

**Government of India
Ministry of Communications
Department of Telecommunications
Access Services Cell**

Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110 001

File No: 800-21/2015-AS.II-Part(2)

Dated: 11.10.2021


To,

All Unified Licensees (Access Service) Authorisations/ Unified Access Services Licensees (UASL)

Subject: Guidelines for Telecom Service Providers (TSPs) for digitization of Paper CAFs (including associated documents)

In accordance with the recent Union Cabinet approval, the requirement of storage of paper Customer Application Forms (CAFs) has been discontinued. The Licensees may replace the paper based CAFs with digitally signed scanned copies.

2. The guidelines for replacing and storing the paper CAFs is attached as Annexure to this letter.
3. This is being issued with the approval of the competent authority.


(Suresh Kumar)
ADG (AS-II)
11.10.2021

Copy to:

1. DG(T), DoT HQ.
2. JS(CIS), MHA
3. COAI, New Delhi

Annexure

Guidelines for Telecom Service Providers (TSPs) for digitization of Paper CAFs (including associated documents)

1. Telecom Service Providers (TSPs) are permitted to store the digitally scanned colored copies of the Paper-based CAF documents*.
2. Digitally scanned copies of the CAF documents must be maintained for all the active customers. In case of migrated/disconnected subscribers, digitally scanned copies of CAF documents shall be retained for a period of three years from the date of migration/disconnection.
3. All the necessary precautions will be taken by the TSPs while digitizing the paper CAF documents. The scanned copy should be clearly readable/legible and the subscribers should be identifiable from the scanned photograph.
4. The authorized representative of the TSP, after due reconciliation, will affix his/her digital signature on the scanned copy of CAF documents.
5. Paper CAF documents can be destroyed after digitization unless directed otherwise by the Licensor/ Law Enforcement Agencies/ Courts.
6. The current provision of storing Paper CAF documents in warehouses of TSPs is dispensed with. Further, the warehouse audit of Paper CAF documents is not required.
7. In case the CAF documents are not legible/readable due to long storage period, the TSPs will have the option of reverification of subscribers through any of the existing KYC processes and store the fresh CAF documents in digital form.
8. TSPs shall present the copy of the digital CAF documents whenever required by the Licensor/Law Enforcement Agencies/Courts.

***CAF documents mean Customer Application Form (CAF) along with Proof of Identity and Address documents.**

****Migrated means customers who have ported to the other TSP using Mobile Number Portability.**

Jurrah Kumar