

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

UNSTARRED QUESTION NO:2827  
ANSWERED ON:29.08.2012  
USE OF PRIVATE MOBILE PHONES BY CRIMINALS  
Singh Shri Pashupati Nath

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

- (a) whether the incidents of crime have increased after the prevalence of private mobile telephones;
- (b) if so, the provision made to prevent such use;
- (e) whether these provisions are being violated by telecom operators; and
- (d) if so, the action taken by the Government against the erring telecom operators?

**Answer**

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

(a) Madam, so far no such study has been undertaken.

(b) The clause regarding subscriber verification of Unified Access Services License (UASL) and CMTS licenses, inter-alia, states as under:

‘The LICENSEE shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the licensor in this regard from time to time shall be scrupulously followed.’

Accordingly, instructions have been issued by the Government to the Telecom Service Providers (TSPs) from time to time for verification of identity of prospective subscribers i.e. to obtain duly filled Customer Acquisition Form/ Customer Application Form (CAF)/ Subscriber Acquisition Form (SAF) along with Photo, Proof of Identity (PoI) and Proof of Address (PoA) at the time of enrolling them for providing the service.

(c) & (d) TERM Cells are carrying out monthly sample audit of CAF/ SAF and supporting documents on Photo, Identity, Address (PIA) basis to find out non-compliant cases. It has been noticed that in some cases the verification has not been carried out as per provisions by the TSPs, accordingly penalties have been imposed on the TSPs against non-compliant cases for violation of provisions. Apart from this complaint based investigations have also been carried out and penalties have been imposed on case to case basis. In order to deal with the issue of forged documents for obtaining mobile connections, provisions to lodge FIR/ complaints with Police have also been made.