



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

**(Recognised Majority Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001**

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No:- SNEA/KLA/CGM/2016-17/101

dtd at TVM, the 09-02-2017

To

**Chief General Manager Telecom,
Kerala Circle, BSNL,
Thiruvananthapuram.**

Sub: Suggestions for promoting Aadhaar E-KYC machines in BSNL Kerala Circle, reg:

First of all, we would like to appreciate the sincere efforts taken by the circle administration for launching Aadhaar eKYC (Biometric Based Authentication) for ensuring fast track SIM activations for providing new GSM/3G connections in our circle. Thus we are able to do away with the hassles in dealing with conventional paper KYC/ photographs and bringing delays of verification to bare minimum thereby ensuring faster processing and issuance/activation of new SIM cards. This has definitely given BSNL an opportunity for capturing new connections in our circle on a very large scale by motivating Franchises, DSAs and other retailers to utilize eKYC platform for SIM activations. Our in-house marketing/sales teams in the circle are also able to boost SIM sales utilizing the new process especially during Melas to meet assigned targets.

In this regard, we would like to suggest the following for your kind consideration and necessary intervention at appropriate level for further fine tuning/optimization of eKYC process to achieve the best targets/prospects in future.

1. At times, the Aadhaar based Biometric finger print machines seem to deliver errors such as SIM invalid messages, Biometric mismatch error during finger swiping etc. Sometimes same eKYC number is generated for different activations. Intermittent disconnections are also observed. At the same time, these errors seem to be cleared after repeated attempts with the machine after a while.
2. It is noticed that the errors as described above are mainly observed after 10 AM during business hours. It is suspected that the issues are due to the constraints with the capacity of the server deployed for the purpose at ITPC, Hyderabad interfacing UIDAI server and Sancharsoft. It is requested to take up with the concerned to attempt redimensioning the server capability, if required, to entertain sufficient no. of requests from the field units.
3. It is learnt that eKYC process is now available only for new prepaid SIM activations only. The same need to be made available for activating MNP SIMs as well as Postpaid connections.
4. It is learnt that around 250 KB data consumption may be required per SIM activation using eKYC machines. Necessary data usage may be allowed free of cost to the machine users to encourage

more retailers and DSAs to use the platform. PCRF functionalities available in our core network can be utilized for providing such free data usage for end users. The end users will be able to use the same SIM in their android handsets for their personal browsing also using the available public APNs itself incurring charges. Thus we can ensure that they use BSNL SIMs in their handset in any case.

5. It is also requested to allow eligible incentives to Franchises, DSAs and Retailers who procure eKYC machines on their own to boost SIM sales.

It is humbly requested to consider our suggestions in this regard positively so as to popularize the usage of eKYC machines among Franchises, DSAs and Retailers in our circle on a very large scale to boost SIM sales, both new as well as MNP connections.

Sincerely Yours



T Santhosh Kumar
Circle Secretary
SNEA, Kerala Circle.

Copy to:-

1. The GM (S&M- CM), O/o CGMT, BSNL Kerala Circle
2. The GM (NWO-CM), O/o CGMT, BSNL Kerala Circle
3. GS SNEA CHQ, New Delhi