

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

UNSTARRED QUESTION NO:3310

ANSWERED ON:14.12.2011

CUSTOMERS VERIFICATION

Dhotre Shri Sanjay Shamrao;Jaiswal Shri Gorakh Prasad ;Mandal Shri Mangani Lal;Singh Shri Bhola;Singh Shri Iyraj

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

- (a) whether the telecom operators in the country especially in Jammu and Kashmir have been complying with the Department of Telecommunication's instructions on verification of identity of subscribers;
- (b) if so, the details thereof and if not, the number of mobile connections issued by various mobile companies without proper verification during the last three years and the current year, State-wise and operator-wise;`
- (c) the details of the action taken against the erring service providers;
- (d) whether the Government agencies presently carrying out the task of Customer Application Form Re-verification are adequately manned;
- (e) if so, the details thereof; and
- (f) if not, the steps taken/proposed to be taken to increase the manpower in these agencies to effectively curb the menace posed by false customer details?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a)&(b) Department of Telecom (DoT) has issued instructions to Telecom Service Providers (TSPs) to verify the identity of the customer before providing any telephone connection. In respect of Jammu and Kashmir Service Area, more strict norms have been prescribed. Telecom Enforcement Resource and Monitoring (TERM) Cells (field units of DoT) are carrying out sample Audit of Customer Application Forms (CAFs) on monthly basis to monitor the compliance of these instructions. During Audit it was found that some of the subscribers have been enrolled by mobile service providers without proper verifications of identity. The Licence Service Area (LSA) wise and TSP wise percentage of passed samples during the Audit by TERM Cells on Photo, Identity, Address (PIA) basis in respect of last three years and the current year are given in the Annexure-I and Annexure-II respectively.

(c) Penalties amounting to more than Rs.1390/- Crores of rupees in total have been imposed on service providers for non-compliant cases in respect of last three years and the current year.

(d)&(e) The present status of sanctioned and working strength available in all the 34 TERM Cells is as below:

Grade	Sanctioned Strength	Working Strength
-------	---------------------	------------------

HAG	Nil	Nil
-----	-----	-----

SAG	34	34
-----	----	----

JAG	68	55
-----	----	----

STS/JTS 136 30 (approx)

AD/JTO Nil Nil

TTA Nil Nil

Assistants Nil Nil

Total 238 119

In respect of TERM Cell J&K out of 06 ITS Group `A` officers, 3 officers (1-SAG, 2-JAG of ITS Group `A` are working in TERM Cell J&K.

Further, it has been observed that the sample size for audit of Customer Acquisition Forms has grown to about 25 times that of the size in 2007 when the CAF Audit was initiated. This alone will require on an average 14 to 15 persons per LSA including manpower at Group `B` and Group `A` level for supervisory and administrative purposes,

(f) Group `B` officers from BSNL optees are being posted to TERM Cells (maximum 7 per TERM Cell) as stop gap arrangement to meet the requirement of TERM Cells. More than 100 Group `B` officers have been posted till now 3 such Group `B` officers from BSNL optees have been posted in TERM Cell J&K. Further, a detailed analysis of works entrusted to TERM Cells and requirement at different levels have been carried out. The Proposal is under consideration.