

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

UNSTARRED QUESTION NO:224

ANSWERED ON:26.07.2010

VERIFICATION OF SUBSCRIBERS

Muttemwar Shri Vilas Baburao; Rao Shri Nama Nageswara; Swamygowda Shri N Cheluvarya Swamy

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

- (a) whether there has been an increase in number of cases of violation of subscriber verification of mobile connections in the country;
- (b) if so, the details thereof, State-wise during the last three years and the current year;
- (c) whether instructions have been issued to the telecom operators for strict compliance with regard to the identification of subscribers;
- (d) if so, the details thereof and the action taken/being taken by the Government in this regard;
- (e) whether the Government has noticed that certain brand of mobile telephones are posing threat to the national security of the country;
- (f) if so, the details thereof; and
- (g) the steps taken/being taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) There are 34 TERM (Telecom Enforcement Resource and Monitoring) Cells in country covering all Licensing Service Areas. TERM Cells audit Customer Acquisition Forms (CAF) per month on sample basis. Based on audit reports, Licensing Service Area-wise, passed percentage (%) details of CAF forms on PIA (Photo, Identity and Address) basis is tabulated as below:

Telecom Service Area	Year 2007 (passed Percentage)	Year 2008 (Passed Percentage)	Year 2009 (Passed Percentage)	Year 2010 (Passed Percentage)	#
----------------------	-------------------------------	-------------------------------	-------------------------------	-------------------------------	---

Chennai	78.27	88.68	95.33	87.79	
---------	-------	-------	-------	-------	--

Tamilnadu	83.21	91.05	96.4	91.31	
-----------	-------	-------	------	-------	--

Andhra Pradesh	63.4	80.67	90.03	78.24	
----------------	------	-------	-------	-------	--

Karnataka	81.32	72.8	87.29	79.84	
-----------	-------	------	-------	-------	--

Kerala	84.33	80.5	96.47	88.96	
--------	-------	------	-------	-------	--

Delhi	85.85	87.82	90.11	78.79	
-------	-------	-------	-------	-------	--

J & K	81.07	85.7	82.9	62.61	
-------	-------	------	------	-------	--

Haryana 80.44 86.11 91.71 80.74

HP 89.38 99.13 93.19 89.09

Punjab 78.29 81.61 86.6 83.8

Rajasthan 84.42 82.11 84.45 78.87

UP (West) 90.7 96.29 97.47 88.9

UP(East) 79.61 78.05 85.52 88.05

Bihar 92.45 95.41 97.59 91.54

Orissa 81.3 91 95.59 90.68

Kolkata 86.08 91.21 97.15 88.25

West Bengal 92.64 91.46 91.46 95.1

Assam 77.37 82.37 93 95.24

North East 74.26 86.52 94.83 91.51

Mumbai 44.13 67.83 91.11 90.71

Maharashtra 83.33 75.43 83.54 89.9

Gujarat 90.33 94.29 91.17 90.59

MP 77.55 92.82 93.84 89.34

Average All India Basis Approx 81% Approx 84% Approx 91% Approx 87%

The CAF audit was being carried out from April 2007 onwards by TERM Cells. Hence %ge figures are based on April 2007 to Dec 2007 CAF Audit cum verification.

The indicated %ge is based on the CAF Audit compilation till February 2010.

(c) & (d) Instructions have been issued to Telecom Service Providers for strict compliance with regard to verification of subscribers at various occasions. As per instructions, licensee shall ensure adequate verification of every person before enrolling him as a customer. Licensee shall also ensure that connections are activated only after filling up of customer acquisition form (CAF) and submission of required documents by the customer.

After 31st March 2007, a minimum penalty of Rs.1000/-per violation of subscriber verification norms is being levied on licensees. In case of forgery, FIR/ police complaint are being lodged with Law Enforcement Agencies With effect from 1st April, 2009, a scheme of penalty for subscriber verification failure cases at graded scales is in force. The details of correct subscriber verification percentage

vis-À-vis financial penalty per incorrect verified, detected subscriber are as follows:

Correct subscriber verification percentage	Amount of financial penalty per incorrect verified subscriber
--	---

Above 95%	Rs.1000/-
-----------	-----------

90%-95%	Rs.5000/-
---------	-----------

85%-90%	Rs.10000/-
---------	------------

80%-85%	Rs.20000/-
---------	------------

Below 80%	Rs.50000/-
-----------	------------

(e) to (g) Security Agencies have shown concern on certain issues which include Black Berry Services, Chinese mobile phones without IMEI (International Mobile Equipment Identity)/ with non-genuine IMEI. Regarding Blackberry Services, DOT is in the process of consulting all stake holders. With regard to mobile handsets without proper IMEI or without IMEI that were operating in the country, Department of Telecommunications (DOT) has issued instructions to Telecom Service Providers to ensure that calls from mobile handsets with such IMEI number which is not available in the latest updated IMEI database of Global System for Mobile Association (GSMA) or calls from handsets without IMEI / all zeroes IMEI are not processed and rejected with effect from 24 Hrs. of 30th November, 2009. Further, Ministry of Commerce has already banned import of mobile handsets without IMEI or with all zeroes IMEI as well as CDMA handsets without Electronic Serial Number (ESN) / (Mobile Equipment Identifier (MEID) or with all zeroes ESN / MEID.