

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

UNSTARRED QUESTION NO:277
ANSWERED ON:23.11.2011
VERIFICATION OF SUBSCRIBERS
Chowdhury Shri Adhir Ranjan

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

- (a) whether instructions have been issued to the telecom operators for strict compliance with regard to the identification of documents supplied by subscribers;
- (b) if so, the details thereof;
- (c) whether the Ministry of Home Affairs has directed strict compliance of the verification norms due to security reasons;
- (d) if so, the details thereof; and
- (e) 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 MILIND DEORA)

- (a) Yes, Madam.
- (b) Instructions have been issued to Telecom Service Providers (TSPs) to verify the customer with his/her photograph and to verify the Proof of Address (PoA) and Proof of Identity (PoI) with the respective originals before providing any telephone connection.
- (c) & (d) Communications have been received from MHA at various point of times emphasizing the need to have a fool proof arrangement for providing pre-paid as well as post-paid connections so that the SIM cards are issued with proper verification of subscriber and his/her documents.
- (e) Department of Telecom (DoT) has issued instructions to TSPs to verify the customer with his/her photograph and to verify the Proof of Address (PoA) and Proof of Identity (PoI) with the respective originals before providing any telephone connection. Telecom Enforcement Resource and Monitoring (TERM) Cells (field units of DoT) are carrying out sample verification of Customer Application Forms (CAFs) on monthly basis to monitor the compliance of these instructions. Penalties are being imposed on TSPs against non-compliant cases.