



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



F.No. 9-12/2017-BB&PA

Dated: 16.05.2017

To

Secretary,
Department of Telecommunications,
Sanchar Bhawan, 20, Ashoka Road,
New Delhi- 110001

Sub: Subscriber verification- Adoption of e-KYC service UIDAI for Fixedline, Internet and broadband Connections.

Please refer to DoT's letter no. 800-29/2010-VAS, dated 16.8.2016 regarding use of Aadhar e-KYC service as an alternative process for issuance of mobile connections. Subsequently, DoT has issued another letter no. 800-26/2016-AS.II, dated 23.03.2017 for implementation of orders of Hon'ble Supreme Court regarding 100% e-KYC based re-verification of existing subscribers.

2. The Authority has received a letter No. 1178/ISPAI/TRAI/17 dated 28.03.2017 (copy enclosed) from Internet Service Providers Association of India wherein it has been requested to extend Aadhar based e-KYC authentication to Internet Service Providers and UL-ISPs for broadband and internet connections also, as is applicable for mobile connections. ISPAI has stated in their letter that use of such service for authenticity of customers for Broadband and internet connections will be fast and much authentic as well as save time and cost.

3. The provisions in ISP and Unified license stipulate that the licensee must provide traceable identity of their subscribers. Relevant Clauses of Unified License have been reproduced as under:

39.17(i) *The Licensee shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the licensor in this regard from time to time shall be scrupulously followed. The Licensee shall make it clear to the subscriber that the subscriber will be responsible for proper and bonafide use of the service.*

Page 1 of 2

39.17(ii) *Format prescribed by the Licensor delineating the details of information required before enrolling a customer as subscriber shall be followed by the Licensee. A photo identification of subscribers shall be pre-requisite before providing the service. The Licensor may prescribe service-wise detailed instructions for enrolment of subscriber and activation of service from time to time.*

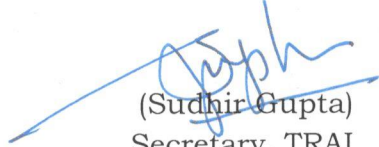
39.17(iii) *The Licensee shall activate the Leased Line, Internet Leased Line and IPLC service only after checking the bonafide of the customer, verifying details as per Customer Acquisition Form(CAF) prescribed from time to time and physical inspection of the site. Further, in the case of Leased Line, the reasons for taking the link by the customer shall be recorded.*

4. Though, DoT has prescribed Customer Application Form (CAF) for verification of new mobile connection using e-KYC services vide letter dated 16.8.2016 and for re-verification of existing mobile subscribers vide letter dated 23.3.2017, so far this requirement has not been prescribed for the customers of Internet, Broadband as well as Fixed line.

5. As the Aadhar based e-KYC authentication is not only fast and reliable but may also result in substantial savings for the industry, the Authority recommends laying down an appropriate format (CAF) for verification/re-verification of all subscribers (including fixedline) availing Internet and Broadband services and adoption of Aadhaar based e-KYC service, similar to mobile connections, for their verification.

6. In keeping with the practice, a copy of this letter is being placed on the website of TRAI www.traigov.in.

Encl.: As above


(Sudhir Gupta)
Secretary, TRAI