GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
STARRED QUESTION No. 108
FOR ANSWER ON 14TH DECEMBER, 2022

GOVERNMENT SERVICES AVAILABLE ON DIGITAL PLATFORM

*108. SHRI KULDEEP RAI SHARMA:
SHRIMATI SUPRIYA SULE:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the details of various Government services/ facilities available on the digital platform;

(b)   the safeguards adopted by the Government while using mobile number for the verification of the beneficiaries for the provision of benefits under various Government services;

(c)   whether most of the Shopping Complexes and Malls have made it mandatory to ask for customer's mobile number during check out and if so, the details thereof;

(d)   whether there has been instances where denial to submit phone number and other personal details has resulted in denial of services by them;

(e)   if so, whether customer can deny to provide his mobile details citing Privacy issues and still avail services and if so, the details thereof; and

(f)   whether the Government has issued any provision or guidelines regarding the same and if so, the details thereof?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS &
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (f)   A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) to (f) OF LOK SABHA STARRED QUESTION NO. 108 FOR 14th DECEMBER, 2022 REGARDING "GOVERNMENT SERVICES AVAILABLE ON DIGITAL PLATFORM"

(a)   There are various Government services/ facilities available on Digital Platform. Some of the key digital platforms providing the government services are: Saral Sanchar, Tarang Sanchar, GatiShakti Sanchar, Central Equipment Identity Register (CEIR), Aadhaar, MyGov, DigiLocker, Unified Mobile Application for New-Age Governance (UMANG), e-Sign, Open Government Data, API Setu, MeriPehchaan, MyScheme, Mobile Seva etc.

(b)   Various Know Your Customer (KYC) processes have been prescribed while issuing a mobile connection to a customer. The processes adopted and being implemented by Telecom Service Providers (TSPs) are paper based KYC, Digital KYC and Aadhar based EKYC process. In each KYC process, the customer is physically verified and Proof of Address (POA) / Proof of Identity (POI) is validated with original documents.

(c) to (f)   No such cases have been reported for providing mobile number mandatorily from customers to Shopping complex or malls during check out and denial of services in case of non-provision of mobile number. Department of Telecommunications has not issued any provision or guidelines in this regard.

*****