

Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy)

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

File No: 800-09/2023-AS.II-Part(1)

Dated: 23.06.2025

To

All UASL/UL (having Access Service Authorization)

Subject: Handling of SIM Swap/ replacement requests pertaining to the end users of business connections.

Reference: DoT instructions issued vide letter no. 800-09/2023-AS.II dated 31.08.2023.

This is in reference to the DoT instructions dated 31.08.2023, wherein "bulk connections" has been replaced with "business connections", and end-user KYC has been made mandatory for all business connections. In addition to this, the earlier SIM swap/ replacement process has been discontinued, and licensees are directed to follow either the e-KYC or Digital KYC (D-KYC) process in case of SIM swap/ replacement. Additionally, it is mandated that all details captured during each SIM swap such as the CAF, photograph etc., must be preserved and stored, along with the original CAF/database of the subscriber. As per the DoT letter dated 13.10.2023, these revised instructions are applicable with effect from 01.12.2023.

2. It has come to notice of the Department through CAF audits that in case of SIM Swap/ replacement requests pertaining to end users of business connections, some of the licensees are not following the due process of SIM Swap/ replacement as stipulated in para 6 of DoT letter dated 31.08.2023.

3. In this regard, the undersigned is directed to convey that the para 3 and 6 of instructions dated 31.08.2023 related to Business Connections & SIM Swap/ replacement respectively, are amply clear. Accordingly, the SIM Swap/ replacement process, as mentioned in para 6 of the instructions dated 31.08.2023, is applicable since 01.12.2023 on all types of the subscribers.

4. All licensees are hereby directed again to strictly adhere to and implement the licensing provisions and instructions related to KYC, in both letter and spirit.

(Nisha)
ADG (LPU)

Copy to:

1. DG (T), DoT HQ, New Delhi- for kind information & necessary action.
2. DDG(AS)/ DDG(AI&DIU)/ DDG (SA) DoT HQ- for kind information.