

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:160  
ANSWERED ON:26.11.2007  
VERIFICATION OF SUBSCRIBERS  
Nayak Shri Ananta

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the mobile service providers are generally not complying with the requirement of subscriber verification process while enrolling a new subscriber;
- (b) if so, the details thereof;
- (c) the details of the mechanism that exist to check the functioning of mobile service providers in various parts of the country;
- (d) the names of the service providers found violating the guidelines in this regard during the last three years; and
- (e) the action taken against the service providers for violating the guidelines?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)  
(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 160 FOR 26TH NOVEMBER, 2007 REGARDING VERIFICATION OF SUBSCRIBERS.

(a) It is found during verification process that some of the subscribers have been enrolled by mobile service providers without proper verification.

(b) to (e) Detailed instructions were incorporated as license conditions, which inter-alia provide that the Service Providers are required to ensure adequate verification of each and every customer before enrolling him as a subscriber. This includes obtaining photograph and copies of prescribed documents for identity proof and address proof of the subscriber.

In April, 2006 a special drive was carried out by Vigilance Telecom Monitoring (VTM) Cells of Department of Telecommunications (DoT) at Delhi, Mumbai, Chennai and Hyderabad to check whether the service providers are fully complying with the instructions regarding verification of subscribers. Based on the observations of special drive, directions were issued to concerned service providers to disconnect such connections that have been provided without proper verification.

As per the instructions dated 22.11.2006, service providers were required to re-verify their existing subscriber base by March, 2007 and there should not be any connection working after 31.3.2007 in the Licensee's network without having subscriber information duly verified. Special drives were conducted in April and May, 2007 to audit the status of subscriber verification carried out by the mobile operators on sample basis. The auditing of the subscribers' identity verification is a continuous process.

Almost all access service providers including Government PSUs are not fully compliant with subscribers' verification process. Routine checks, in this regard, are carried out by DoT through its Vigilance Telecom Monitoring Cells in all the service areas. Based on their observations, 133 show cause-notices have been issued in last six months to the concerned service providers, wherever discrepancies /deficiencies were noticed, for imposition of penalty which is to be levied after following due procedure.