

**Government of India  
Ministry of Communications  
Department of Telecommunications  
Access Services Cell**

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

File No: 800-05/2019-AS.II

Dated: 21.09.2021


To,

All Unified Licensees (Access Service) Authorisations/ Unified Access Services Licensees (UASL)

**Subject: Conversion of mobile connection from Prepaid to Postpaid and vice-versa using OTP based process.**

In accordance with the recent Union Cabinet approval, OTP based process for conversion of mobile connection from Prepaid to Postpaid and vice-versa as per Annexure may be implemented by the Telecom Service Providers with immediate effect. Accordingly, the instructions issued vide letter of even number dated 21.05.2021 is hereby superseded.

2. The testing and verification in consultation with Government agencies will not be necessary. However, all security related compliances must be ensured by the TSPs while implementing the process. Action taken shall be informed to DoT and MHA.
3. This is being issued with the approval of the competent authority.

  
(Suresh Kumar)  
ADG (AS-II)  
21.09.2021

Copy to:

1. DG(T), DoT HQ.
2. JS(CIS), MHA
3. COAI, New Delhi

**OTP Based Conversion**

- i. Any subscriber desirous of conversion of his/her existing mobile connection from Prepaid to Postpaid or vice-versa shall send a request to the Licensee. The request may be sent via SMS, IVRS, website or authorised app of the Licensee.
- ii. Upon receiving the request, a message will be sent to the subscriber's mobile number that he/she has requested for conversion of his/her number from Prepaid to Postpaid or vice-versa. The message shall include a unique transaction-Id and a One-Time Password (OTP).
- iii. The successful validation of the OTP, through SMS, IVRS, website or authorised app of the Licensee as the case may be, shall be treated as the consent of the subscriber for the conversion from Prepaid to Postpaid or vice-versa.
- iv. After the completion of conversion, a text message containing the confirmation of the conversion requested by the subscriber shall be sent to the subscriber's mobile number.
- v. The disruption of services, if any, during the said conversion shall not exceed 30 minutes.
- vi. The details (request of the subscriber, date and time of request, unique transaction-id, OTP consent, date and time of conversion, current status etc.) of all conversions in respect of a mobile connection shall be maintained by the Licensee in its system.
- vii. A subscriber shall be allowed to re-convert only after 90 days of previous conversion. This shall also be intimated by the Licensee to the subscriber before the start of conversion process.
- viii. The above-mentioned process shall be applicable for mobile connections issued by Paper-based process, e-KYC process and D-KYC process. This will be an alternate process to the existing process of conversion in place. The process shall also not be applicable for Bulk mobile connection category.
- ix. Implementation of the process for conversion from Prepaid to Postpaid and Postpaid to Prepaid shall be simultaneous.

**Security restrictions**

- i. This conversion process shall not be applicable for mobile connections of J&K LSA.
- ii. The mobile connections converted from Prepaid to Postpaid using this process shall not be allowed roaming facility in J&K LSA.
- iii. No change in ownership and/or demographic details of the subscriber is permitted.
- iv. The SIM card shall remain in the possession of the subscriber and no change of SIM is allowed.

*Suresh Kumar*  
21.09.2021