

Sales & Marketing-CM
219, Eastern court
Corporate Office, New Delhi-110001
Tel No.: 011- 23326544, Fax 23326545



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

No.: 32-1/2014-15/S&M-CM (Pt.)/48

Dated: 01.11.2018

To,
The General Manager (Dev)
ITPC BSNL
Hyderabad

Subject: Discontinuation of Aadhaar based e-KYC- reg.

Ref.1: DOT letter no. 800-26/2016-AS-II dated 26-10-2018
Ref.2: ITPC letter no. ITPC/Sr. GM (Dev.)/HYD/Dev-Activities/2018-19/34 dated 30-10-2018

This is with reference to your letter at Ref.2 ,above, regarding process for on-boarding of subscribers through Digital-KYC in compliance to the DOT letter at Ref.1, for discontinuation of new customer on boarding through e-KYC service of UIDAI consequent to Hon'ble Supreme Court judgment dated 26-09-2018. Approval of competent authority is conveyed for developing and deploying Digital-KYC process flow in mobile app for on-boarding of new subscriber as per Annexure-1.

It is requested that the proposed changes in mobile app for subscriber on-boarding through Digital-KYC may be implemented at the earliest so that proof of concept may be offered to DoT before the deadline of 05.11.2018.

Encl.: Annexure-1


(KARTIKEYA SINHA)
GM (Sales-CM)

Copy to:

1. All CGM Telecom Circles/ Districts BSNL.
2. The CGM ITPC, Pune.
3. PGM/ GM Nodal Center North/South/East/West Zone BSNL.

Digital-KYC Process Flow for On-boarding of Subscribers
(Annexure to letter no. 32-1/2014-15/S&M-CM (Pt.)/48 dated 01.11.2018)

1. Retailer (through Mobile App)

- a) Customer walks up to retailer and desires to take BSNL mobile connection
- b) Retailer opens Sanchar Aadhaar mobile app and authenticates himself with OTP. Latitude/Longitude, Date time of authentication to be captured
- c) Customer is required to provide an alternative mobile number and the same is authenticated with OTP. Once successful
- d) Retailer selects new connection (Pre-Paid/Post Paid) - outstation/local
- e) Fills up the required details in the eFORM. Preference should be given to capture data from QR code as much as possible else it should prompt from manual data. BSNL KYC CAF template field should be used for this eFORM purpose
- f) Takes photograph of (POI, POA, Capture customer Face) using mobile phone camera.
- g) App captures LAT/LONG, Date & Time of CAF Entry and Customer Photograph also should have Lat-long details. Uploading already available photographs is prohibited.
- h) Checks for G9 /G6 connection count on the fly.
- i) CSC user logs in to web (thin) application and approves/rejects the CAF. If approved Customer data is sent to billing for activation through Sancharsoft.
- j) After Successful activation, CAF PDFs are generated and sent to CCMS application for storage along with POI, POA and Customer Photograph JPG images till the time DOT gives clear instructions on retention policy.
- k) Customer will be provided a link to download CAF PDF through SMS invitation. He/she may download the CAF using this link.
- l) EV details, PC MAC ID, Date and Time stamp, User ID, Employee HRMS will be captured.

2. Franchise (through Mobile App)

- a. Customer walks up to Franchise and desires to take BSNL mobile connection
- b. Franchise opens Sanchar Aadhaar mobile app and authenticates himself with OTP
- c. Customer is required to provide an alternative mobile number and the same is authenticated with OTP. Once successful
- d. Franchise selects new connection (Pre-Paid/Post Paid)- out station/local
- e. Fills up the required details in the eFORM. Preference should be given to capture data from QR code as much as possible else it should prompt from manual data. BSNL KYC CAF template field should be used for this eFORM purpose

- f. Takes photograph of (POI, POA, Capture customer Face) using mobile phone camera.
- g. App captures LAT/LONG, Date & Time of CAF Entry and Customer Photograph also should have Lat-long details. Uploading already available photographs is prohibited.
- h. Checks for G9 /G6 connection count on the fly.
- i. CSC user logs in to web (thin) application and approves/rejects the CAF. If approved Customer data is sent to billing for activation through Sancharsoft.
- j. After Successful activation, CAF PDFs is generated and sent to CCMS application for storage along with POI, POA and Customer Photograph JPG images till the time DOT gives clear instructions on retention policy.
- k. Customer will be provided a link to download CAF PDF through SMS invitation. He/she may download the CAF using this link.
- l. EV details, PC MAC ID, Date and Time stamp, User ID, Employee HRMS will be captured and embedded on PDF for future record purpose.

3. Franchise (through Web App)

- a. Customer walks up to Franchise/Sub-franchisee and desires to take BSNL mobile connection
- b. Franchise opens Sanchar Aadhaar Web app and selections new connection (Pre-Paid/Post Paid)- out station/local and authenticate himself with OTP
- c. Customer is required to provide an alternative mobile number and the same is authenticated with OTP. Once successful
- d. Fills up the required details in the eFORM
- e. Takes photograph of (POI, POA, Capture customer Face) using web camera connected to desktop
- f. App captures LAT/LONG, Date & Time of CAF Entry. (If Lat-Long is not possible it should capture the PC MAC ID, IP details)
- g. On completion, Checks for G9 /G6 connection count on the fly and sends the CAF Data to CSC for acceptance.
- h. CSC user logs in to web application and approves/rejects the CAF data. If approved CAF is sent to billing for activation.
- i. Once activated- CAF PDF is generated and sent to CCMS application for storage along with POI, POA and Customer Photograph JPG images till the time DOT gives clear instructions on retention policy
- j. Customer will be provided a link to download CAF PDF through SMS invitation. He/she may download the CAF using this link.

4. CSC (through Mobile App)

- a. Customer walks up to CSC and desires to take BSNL mobile connection
- b. CSC opens Sanchar Aadhaar mobile app and authenticate himself with OTP
- c. Customer is required to provide an alternative mobile number and the same is authenticated with OTP. Once successful
- d. CSC selects new connection (Pre-Paid/Post Paid)- out station/local

- e. Fills up the required details in the eFORM. Preference should be given to capture data from QR code as much as possible else it should prompt from manual data. BSNL KYC CAF template field should be used for this EFORM purpose
- f. Takes photograph of (POI, POA, Capture customer Face) using mobile phone camera.
- g. App captures LAT/LONG, Date & Time of CAF Entry and Customer Photograph also should have Lat-long details. Uploading already available photographs is prohibited.
- h. Checks for G9 /G6 connection count on the fly. If successful Customer data is sent to billing for activation through Sancharsoft
- i. After Successful activation, CAF PDFs is generated and sent to CCMS application for storage along with POI, POA and Customer Photograph JPG images till the time DOT gives clear instructions on retention policy
- j. Customer will be provided a link to download CAF PDF through SMS invitation. He/she may download the CAF using this link.

5. CSC (through Web App)

- a. Customer walks up to CSC and desires to take BSNL mobile connection
- b. CSC opens Sanchar Aadhaar Web app and selections new connection (Pre-Paid/Post Paid)- out station/local and authenticate himself with OTP
- c. Customer is required to provide an alternative mobile number and the same is authenticated with OTP. Once successful
- d. Fills up the required details in the eFORM
- e. Takes photograph of (POI, POA, Capture customer Face) using web camera connected to desktop
- f. App captures LAT/LONG, Date & Time of CAF Entry. (If Lat-Long is not possible it should capture the PC MAC ID, IP details)
- g. On completion, Checks for G9 /G6 connection count. If successful CAF is sent to billing for activation.
- h. Once activated- CAF PDF is generated and sent to CCMS application for storage along with POI, POA and Customer Photograph JPG images till the time DOT gives clear instructions on retention policy
- i. Customer will be provided a link to download CAF PDF through SMS invitation. He/she may download the CAF using this link.