

Re-Registration of SIM



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)



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



Hello! Welcome to
e-KYC

Existing Customer Re-Registration

CHiLi Dealer/Agent

Customer Authentication


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


- Then press send OTP
- Enter OTP and verify


Customer Authentication

Please login with OTP

MSISDN

5961 

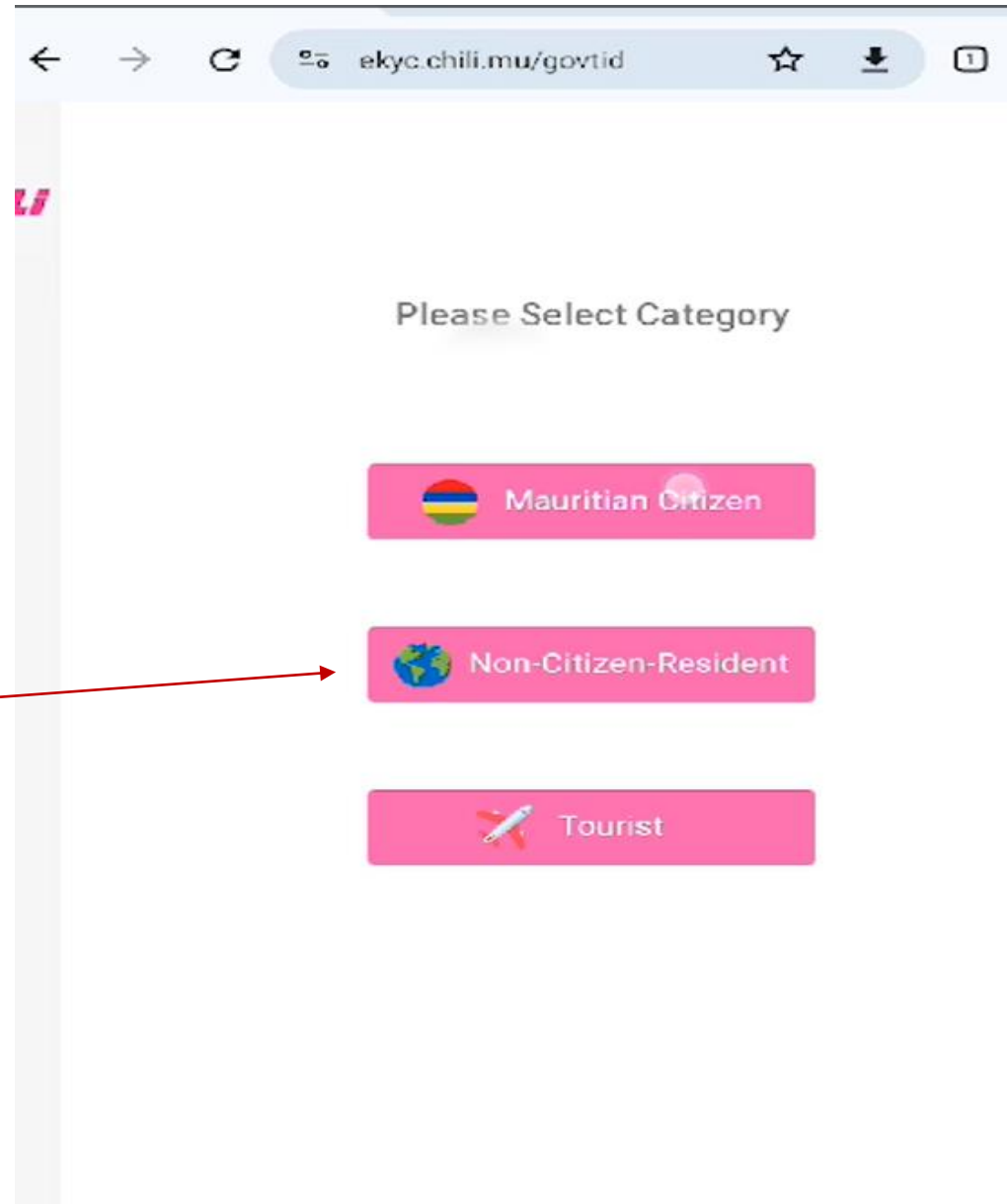




Send OTP Back

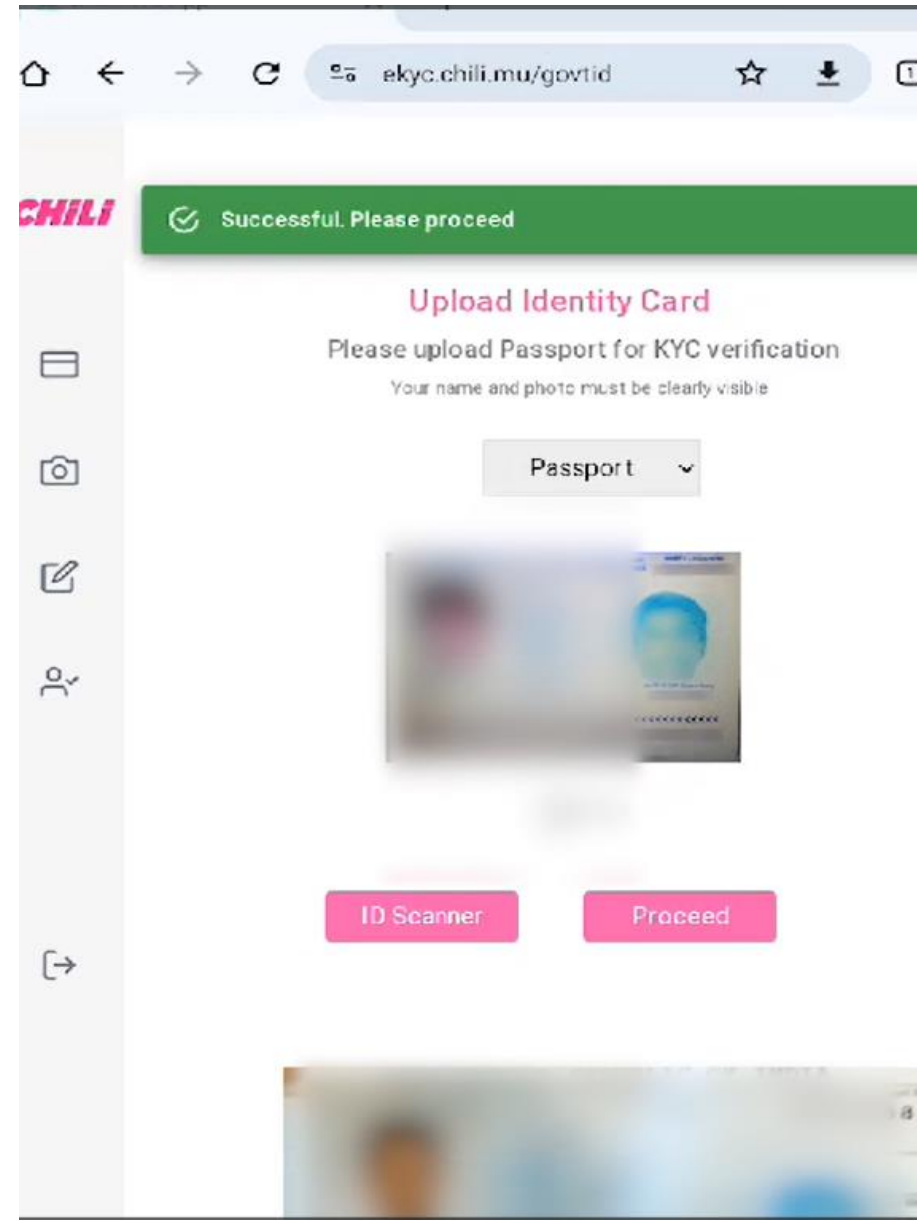
- Select category based on your Citizenship Status.

- 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



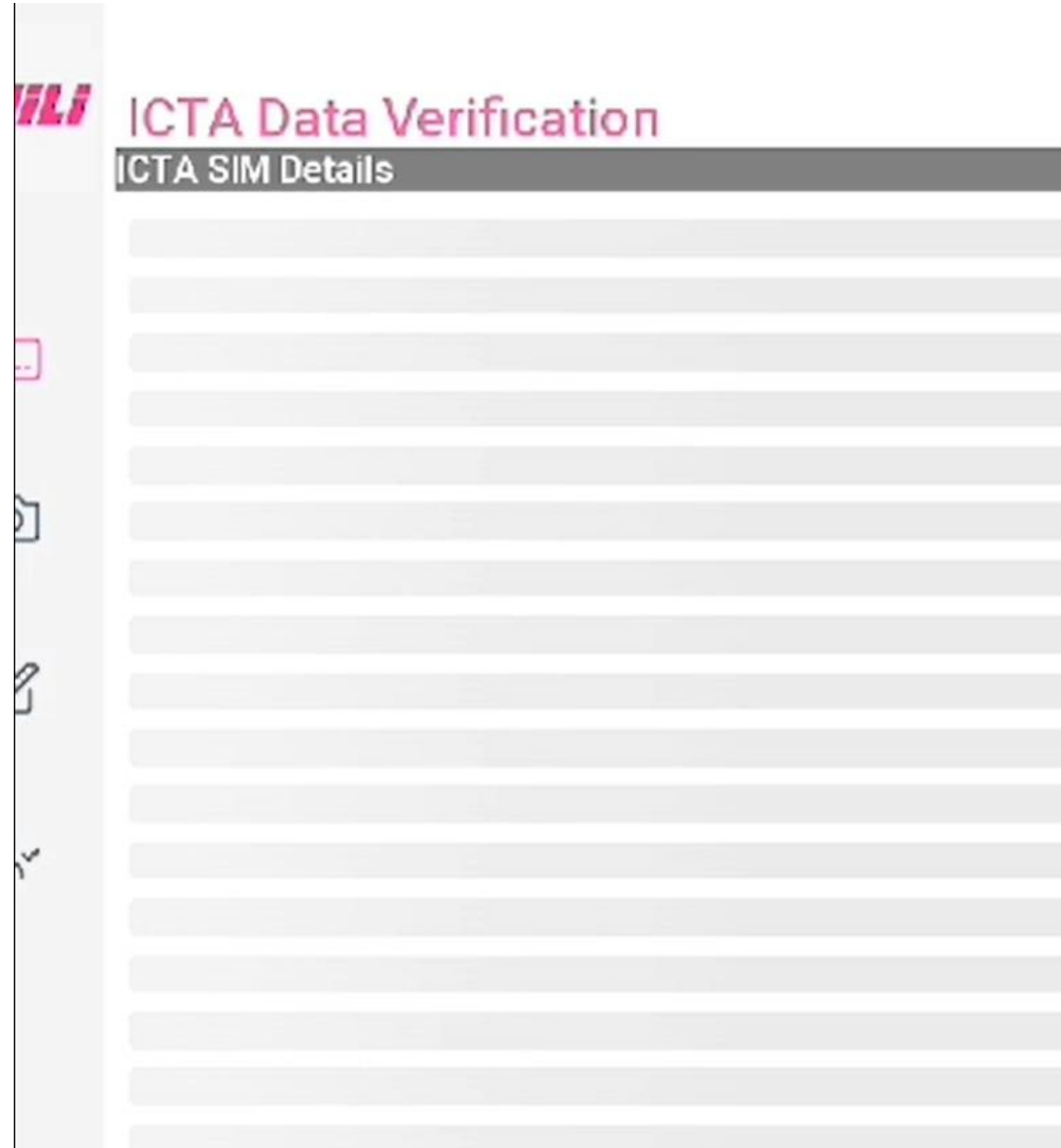
Fill/Verify Passport Details

- 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

The screenshot shows a web browser at the URL `ekyc.chili.mu/validate`. The page header includes the CHILI logo and the text "Please fill your Valid & Correct information". A modal form titled "PERSONAL DETAILS" is open, featuring a "Choose Country" dropdown menu with a list of countries including Afghanistan (AFG), Albania (ALB), Algeria (DZA), American Samoa (ASM), Andorra (AND), and Angola (AGO). To the right of the country list is a date picker showing the month of April (14) and the year 1983. The date picker includes a calendar grid with days of the week (Th, Fr, Sa) and buttons for "CLEAR", "CANCEL", and "OK".

Data Verification

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



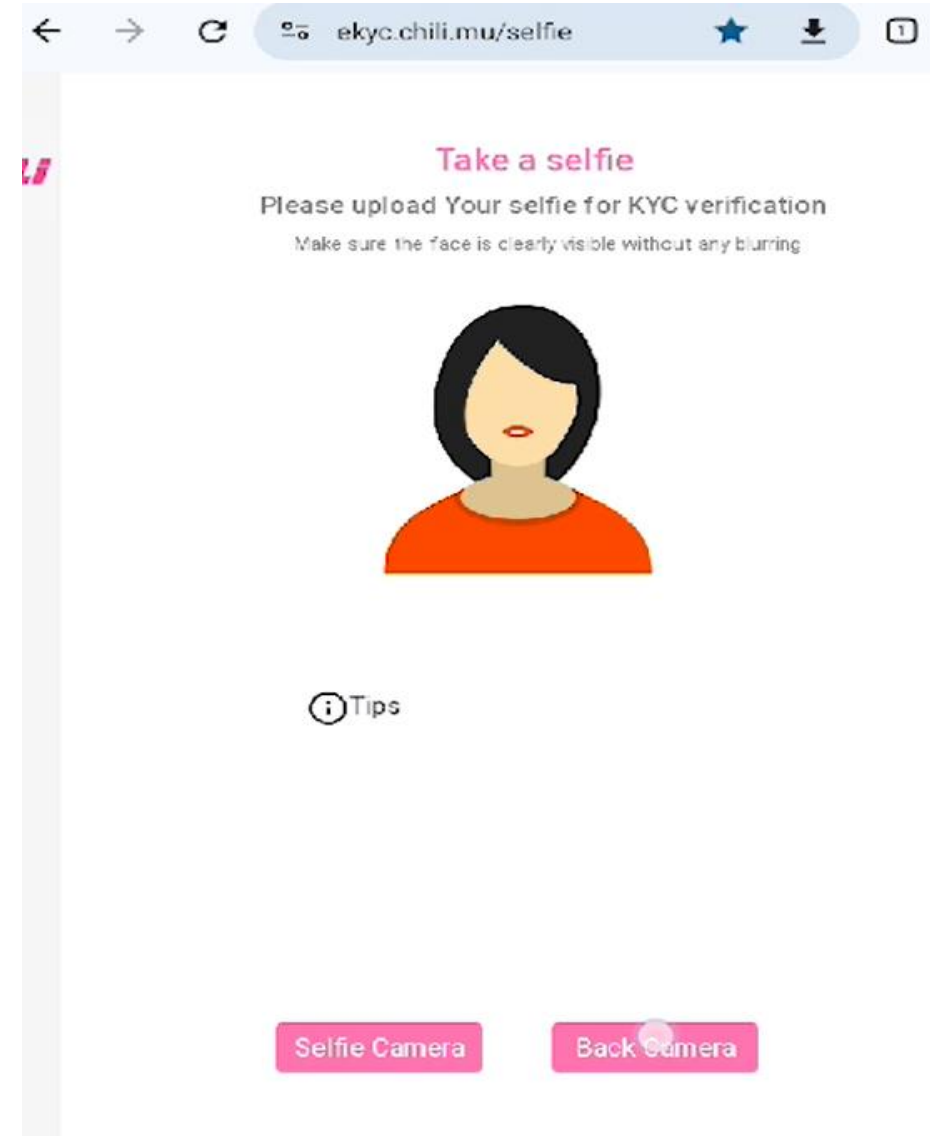
The screenshot displays the CHILI ICTA Data Verification interface. On the left is a vertical sidebar containing several icons. The main content area is titled "ICTA Data Verification" and "ICTA SIM Details". Below the title is a table with 15 rows, each containing placeholder text for SIM details.

ICTA SIM Details	

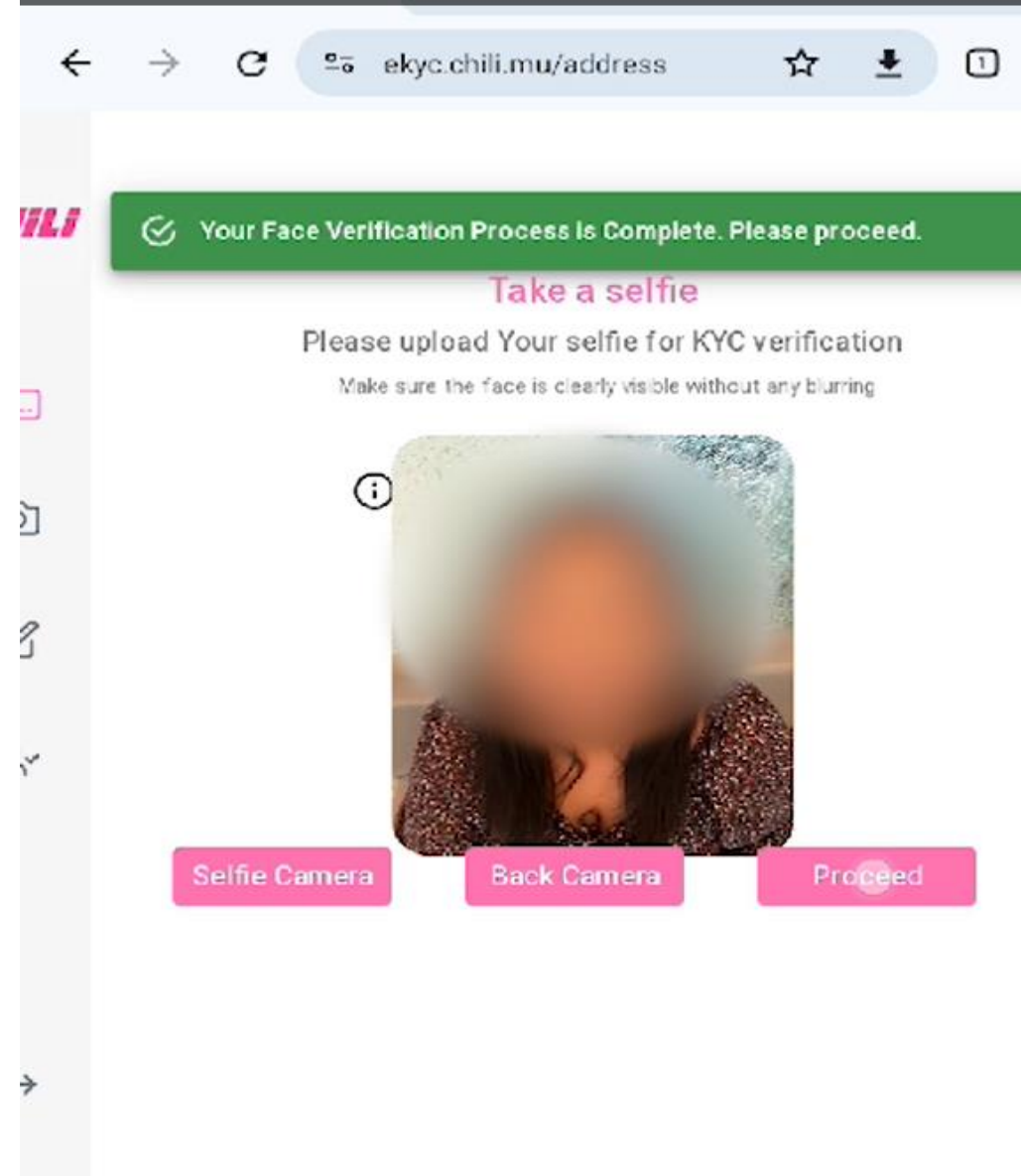
Click Selfie

Face Liveness detection & Photo Capture

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

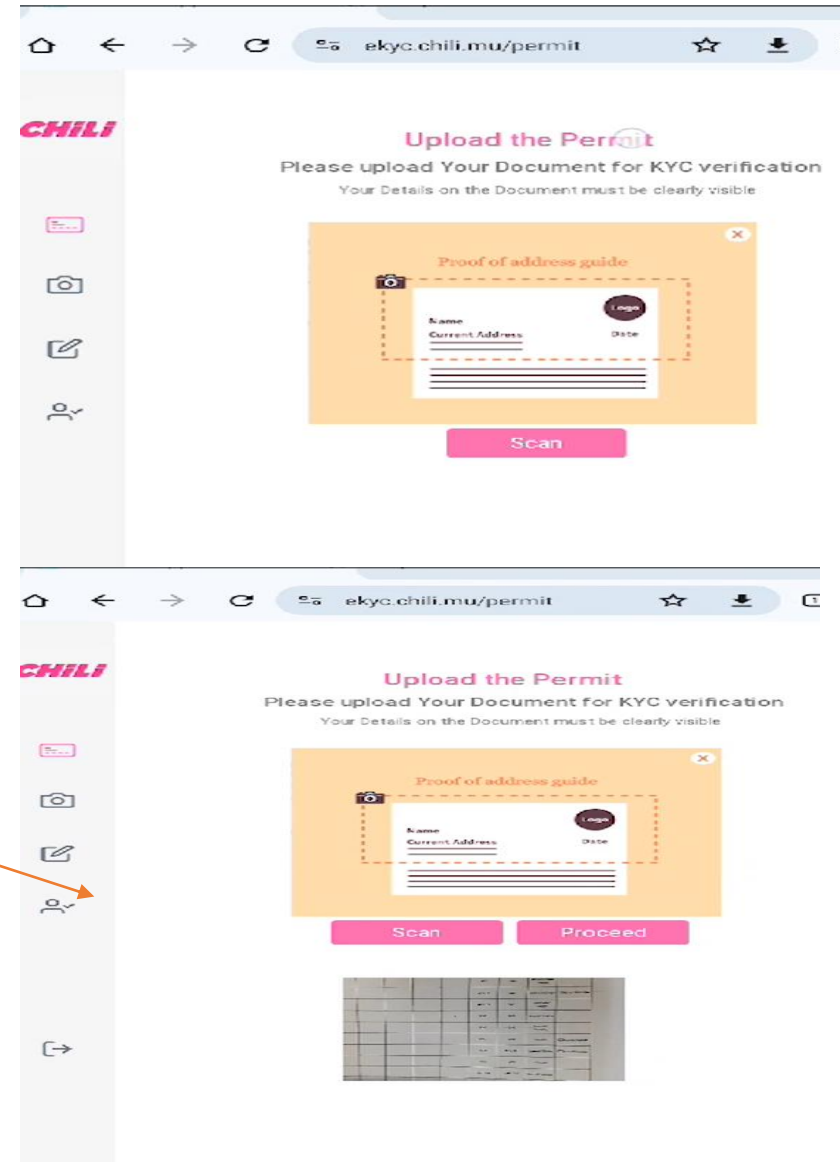


- After face verification
Proceed to next page



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

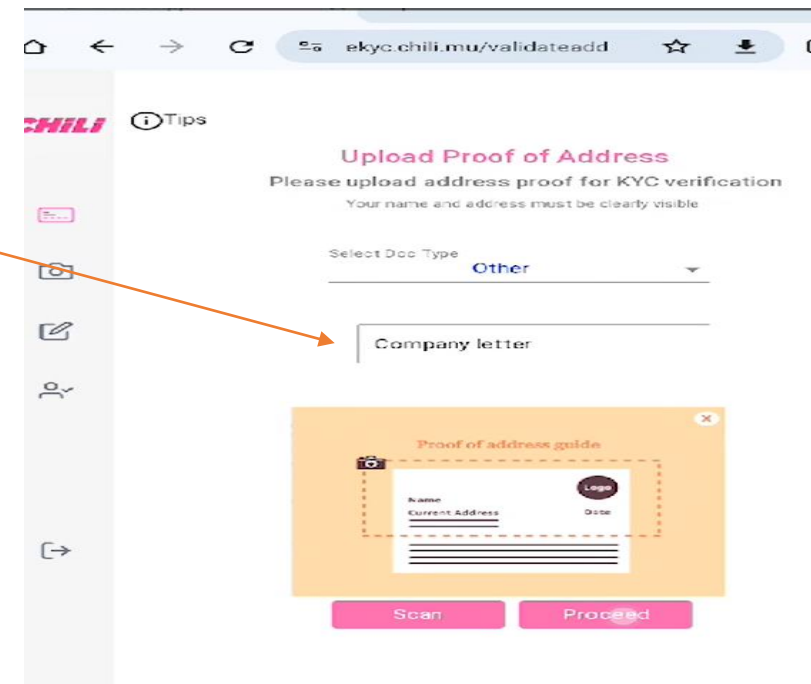
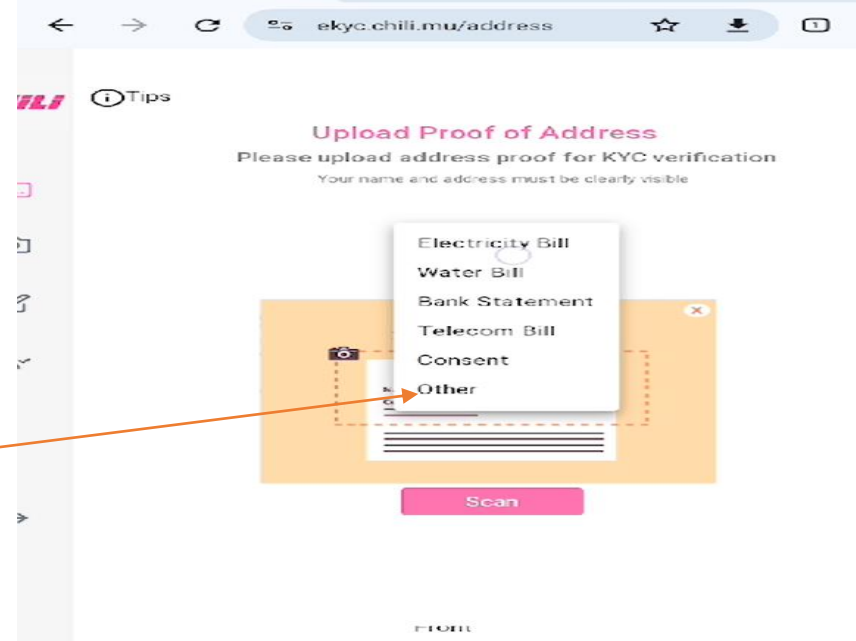
The image displays two sequential screenshots of a web application interface for uploading address proof. Both screenshots are from the URL `ekyc.chili.mu/address`.

Top Screenshot: The page is titled "Upload Proof of Address" with the instruction "Please upload address proof for KYC verification" and a note "Your name and address must be clearly visible". A dropdown menu is open, showing options: "Electricity Bill", "Water Bill", "Bank Statement", "Telecom Bill", "Consent", and "Other". An orange arrow points from the first bullet point of the text to this dropdown menu. Below the menu is a "Scan" button.

Bottom Screenshot: The page is the same, but the dropdown menu is closed, and "Telecom Bill" is selected. Below the selection is a "Proof of address guide" box containing a form with fields for "Name", "Current Address", and "Date", along with a "Login" button. A red arrow points from the third bullet point of the text to the "Proceed" button. Below the guide box are "Scan" and "Proceed" buttons.

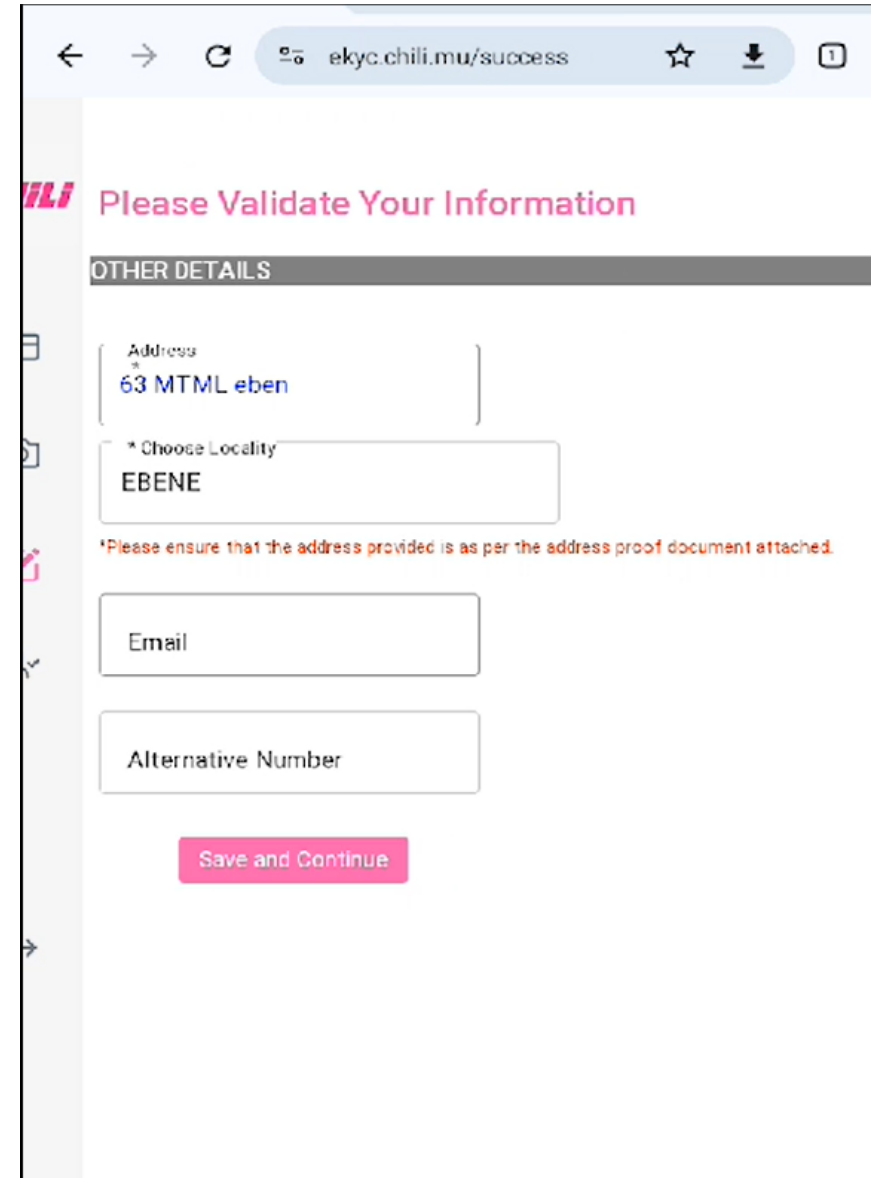
Address Proof for workers living in company provided hostels

- 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

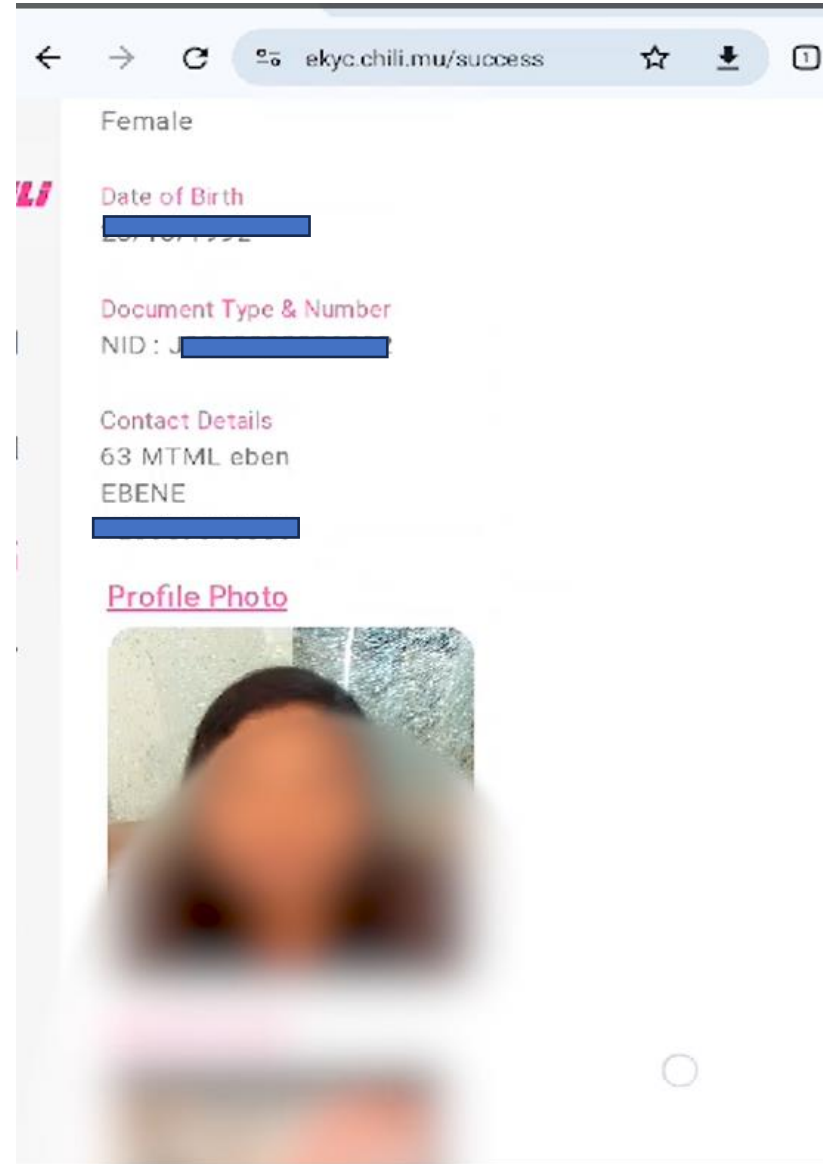


The screenshot shows a web browser window with the address bar displaying "ekyc.chili.mu/success". The page title is "Please Validate Your Information". Below the title is a section header "OTHER DETAILS". The form contains the following fields:

- Address:** A text input field containing "63 MTML eben".
- * Choose Locality:** A dropdown menu with "EBENE" selected.
- *Please ensure that the address provided is as per the address proof document attached.** A red warning message.
- Email:** A text input field.
- Alternative Number:** A text input field.
- Save and Continue:** A pink button.

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

