August 21, 2026

DOT

Mobile connections now need biometric ID, end users included

G.S.R. 750(E) requires biometric identification of telecom users before a new connection, including a business's representative and each end user of its connections.

THE DEPARTMENT OF Telecommunications (DoT), Ministry of Communications, issued notification G.S.R. 750(E), dated August 21, 2026, making the Telecommunications (User Identification) Rules, 2026. It was published the same day in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i), No. 684, and the rules came into force on publication. The Central Government made them under section 56(1) and section 56(2)(a) and (e) of the Telecommunications Act, 2023, after a draft published as G.S.R. 691(E) of September 19, 2025, titled the Telecommunications (User Identification) Rules, 2025. They are signed by Devendra Kumar Rai, Joint Secretary, under F. No. 24-09/2025-UBB. On the same day, DoT brought section 3(7) of the Act into force (S.O. 4616(E)), notified wireless access services and internet telephony service through mobile user terminals as the services needing verifiable biometric based identification (S.O. 4623(E)), and notified its "Telecom eServices Portal" as the portal for the rules (S.O. 4622(E)).

KEY FACTS

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Notification G.S.R. 750(E), the Telecommunications (User Identification) Rules, 2026

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The rules apply to biometric identification of users of notified services by telecom operators ("authorised entities") that hold an authorization under section 3(1)(a) of the Act, hold a licence under section 4 of the Indian Telegraph Act, 1885 and have exercised their right under section 3(6) to operate under its terms, or have migrated to an authorization under section 3(6). An operator must identify a user, business users included, by biometrics before enrollment for a connection or SIM, before updating user information, before disconnection at the user's request, and when the Central Government directs reverification. An Aadhaar number holder goes through e-KYC, using the Aadhaar e-KYC authentication facility. Anyone else, and an Aadhaar number holder who cannot authenticate by live capture of face, fingerprints and irises for reasons such as impairment, disfigurement, injury or amputation, goes through D-KYC: a live capture of the face, images of original identity and address documents specified on the portal, and checks that the face matches the user and the documents. A user who cannot give a live capture of the face must be offered an accessible alternative to give other biometric information. Following the rules is a term of the operator's authorization or licence.

A business user is a legal person, such as a company, partnership firm, limited liability partnership, trust, co-operative society, society or a Central or State Government Department, or anyone holding a trade or business licence or permit. When it seeks a business connection, the operator must identify by biometrics its "authorised representative" (a whole-time member of the governing body entrusted with management, the chief executive, or another individual the governing body or chief executive specifically authorizes) and each end user, the individual who uses the SIM for purposes the business user permits. The Central Government or its authorized officer may exempt an operator from identifying an end user or a class of end users, with reasons in writing. The operator must explain to the representative that a change of end user must be reported to it within the period specified on the portal, and that the new end user must be identified by biometrics within the period specified on the portal. If the new end user is not

identified in time, the operator suspends the business connection until that is done. This does not apply to exempt end users.

A user also needs biometric identification to replace a SIM or change name, gender or date of birth. A connection may pass only to the user's relatives or legal heirs, or another class specified on the portal, and is treated as a new connection. It needs a no objection certificate from the existing user and biometric identification of both, with a medical certificate in place of any step the existing user cannot complete because of incapacity, or, if the existing user has died, a death certificate and identification of the new user; the Central Government may exempt or relax these conditions for a user or class of users. Operators must explain to each user, and get an explicit acknowledgement of, the user's duties and the consequences of breaking them under sections 33 and 42(3)(e) of the Act. The duties are to give correct information and no false or forged documents, not to resell, transfer or lease a connection or SIM except for a transfer under rule 6(3) or (4) or any other rule made under the Act, to ensure bona fide use of the services, and to report at once any change of address, with a document, or of user information. Points of sale may not store user or biometric information. Where false documents or impersonation come to light, the operator informs the police for a first information report and reports the steps to the Central Government on the portal. Operators have three months from the rules' start on August 21, 2026 to put measures and infrastructure in place, and the Central Government may extend this by up to three months.

The rules leave several details to the portal: the periods for reporting a change of end user and for identifying the new one, the list of identity and address documents, other classes of users a connection may pass to, and other biometric features. They do not by themselves require existing users to be identified again; rule 7 provides for reverification when the Central Government directs it. The Central Government may also require operators to alert a user on each of the user's existing connections to confirm a request, and an operator that gets a negative reply must suspend the new connection or the replacement SIM, or undo or hold back the change. By October 28, 2026, the e-Gazette listed no amendment to the rules among the Ministry of Communications' Extraordinary notifications issued since August 21, 2026.

Issued by	Department of Telecommunications, Ministry of Communications
Document	Notification G.S.R. 750(E), the Telecommunications (User Identification) Rules, 2026
Dated	August 21, 2026
Published	Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i), No. 684, August 21, 2026
Takes effect	On publication in the Official Gazette, August 21, 2026; operators have three months to put measures and infrastructure in place, which may be extended by up to three months

Legal basis	Section 56(1) and section 56(2)(a) and (e), Telecommunications Act, 2023
Draft	G.S.R. 691(E), September 19, 2025, as the Telecommunications (User Identification) Rules, 2025
Applies to	Telecom operators ("authorised entities") providing notified services, and their users, business users included
Identification routes	e-KYC for Aadhaar number holders; D-KYC for others and for Aadhaar number holders who cannot authenticate by live capture
Business connections	Biometric identification of the business user's "authorised representative" and of each end user; an end user or class of end users may be exempted
Change of end user	Reported, and the new end user identified, within periods specified on the portal; if the new end user is not identified in time, the business connection is suspended until that is done
Related	S.O. 4623(E), Gazette CG-DL-E-21082026-275654: wireless access services and internet telephony service through mobile user terminals notified under section 3(7)
Related	S.O. 4616(E), Gazette CG-DL-E-21082026-275656: section 3(7) of the Telecommunications Act, 2023 in force from August 21, 2026
Related	S.O. 4622(E), Gazette CG-DL-E-21082026-275655: DoT's "Telecom eServices Portal" notified as the portal under rule 11
Signed by	Devendra Kumar Rai, Joint Secretary
File number	F. No. 24-09/2025-UBB

What a business holding connections must do

Rule	What the rules require
3(4)	Its "authorised representative" undergoes biometric based identification when it seeks a business connection.
3(4)	Each end user of the connection undergoes biometric based identification, unless the Central Government exempts that end user or class of end users.
6(4)(a)	The representative reports any change of end user to the operator within the period specified on the portal.
6(4)(b)	The new end user undergoes biometric based identification within the period specified on the portal; otherwise the operator suspends the connection until that is done.

8(1)	It gives correct information, no false or forged documents, and does not resell, transfer or lease a connection or SIM except for a transfer under rule 6(3) or (4) or any other rule made under the Act.
8(2)	It ensures bona fide use of the services and reports at once any change of address, with a document, and any change of user information.
8(3)	It gives the operator an explicit acknowledgement of these duties.

The notification (PDF, 853 KB)

Source: Gazette of India, CG-DL-E-21082026-275657.

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