of subscribers. Accordingly, after taking into consideration the suggestions from UIDAI and the Licensees, the undersigned is directed to convey the approval of the competent authority that in partial modification of the instructions dated 23.10.2017, the Licensee shall use the detailed procedures as attached as Annexure with these instructions for re-verification of following category of subscribers as an alternative method of re-verification:

i. Subscribers of Foreign Nationality and not having Aadhaar.

ii. NRI Subscribers not having Aadhaar or his/her Aadhaar number does not have mobile number registered with UIDAI.

iii. Senior Citizens above 70 years as on 01.01.2018 not having Aadhaar or his/her Aadhaar does not have mobile number registered with UIDAI or have Aadhaar but unable to do biometric authentication/ Physically Challenged persons.

iv. IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar (not applicable to outstation subscribers).

4. The Licensee must ensure that the above mentioned category of subscribers shall be able to re-verify their mobile connections through these alternative methods by **01.01.2018**.

5. The Licensee shall use "**14546**" as the non-metered short code for IVRS based OTP based authentication process for re-verification of mobile subscribers (Reference: Letter no. 16-3/2013-AS-III dated 30.11.2017).

Encl.: As above.

01/12/17

(Prashant Verma)
ADG (AS-II)
Tele No.: 011-23354042/23036580

Copy to:

1. Secretary, MeitY, New Delhi.
2. Secretary, TRAI, New Delhi.
3. CEO, UIDAI, New Delhi.
4. DG (T), DoT HQ, New Delhi.
5. Advisor(s)/Sr. DDsG of TERM LSAs.
6. JS (IS-I), MHA, North Block, New Delhi.
7. JS (OTA-I), Ministry of External Affairs, New Delhi.
8. Director (AS-I)/Director(AS-III)/Director (AS-IV)/Director(AS-V)
9. COAI/AUSPI.

Annexure

Procedure & Steps/ Work Flow for Re-verification along with e-CAF format for:

i. Subscribers of Foreign Nationality and not having Aadhaar.

ii. NRI Subscribers not having Aadhaar or his/her Aadhaar number does not have mobile number registered with UIDAI.

iii. Senior Citizens above 70 years as on 01.01.2018 not having Aadhaar or his/her Aadhaar does not have mobile number registered with UIDAI or have Aadhaar but unable to do biometric authentication/ Physically Challenged persons.

iv. IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar.

A. **Procedure for re-verification of Subscriber of Foreign nationality not having Aadhaar**

1. Subscriber visits TSP's outlet or TSP's representative visits the subscriber.
2. TSP's agent authenticates itself thorough Aadhaar based E-KYC process as per the current process for starting the re-verification process.
3. Subscriber gets a TSP initiated Authentication Code SMS (minimum 4 digits) at his/her mobile to verify that mobile is physically available with the subscriber.
4. After that, TSP's agent perform the following action:
   a. Validates Authentication code.
   b. Post authentication, Fills in all relevant information in the e-CAF.
   c. Attach the scanned copy of Passport and VISA/OCI Card (relevant pages).
   d. Captures 'live' photo of the subscriber.
5. After successful submission of CAF with details, another verification code is sent to subscriber by TSP and the Subscriber shares verification code along with the declaration that:
   (A) The information provided by me is correct.
   (B) This OTP authentication can be treated as my signature.
   (C) I am the existing user of mobile number …… and the SIM card of this mobile number is under my possession.
6. After validation of the verification code, TSP's agent again authenticates itself along with declaration that *"I hereby confirm having seen the subscriber and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber."*
7. The e-CAF format is attached as **Annexure-I.**

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Annexure-I
DRAFT

APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION FOR FOREIGN NATIONAL SUBSCRIBERS

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size Photograph (As clicked at POS)

1. Name of the Subscriber*_____ _____

1A: Subscriber Consent :

Declaration: By sharing OTP I hereby give my consent to verify mobile number_____.
OTP sent Details* : _____ Date* : _____ Time* :_____

2. Name of Father/Husband*_____ _____

3. Gender*: Male/Female 4. Date of Birth* (DD/MM/YYYY) [ ][ ][ ][ ][ ][ ][ ][ ]

5. Current Residential Address of subscriber in India*:

Address :_____ _____

Pin Code - [ ][ ][ ][ ][ ][ ]

6. Permanent Address of subscriber (i.e. the address as per passport)*:

Address_____ _____
Country_____

Pin Code [ ][ ][ ][ ][ ][ ]

7. Status of Subscriber*:- Foreign National

8. Nationality*_____

9. Passport Number*:_____

10. Visa type *: _____

11. Visa Number *: _____
Note: Photo copy/ scanned copy of relevant pages of documents in respect of S. No. 8 to 11 is to be uploaded by the TSP representative/subscriber.

12. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

13. E-mail address (if any): _____@_____

14. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile ____

15. Profession of Subscriber: _____

Declaration by subscriber

(A) The information provided by me is correct.
(B) This OTP authentication (provided by TSP) can be treated as my signature.
(C) I am the existing user of mobile number ..... and the SIM card of this mobile number is under my possession.

TSP OTP code* (declaration): _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

16. IMSI No.(Current)* - _____ 17. Existing Mobile Number *- _____

18. Point of sale code* - _____ 19. Point of Sale Name *: _____
(To be populated by Licensee) (To be populated by Licensee)

20. Point of sale agent name (As received from UIDAI)* _____

20A: Point of sale agent Aadhaar Number* (As received from UIDAI): _____
20B: Unique e-KYC response code along with date & time stamp received from UIDAI in respect of POS agent* (first time authentication initiating the E-KYC process)
Unique response code*: _____ Date* : _____ Time* : _____

21. Complete Address of Point of Sale* (To be populated by Licensee):
House No/Flat No _____ Street
Address/Village _____
Locality/ Tehsil _____
City/ District _____ State/UT _____

Pin Code - | | | | | | |

Declaration by POS*

(A) I hereby confirm having seen the subscriber and the details provided by subscriber have been entered in the CAF by me. I have captured the photograph of the subscriber.

(B) This biometric authentication can be treated as my signature.

Unique response code* (declaration): _____ Date* : _____ Time* : _____

Note: * indicates mandatory fields

B. Procedure for re-verification of NRI Subscribers either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI (Website Process):

1. Subscriber opens the Web portal of the TSP applicable for NRI only.
2. Subscriber enters his mobile number which is to be re-verified and declares that
   (i) I am an Indian National, however currently NRI
   (ii) I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI
   (iii) The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the subscriber.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the subscriber.
5. Subscriber submits the Authentication code provided by the TSP in the website.
6. TSP validates the Authentication code and let the subscriber proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-II**) will be displayed on portal to fill the below mentioned details:
   a. Name of the subscriber (as appearing in the Passport).
   b. Father's/Husband's Name
   c. DoB
   d. Gender
   e. Indian Passport Number
   f. Address (as in Passport)
   g. Local Address in the foreign country
   h. Email Address
   i. Address of current stay
   j. Type of VISA
   k. VISA number
   l. VISA validity
   m. Date of last exit from India

- Subscriber to upload the copy of Passport (Relevant pages, clearly showing the details of fields - a, b, c, d, e, f above).
- Subscriber to upload copy of the current VISA/Green Card for USA or equivalent for other countries & last exit stamp (clearly showing j,k,l,m)
- Subscriber to upload latest colored photograph

Thereafter, the Subscriber to click on submit button after the declaration – "I am certifying that all the above information filed by me in the CAF are correct"

8. TSP sends a unique "transaction id" of alphanumeric of 8 characters (valid for 48 hours) to the subscriber which will be shared by him/her with the Trusted person having Aadhaar and registered number.

9. The Trusted person uses this "transaction id" to initiate his OTP based authentication Aadhaar e-KYC process :

   i. The Trusted person opens the Web portal of the TSP and enters "transaction id" and NRI subscriber's mobile number which is to be re-verified on TSP's website.

   ii. If "transaction id" and mobile number of the subscriber is verified, subscriber details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify subscriber's mobile number using his Aadhaar number and obtains consent as per Aadhaar Act.

   iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 subscribers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th subscriber, a message is displayed that "*You have already given your consent as trusted person for 5 Subscriber*" and TSP then stop the process while intimating the subscriber to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 subscribers, TSP can proceed further.

   iv. TSP sends the Aadhaar OTP request to UIDAI.

   v. UIDAI sends the OTP to the registered mobile number of The Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.

   vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of The Trusted person (display the last 4 digits of the registered mobile number as received from UIDAI).

   vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP's website.

   viii. TSP sends the OTP entered by Trusted person to UDIAI and if the OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is displayed on the Web portal by TSP.

10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAF and shall the send confirmation SMS to the subscriber as well as The Trusted person stating that "*the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents*". In case of any information not filed completed and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the subscriber accordingly through SMS.

11. In such case where TSP rejects the re-verification, the subscriber will be informed via SMS about the reason of rejection and the subscriber has to start the complete process again.

12. In case the Aadhaar details or other information provided by the subscriber is found to be incorrect and misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act, 2016 and other relevant laws may be taken.

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ANNEXURE-II

DRAFT

APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION NRI SUBSCRIBERS (WEBSITE PROCESS)

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size Photograph (As uploaded by subscriber)

1. Name of the Subscriber* _____
(As entered by subscriber)

1A: Consent of NRI subscriber*:

- I am an Indian National, however currently NRI ☐
- I do not have Aadhaar ☐

  or

  My Aadhaar does not have any Mobile number registered with UIDAI ☐
- The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me ☐

Note: Please Tick appropriate option. Clicking an option will amount to certificate by the subscriber.

2. Name of Father/Husband*(As entered by subscriber) _____

3. Gender*: Male/Female
(As entered by subscriber)

4. Date of Birth* ☐☐☐☐☐☐☐☐
DD/MM/YYYY)
(As entered by subscriber)

5. Subscriber Address* (As per Passport):
Address: _____

Pin Code - ☐☐☐☐☐☐

6. Foreign Address of subscriber (i.e. the address where subscriber is currently residing)*:

Address _____
Country _____

Pin/Zip ☐☐☐☐☐☐ Code

7. Status of Subscriber*(By TSP):- NRI

8. Nationality* (As entered by subscriber)

9. Passport Number* (As entered by subscriber):

10. Visa Number* (As entered by subscriber):

11. Visa Type* (As entered by subscriber):

12. Visa Validity* (As entered by subscriber):

13. Date of last exit from India* (As entered by subscriber):
Note: Photo copy/ scanned copy of relevant pages of documents in respect of S.No. 9 to 13 is to be uploaded by the subscriber

14. Number of Mobile connections held in name of Applicant in India (Operator-wise)* -

15. E-mail address (if any): _____@_____

16. Alternate Contact numbers, if any: Home_____Business_____Mobile_____

17. Profession of Subscriber: _____ 18. PAN/GIR:_____

Declaration by subscriber

(A) The information provided by me in my respect is correct.
(B) I am the existing user of mobile number ..... and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____Time* :_____

19. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Name of Trusted Person*_____
Address of Trusted Person*_____
Aadhaar number of Trusted Person* _____
DOB*_____
Gender*_____

Passport size Photograph (As received from UIDAI)

Declaration by Trusted person

I. The user of mobile number ..... is known to me.
II. I hereby give my consent to verify mobile number_____ possessed by_____ (Name of subscriber). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 & rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____Time* :_____

Fields to be filled by Service Provider/Authorized representative

20. IMSI No.* - _____
21. Existing Mobile Number *- _____

Note: * indicates mandatory fields

C. Procedure of re-verification for Senior Citizen subscribers (above 70 years) either not having Aadhaar OR his/her Aadhaar number does not have Mobile number (any) registered with UIDAI OR his fingerprints are worn out/ Physically Challenged

1. Subscriber opens the Web portal of the TSP.
2. Subscriber enters his mobile number which is to be re-verified and declares that
   (i) I am an Indian National and having age more than 70 years as on 01.01.2018 or am physically challenged person.
   (ii) I do not have Aadhaar or my Aadhaar number does not have any Mobile number registered with UIDAI or my fingerprints are worn out or have Aadhaar but unable to do biometric authentication.
   (iii) The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me.
3. TSP must ensure that the process will not proceed further if the above mentioned declaration is not entered by the subscriber.
4. TSP sends an Authentication code SMS (minimum 4 digit) to the mobile number to verify that mobile is physically available with the subscriber.
5. Subscriber submits the Authentication code provided by the TSP on the website.
6. TSP validates the Authentication code and let the subscriber proceed if the code matches. Else, an error message is displayed.
7. An e-CAF (attached as **Annexure-III**) to display on portal to fill the below mentioned details:
   a. Name
   b. Father's/Husband's Name
   c. DoB
   d. Gender
   e. Address
   f. Photo Id details having Date of Birth/Year of birth
   g. Email Address (optional)
   - Subscriber to upload latest colored photograph
   - Subscriber to upload one Government Photo Id proof having Date of Birth to establish the age (in case of Senior Citizens)
   - Subscriber to upload one certificate of physically challenged (in case of Physically Challenged person)

Subscriber to click on submit button AFTER the declaration – "I am certifying that all the information filed by me in the CAF are correct"

8. TSP sends a unique "transaction id" of alphanumeric of 8 characters (valid for 48 hours) to the subscriber which will be shared by him/her with the Trusted person having Aadhaar and registered number.

9. The Trusted person uses this "transaction id" to initiate his OTP based authentication Aadhaar e-KYC process:
   i. The Trusted person opens the Web portal of the TSP and enters "transaction id" and subscriber's mobile number which is to be re-verified on TSP's website.

ii. If "transaction id" and mobile number of the subscriber is verified, subscriber details such as name, photo and mobile number to be verified are made displayed on the portal to the Trusted person and asked to confirm if he/she wants to verify subscriber's mobile number using his Aadhaar number after obtaining his consent under the Aadhaar Act.

iii. The Trusted person enters his/her Aadhaar number and TSP (within its own system) checks if he/she has not re-verified mobile connections of more than 5 subscribers including all viz., NRI, Senior Citizen, Physically Challenged. If the Trusted person is trying to re-verify the 6th subscriber, a message is displayed that "*You have already given your consent as trusted person for 5 Subscriber*" and TSP then stop the process while intimating the subscriber to share the transaction id with other Trusted person. If the trusted person has not exceeded the limit of 5 subscribers, TSP can proceed further.

iv. TSP sends the Aadhaar OTP request to UIDAI.

v. UIDAI sends the OTP to the registered mobile number of the Trusted person and sends confirmation to the TSP along with last 4 digits of the registered mobile number.

vi. TSP displays the message on the web portal that Aadhaar OTP has been sent to the registered mobile number of the Trusted person (displays the last 4 digits of the registered mobile number as received from UIDAI).

vii. The Trusted person enters the Aadhaar OTP (6 digit) on TSP's website.

viii. TSP sends the OTP entered by Trusted person to UDIAI and if the OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is displayed on the Web portal by TSP.

10. On receipt of e-KYC details from UIDAI, TSP shall store the same in the CAF and shall the send confirmation SMS to the subscriber as well as The Trusted person stating that "*the process has been completed and we will take 96 hours to confirm back if mobile number (only last four digits XXXX) has been re-verified after checking all details and the uploaded documents*". In case of any information not filled completely and/or if any uploaded document is incorrect/unreadable/mismatch with the filed fields, the TSP will inform the subscriber accordingly through SMS.

11. In such case where TSP rejects the re-verification, the subscriber will be informed via SMS about the reason of rejection and the subscriber has to start the complete process again.

12. In case the Aadhaar details or other information provided by the subscriber is found to be incorrect/misuse, it may be treated as a fraudulent activity and action as per Aadhaar Act, 2016 and other relevant laws may be taken.

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Annexure-III
DRAFT

APPLICATION FORM FOR RE-VERIFIED MOBILE CONNECTION SENIOR CITIZEN (above 70 years as on 1st January 2018)/PHYSICALLY CHALLENGED PERSON (WEBSITE PROCESS)

Unique Customer Application Form (CAF) No* - _____
Type of Connection*: Post-Paid/ Pre-Paid

Passport size Photograph (As uploaded by subscriber)

1. Name of the Subscriber*_____
(As entered by subscriber)

2. Consent of subscriber*:
   - I am an Indian National□
     Having age more than 70 years as on 01.01.2018 □
     Or
     Physically Challenged □
   - I do not have Aadhaar □
     or
     My Aadhaar does not have any Mobile number registered with UIDAI □
     Or
     I have Aadhaar but unable to do biometric authentication □
   - The documents uploaded by me are authentic and if found forged, actions as per the law of the land should be applicable to me □

Note: Please tick appropriate box.

3. Name of Father/Husband*(As entered by subscriber)_____

4. Gender*: Male/Female
(As entered by subscriber)

5. Date of Birth* (DD/MM/YYYY) [ ][ ][ ][ ][ ][ ][ ][ ]
(As entered by subscriber)

6. Subscriber Address*(as entered by subscriber):
Address:_____

Pin Code - [ ][ ][ ][ ][ ][ ]

7. Status of Subscriber*(By TSP):- Individual/Outstation

8. Nationality* (As entered by subscriber)_____

9. POI Details * (As entered by subscriber with photograph & Date of Birth):
9A: POI Type _____ 9B: POI Number_____

10. Number of Mobile connections held in name of Applicant (Operator-wise)* - _____

11. E-mail address (if any): _____@_____

12. Alternate Contact numbers, if any: Home: _____ Business _____ Mobile _____

13. Profession of Subscriber : _____ 17. PAN/GIR: _____

Declaration by subscriber

(A) The information provided by me in my respect is correct.

(B) I am the existing user of mobile number ..... and the SIM card of this mobile number is under my possession.

Transaction Id* (issued by Licensee): _____ Date* : _____ Time* : _____

14. Details (Name, Address and Aadhaar number) of Trusted Person* (As received from UIDAI)

Passport size Photograph (As received from UIDAI)

Name of Trusted Person* _____

Address of Trusted Person* _____

Aadhaar number of Trusted Person* _____

DOB* _____

Gender* _____

Declaration by Trusted person

(A) The user of mobile number ..... is known to me.

(B) I hereby give my consent to verify mobile number _____ possessed by _____ (Name of subscriber). This should be considered as my consent for authentication through UIDAI under Aadhaar Act, 2016 and rules/regulations made under the said Act.

Unique response code* : _____ Date* : _____ Time* : _____

Fields to be filled by Service Provider/Authorized representative

15. IMSI No.* - _____

16. Existing Mobile Number *- _____

Note: * indicates mandatory fields

D. Procedure for re-verification of IVRS based OTP authentication process for subscribers having mobile number registered with Aadhaar (not applicable to Outstation subscribers):

Method - Mobile re-verification through IVR:

i. Subscriber calls the TSP IVR through the mobile number that needs to be re-verified.

ii. The IVR language should be in English, Hindi and other regional languages of the respective state/circles. This should be selected by pressing digits as indicated through IVR.

iii. IVR gives the option of selection of nationality i.e. Indian or Others. In case of others, IVR process stops and subscriber is advised to follow the procedure prescribed for foreign nationals.

iv. IVR plays a message that "*I hereby give my consent to verify my mobile number and this should be considered as my consent for demographic authentication through UIDA under Aadhaar Act 2016*". The subscriber presses the required digit to give the consent. If the subscriber gives his/her consent, IVR process proceeds further and the subscriber is asked to enter Aadhaar number.

v. TSP sends the Aadhaar number to UIDAI and UIDAI checks whether if there is any mobile number registered with that Aadhaar number. If yes, then an OTP is sent by UIDAI to registered mobile number and IVRS process proceeds further. If not, an error message is played.

vi. OTP is received on the Aadhaar registered mobile and consent message is played on through IVRS to subscriber by TSP that:

- "*I am the existing user of mobile number_____ and the SIM card of this mobile number is under my possession.*
- *By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI to verify my mobile number.*
- *This OTP authentication can be treated as my signature.*"

vii. Subscriber enters the OTP received from UIDAI on the IVRS. TSP sends the OTP entered by subscriber to the UIDAI and if OTP matches, then e-KYC details are fetched from UIDAI by TSP. If the OTP does not match then an error message is played by IVRS.

viii. IVR gives the option to the subscriber of sequentially keying the details of other alternate mobile numbers, if any, count-wise and number-wise.

ix. A message intimating that "*the re-verification process of your mobile number has been initiated successfully*" is played through IVRS and also transmitted to the subscriber's mobile number.

x. After completion of above process, before updating or overwriting the subscriber's details in database with data received through above process, the TSPs shall seek confirmation from subscriber about the re-verification of his/her mobile number after 24 Hours through SMS. If the subscriber does not respond within 3 daylight hours to

SMS, the TSP shall treat re-verification as positive and overwrite the subscriber database by received this process.

xi. For the above process, TSPs need to ensure:

- the security of voice channels.
- that the entire process above is automated and there is no human intervention anywhere.
- security is provided at par with security of banking transactions through IVR.
- that there are internal robust security measures to protect Aadhaar information from unauthorized access, e.g. the application that interacts with the IVR should mask / encrypt the Aadhaar number as soon as it is received by the application.
- that The Aadhaar number is not accessible to TSPs call center or CRM executives.

The e-CAF format in this OTP based process is attached as Annexure-IV.

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Annexure-IV
DRAFT

APPLICATION FORM FOR REVERIFICATION USING OTP PROCESS (IVRS) FOR LOCAL SUBSCRIBER

Unique Customer Application Form (CAF) No* - _____
Aadhaar Number of Subscriber* (As provided by Subscriber in IVRS):_____
Type of Connection*: Post-Paid/ Pre-Paid
Mode of Re-Verification: IVRS

Passport size Photograph (As received from UIDAI)

1. Name of the Subscriber*_____
(As received from UIDAI)

1A: Subscriber Consent
Unique e-KYC OTP communication response code (OTP sent confirmation) along with date & time stamp received from UIDAI in respect of subscriber*

Declaration: By sharing Aadhaar number I hereby give my consent to verify my mobile number. This should be considered as my consent for demographic authentication through UIDAI under Aadhaar Act, 2016 and rules/regulations made under the said Act, to verify my mobile number.
Unique response code*: _____ Date* : _____Time* :_____

2. Name of Father/Husband/Daughter/Son*_____(as received from UIDAI, if any)

4. Gender*: Male/Female
(As received from UIDAI)

5. Date of Birth* (DD/MM/YYYY) | | | | | | | | |
(As received from UIDAI)

6. Complete Local Residential Address * (as received from UIDAI):
Address.....

Pin Code - | | | | | | |

7. Status of Subscriber*:- Individual

8. National ty*: Indian/Other (as declared by subscriber during the IVRS Call)

9. Details of Mobile connections held in name of Applicant * -_____ (as declared by subscriber during the IVRS Call)

Declaration by subscriber

(A) I am the existing user of mobile number_____ and the SIM card of this mobile number is under my possession.

(B) By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, Photo from UIDAI, under Aadhaar Act, 2016 and rules/regulations made under the said Act, to verify my mobile number.

(C) This OTP authentication can be treated as my signature

Unique response code* (declaration): _____ Date* : _____Time* :_____

Fields to be filled by Service Provider/Authorized representative

10. IMSI No.*(current) - _____ 11. Existing Mobile Number *- _____

Note: * indicates mandatory fields

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