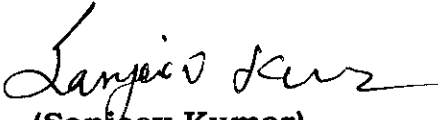Shastri Bhawan, New Delhi
Dated, the 7th April, 2021

## ADVISORY

**Subject : Adoption of DigiLocker to promote Citizen Centric Service Delivery - regarding.**

The Government of India has implemented DigiLocker project through which citizens can get access to their digital documents/certificates from the original issuers of these documents anytime, anywhere without any physical interface. As per Rule 9A of the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facility) Rules, 2016 notified on 08.02.2017, the documents in DigiLocker are deemed to be at par with original physical documents.

2. Further, Ministry of Finance has notified Prevention of Money-Laundering (Maintenance of Records) Third Amendment Rules on 20.08.2019 to include e-documents from DigiLocker account as part of customer identification process. RBI and SEBI have accordingly amended their KYC circular, which allows an electronic equivalent of a document issued by DigiLocker account of the customer to be a valid KYC document. Department of Administrative Reforms and Public Grievances has also issued Office Memorandum for adoption of DigiLocker to promote citizen centric service delivery.

3. In view of the above, all the Distribution Platform Operators (DTH/HITS/IPTV/MSOs/LCOs) are advised to adopt DigiLocker documents as per their respective requirements. It will be appreciated if the systems adopted for customer verification are also appropriately integrated in line with the spirit of the initiative.

(Sanjeev Kumar)
Deputy Secretary to the Government of India

To

All DTH/HITS/IPTV/MSOs/Cable Operators

Copy for information :

1. Advisor (B&CS), Telecom Regulatory Authority of India (TRAI), Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road) New Delhi-11002 w.r.t. letter No. M-7/1/7(1)/2021-B AND CS (1 AND 3) dated 12.02.2021.

2. NIC, with the request to upload this Advisory on Ministry of Information & Broadcasting's website.