Re-Registration of SIM

CHiLi

Re-Registration of SIM

- From 31st October, 2023, the ICTA (Registration of SIM) Regulations 2023 has come into force. All SIM holders in the Republic of Mauritius must re-register their SIM(s).
- All CHiLi Customers have to re-register their SIMs before 30th April 2024.
- The re-registration of SIMs can be done online through CHiLi website https://ekyc.chili.mu or CHiLi e-KYC App.
- Its very simple process and customers can re-register themselves.
- The re-registration can also be done in person at all the CHiLi Shops.

- Kindly Note- Failure to re-register SIMs by 30th April'2024 will lead to deactivation of SIM.

Re-Registration of SIM
Existing Customer- Resident Non Mauritius Citizen

(For Customers who are not citizen of Mauritius but residing in Mauritius on work/occupation permit or having permanent residence permit)

CHiLi

Re-registration of SIM

Documents required for Non Citizen on OR/RP or PRP

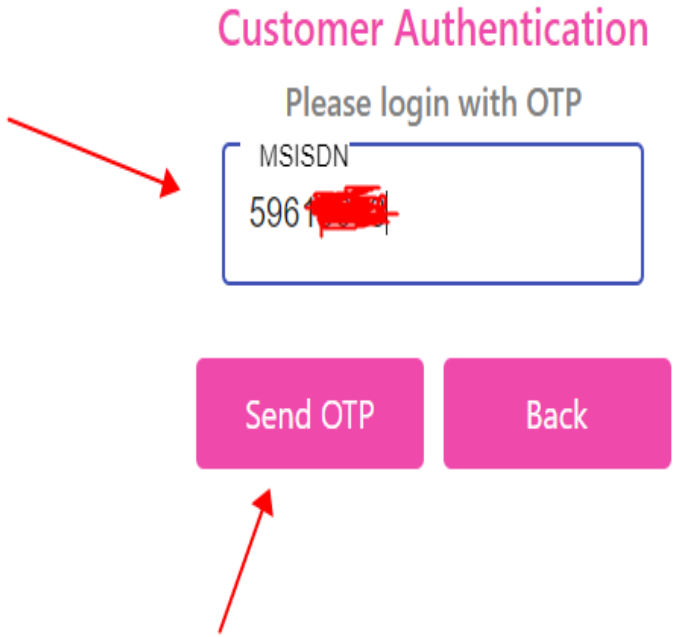
- Original Passport
- Occupation/Work Permit or Permanent Residence Permit
- Local Address proof (any one)
    - -Electricity bill
    - -Water Bill
    - -Telephone Bill
    - -Bank Statement/Passbook with address
    - -Consent letter from owner if staying on rent
    - - Other document having address

Re-Registration for Existing Customer

- open https://ekyc.chili.mu
- Select first option Existing customer Re-Registration

Customer Authentication

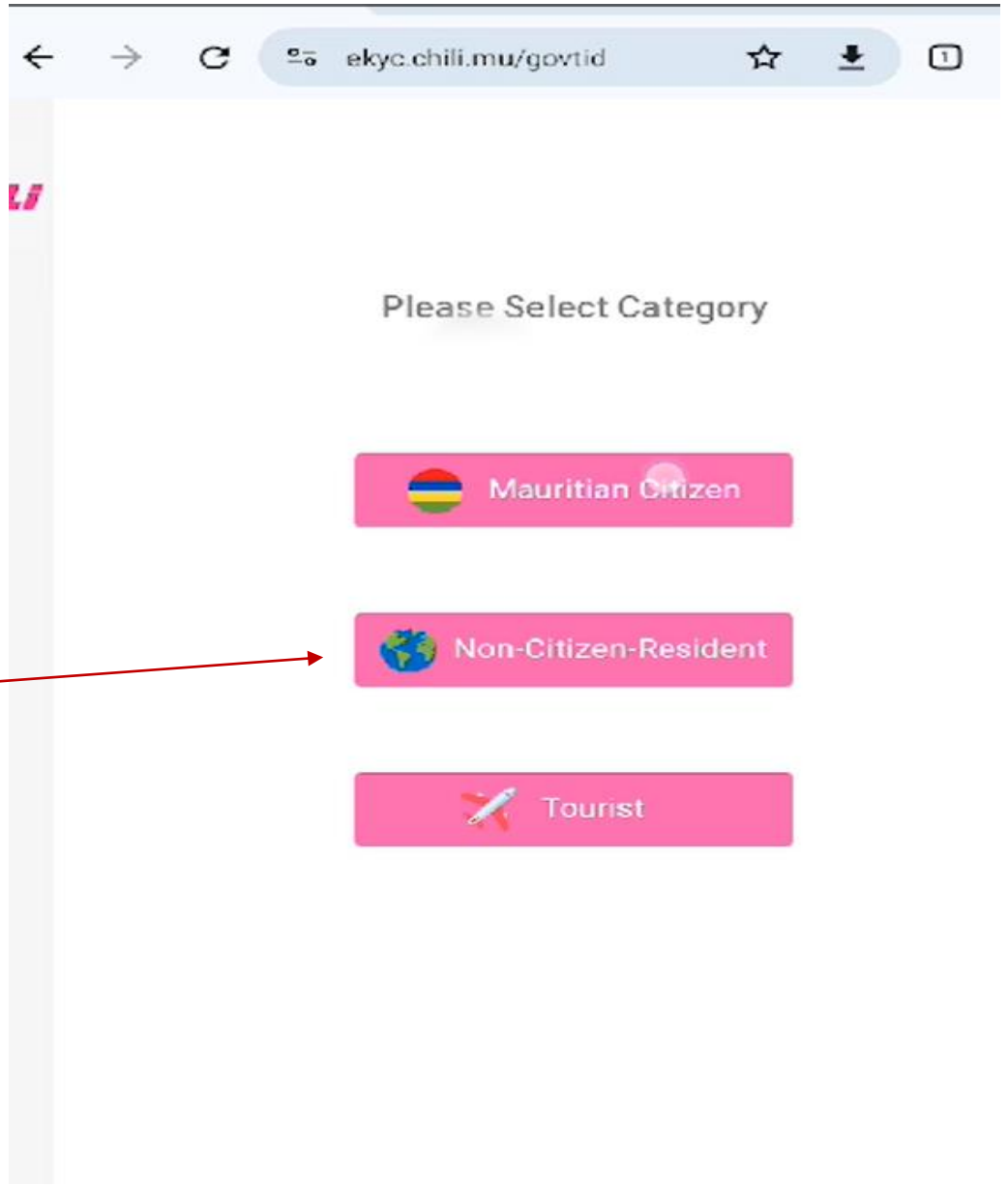
- Enter existing Chili number which you want to re-register as shown



- Then press send OTP
- Enter OTP and verify

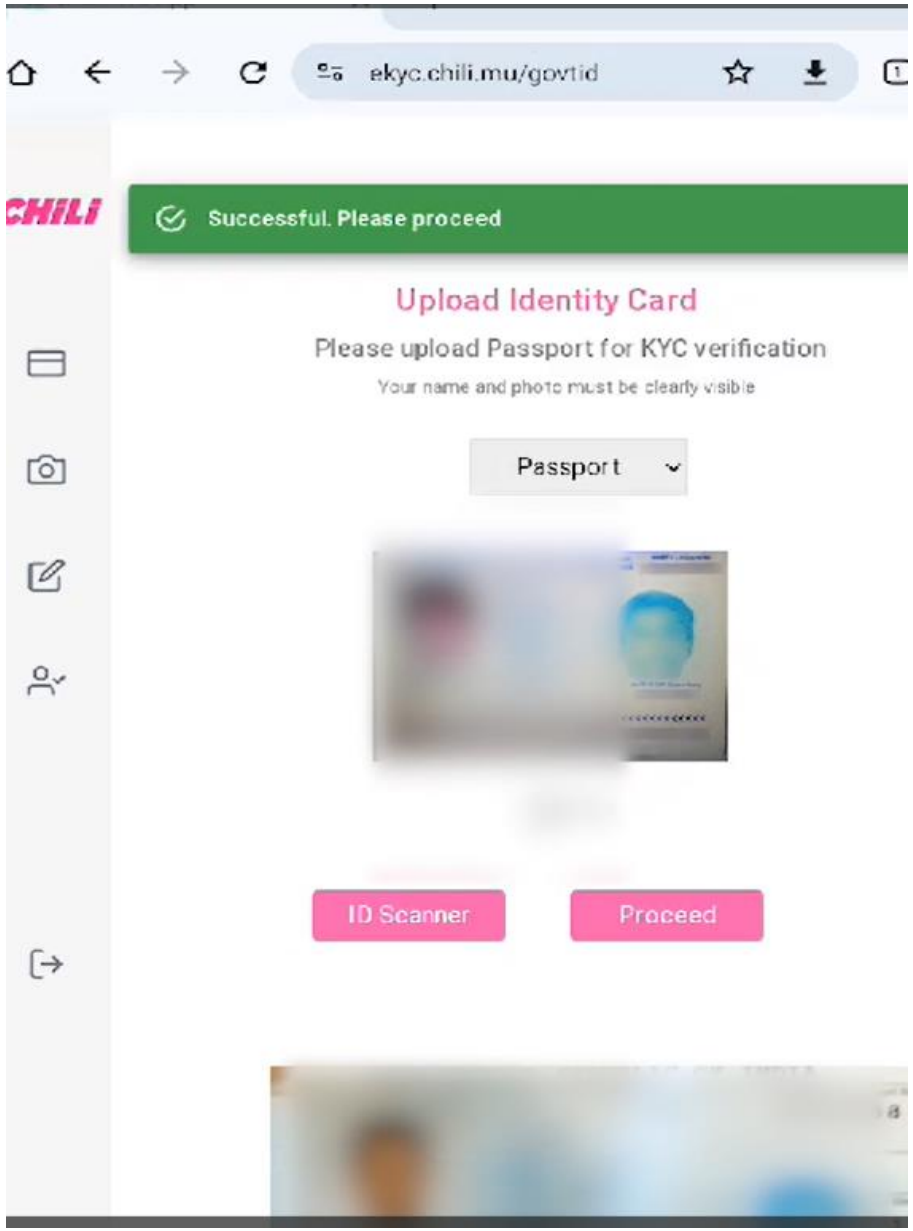
- Select category based on your Citizenship Status.

- For Non Citizen Resident Click



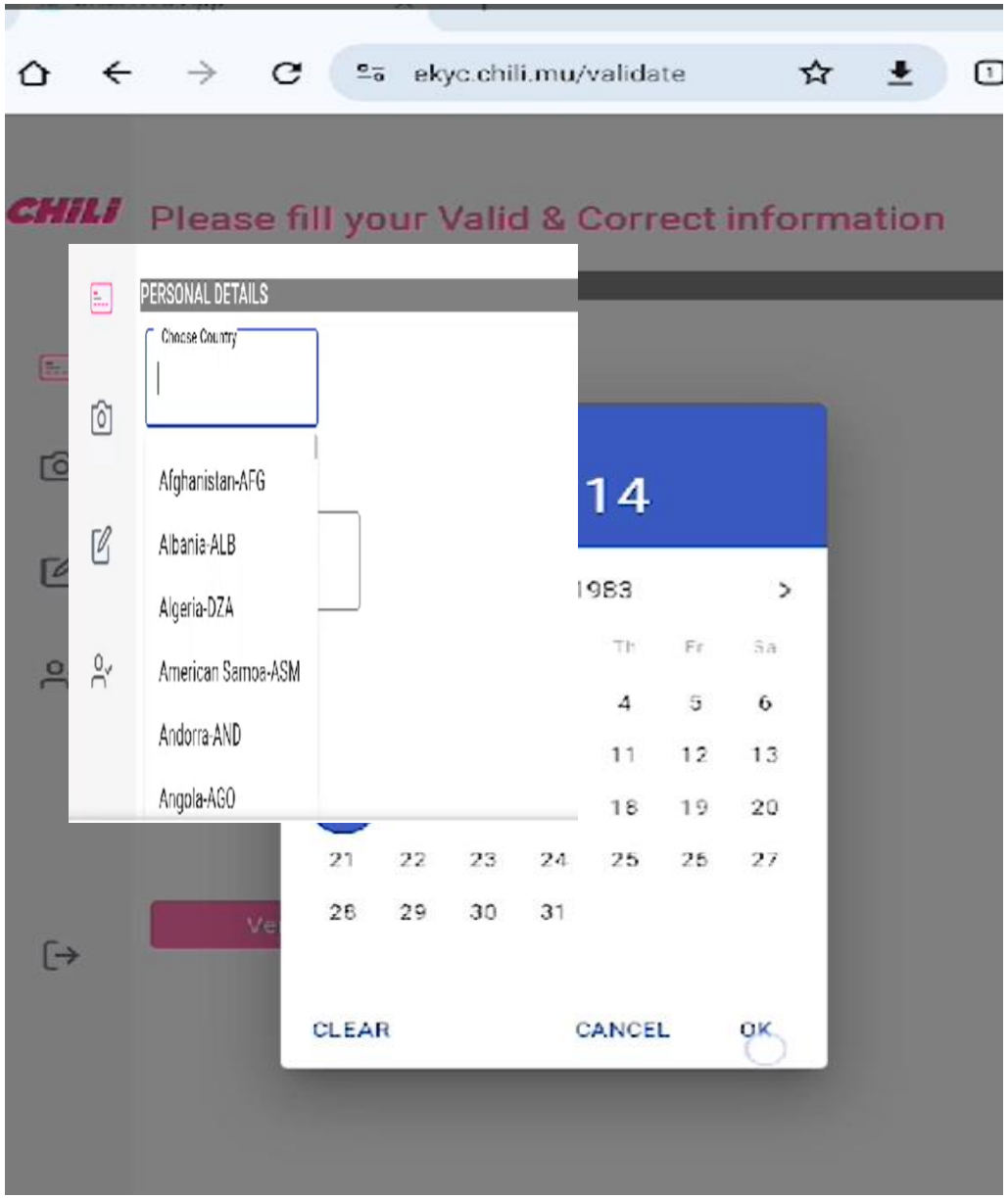
Scan/Upload Identity

- In the scan window, adjust and place the camera such that the passport is properly scanned.
- After scanning successfully Click proceed and go to next page



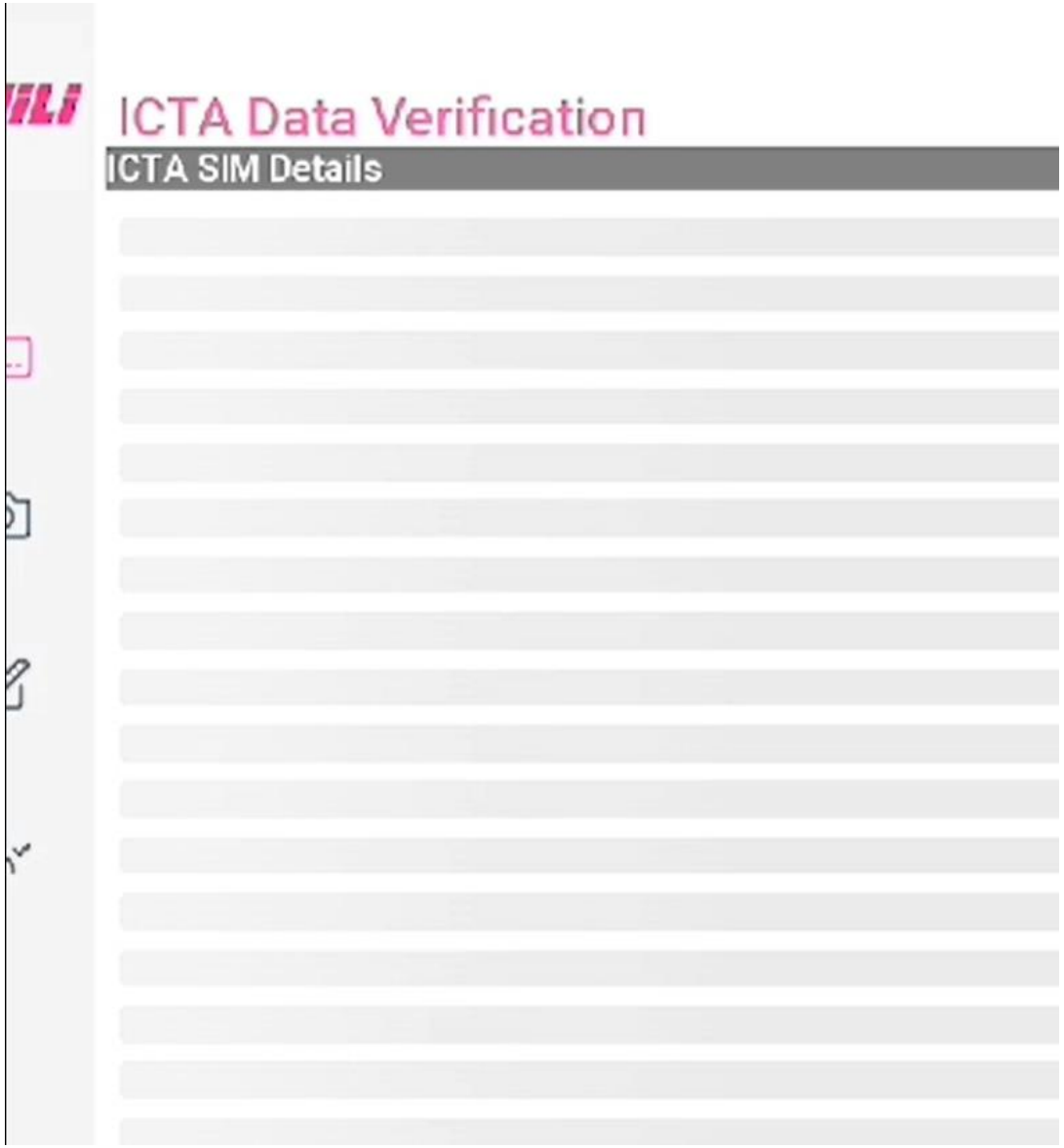
Fill/Verify Passport Details

- Select Country of your Nationality,
- Fill passport no,
- Fill Date of Birth
- Select gender (Male/Female)
- Verify all details and after verification proceed to next page



Data Verification

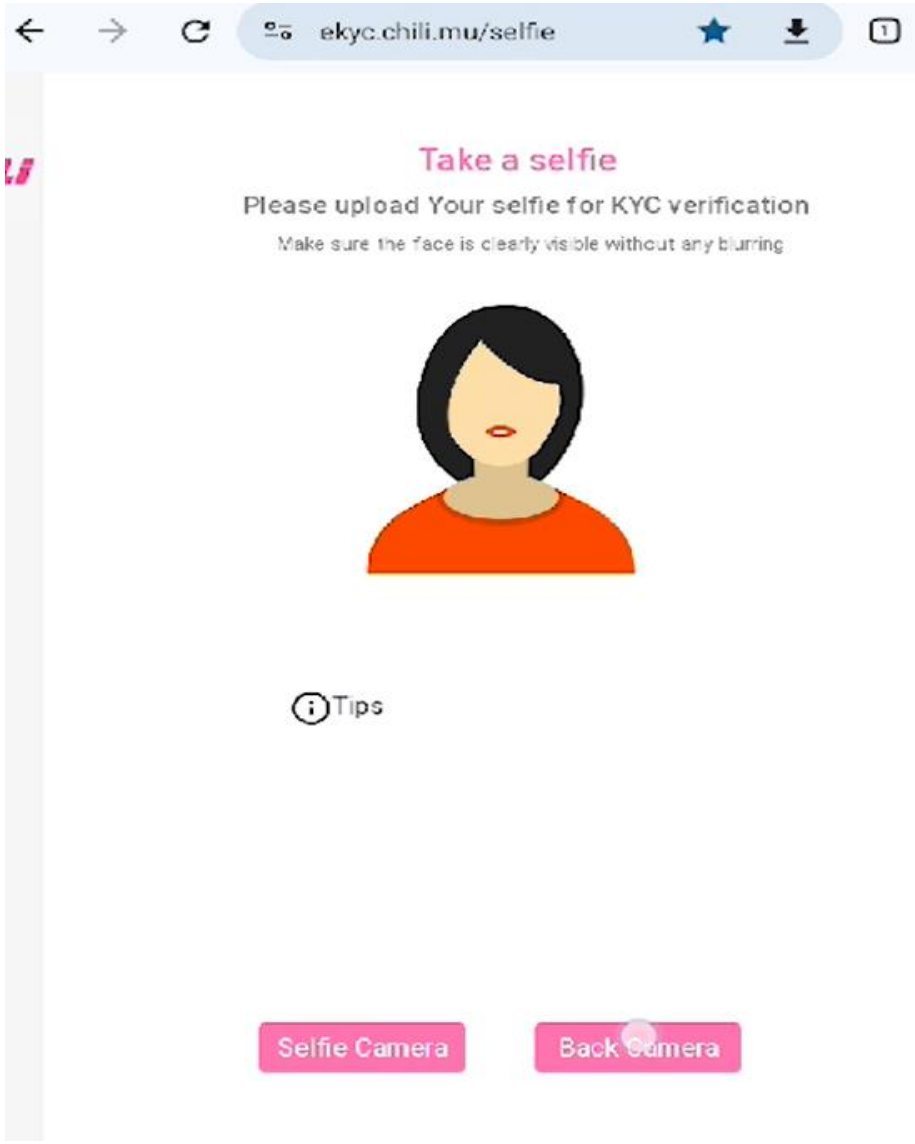
- All details of passport will be fetched from database and verified
- If the data verification confirmation is not received, cannot proceed further.



Click Selfie

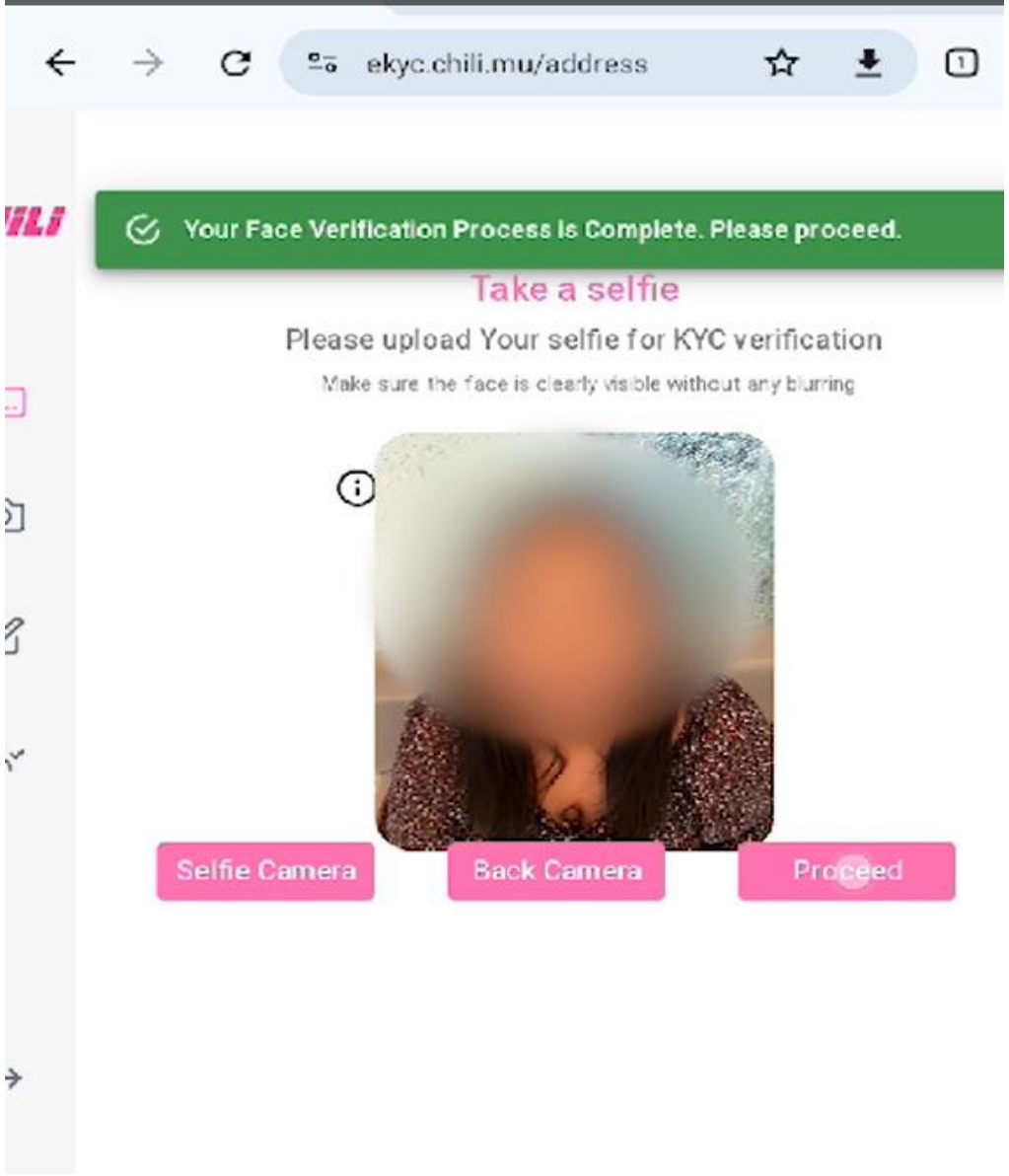
Face Liveliness detection
& Photo Capture

- For Liveliness and photo capture
  - Open and shut mouth
  - Blink both eyes
  - Then capture photo using selfie camera



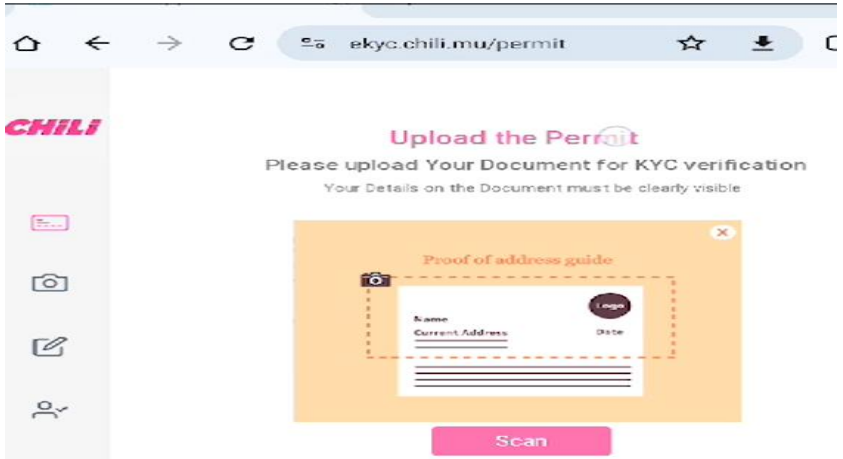
- After face verification

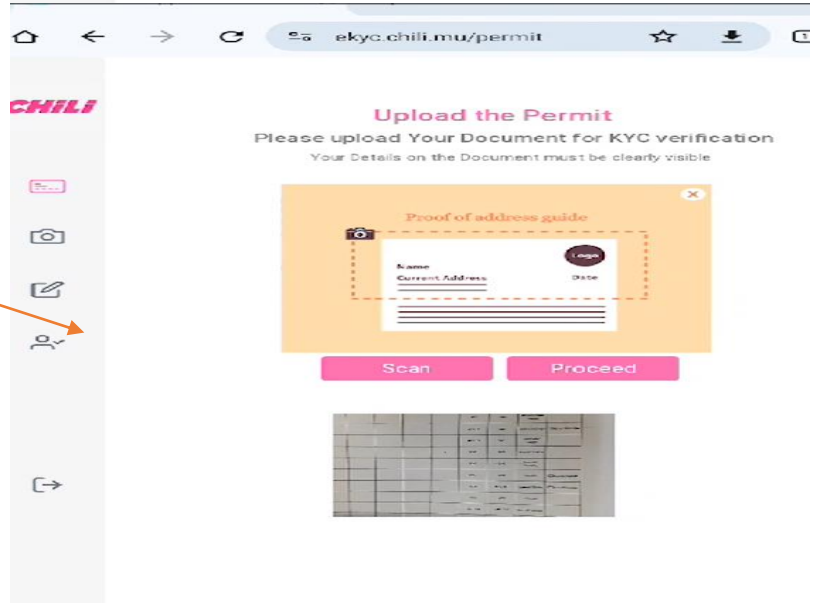
Proceed to next page



Upload Work /Occupation Permit

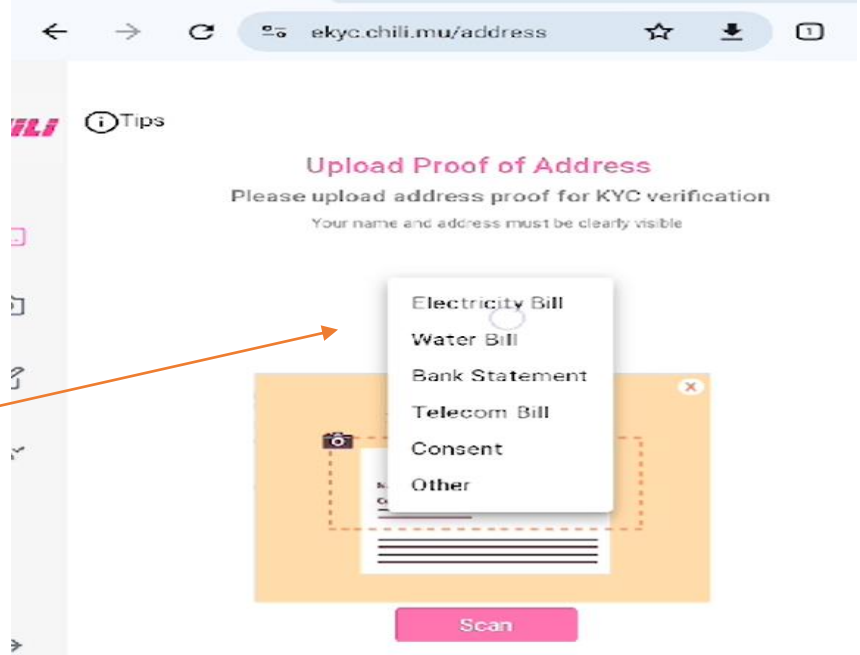
- In the scan window, adjust and place the permit such that the permit can be properly scanned. Click Scan
- Scan the permit and proceed to next page

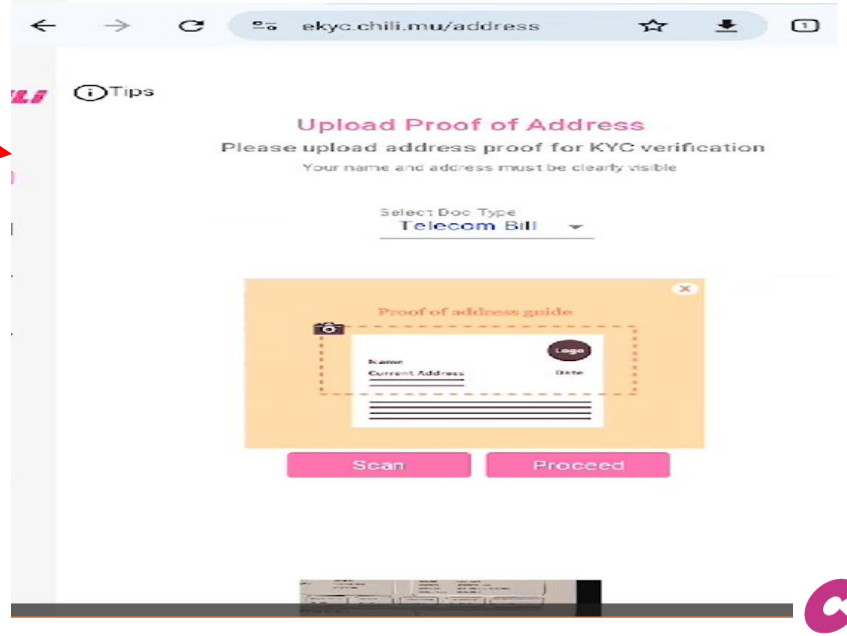




Upload Address Proof

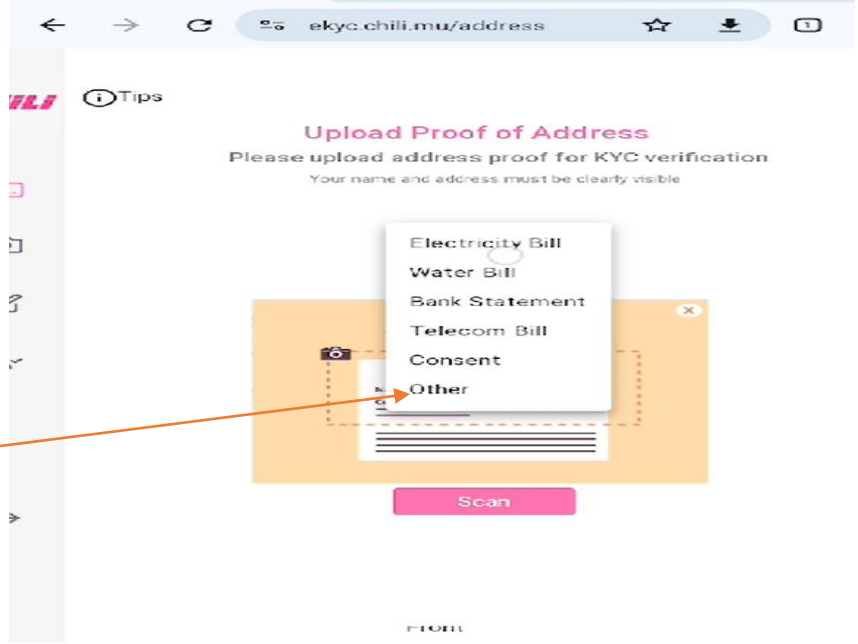
- Select type of address proof as per availability
- Address proof should be not older than 3 Months
- Scan address proof and proceed to next page

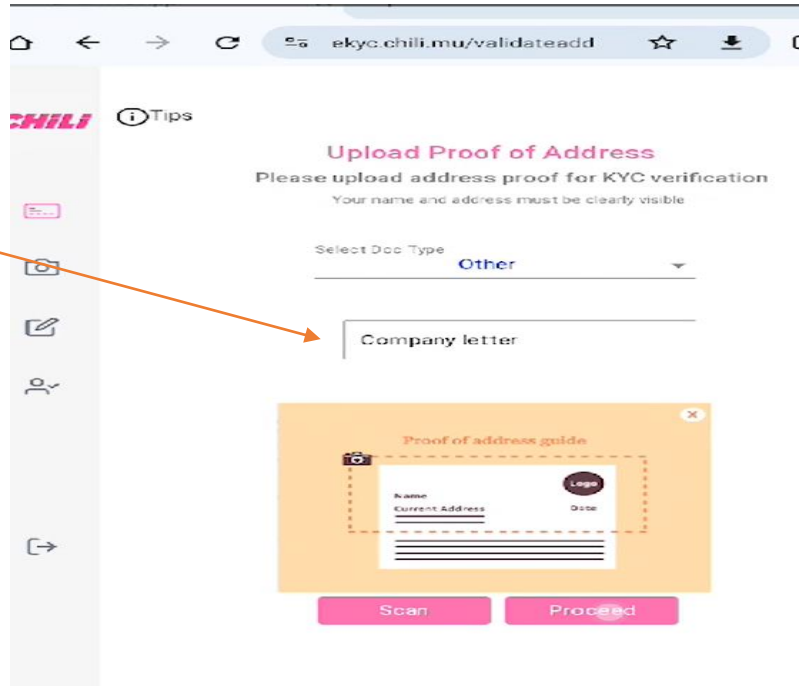




Address Proof for workers living in company provided hostels

- Select address proof as others
- Get one company letter mentioning your name & passport number with hostel address.
- Scan address proof and proceed to next page



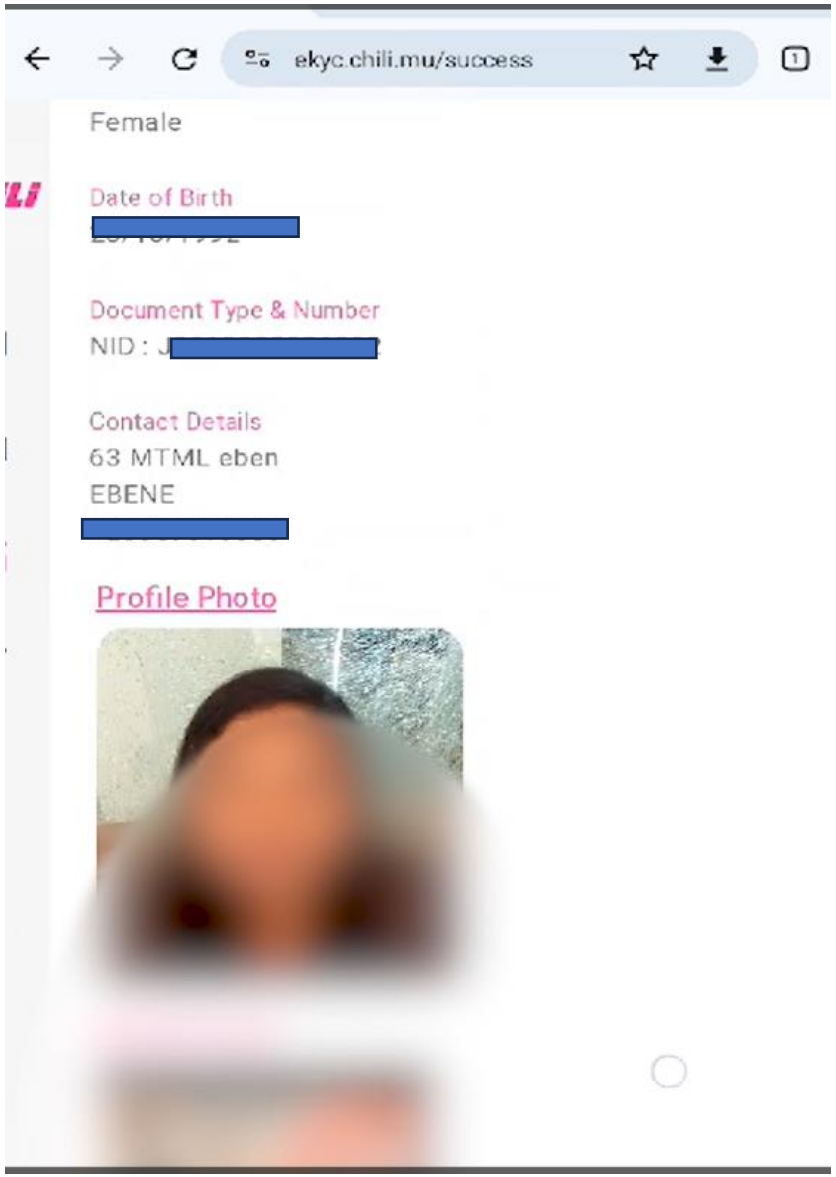


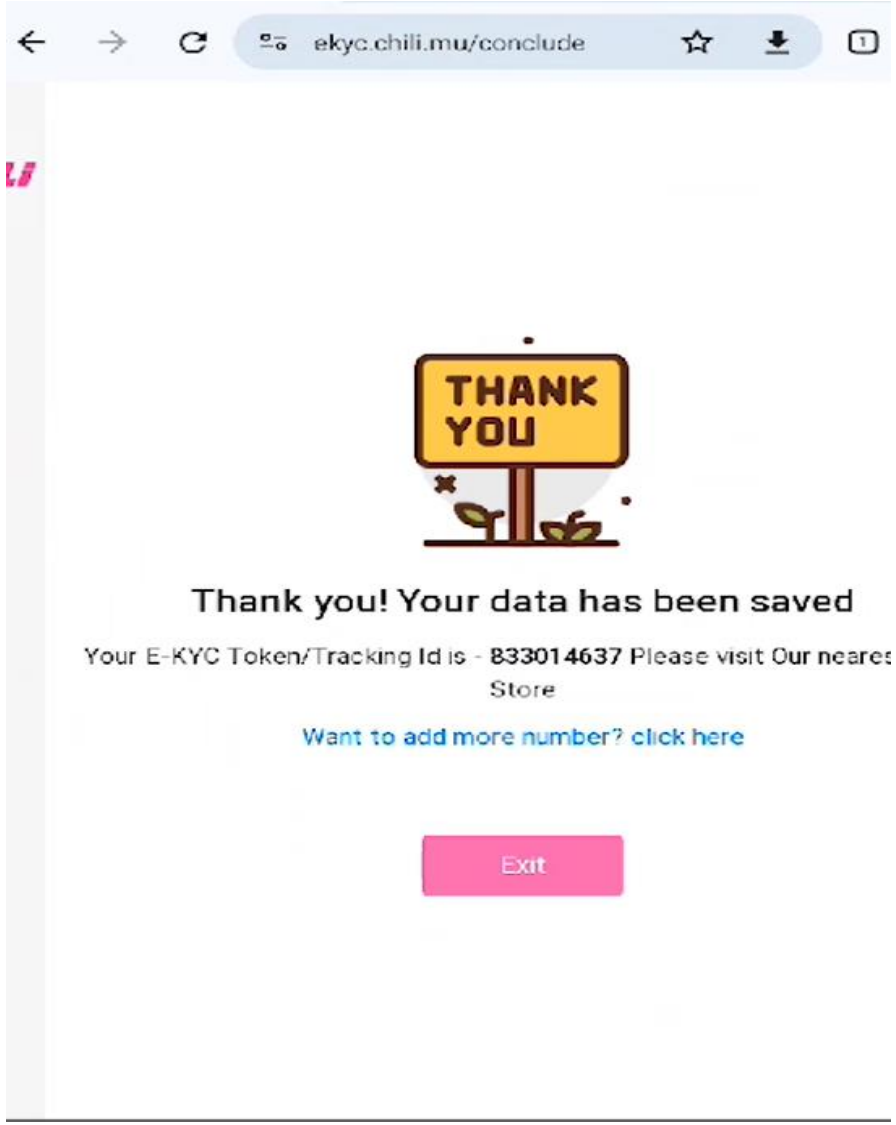
Fill Address

- Fill address as per proof uploaded
- Select locality as per address proof
- Email & Alternate Number is optional
- Save and continue

Verification of details and submission

- Summary page will show all details
- Verify all details and submit



Verification of details and submission

- Token will be generated after submission of all details.
- Customer will get SMS for registration
- Documents will be sent to back end team for audit check.
- After successful audit customer will receive SMS for successful re registration
- If any documents or address proof is invalid or not captured properly customer may get rejection and need to initiate process again