

Shashi Arora, managing director (MD) and chief executive officer (CEO) of Airtel Payments Bank, has stepped down from his position. The move comes after the Unique Identification Authority of India had recently barred Bharti Airtel and Airtel Payments Bank from conducting Aadhaar-based SIM verification of its mobile customers and payments bank clients using the electronic know your customer (e-KYC) process after reports emerged that the payment bank accounts were opened without their informed consent.

Arora joined Airtel in February 2006. During his tenure at Airtel, Arora has served as the CEO of the upper north cluster that includes Punjab, Haryana, Himachal and Jammu & Kashmir and Delhi circles. In August 2011, he was appointed as the chief executive officer of Bharti Telemedia, a subsidiary of Bharti Airtel that provides direct-to-home services. He was later appointed as the MD and CEO of Airtel Payments Bank on June 1, 2016.

In the past, he has also worked with Kotak Mahindra Bank as the group marketing head.

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