

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

UNSTARRED QUESTION NO:508
ANSWERED ON:27.02.2013
VERIFICATION OF SUBSCRIBERS
Naranbhai Shri Kachhadia

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

- (a) whether the Government has formed new set of rules for making it mandatory for users to register for subscribing to mobile or fixed line telephone and internet connections with their real names and with authentic Government identity proof;
- (b) if so, the detailed guidelines in this regard;
- (c) whether the Government has received complaint for issuance of telephones and internet connections without proper verification of subscribers; and
- (d) if so, the details thereof and the action taken by the Government against the defaulters?

Answer

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

(a) & (b) New set of instructions have been in respect of mobile subscribers vide DoT letter dated 09.08.2012. These instructions revise earlier instructions issued on the subject from time to time. These instructions inter-alia prescribe the following:

(i) A passport size photograph should be pasted on the Customer Acquisition Form (CAF) and the documents as proof of identity and proof of address of the subscriber should be attached with the CAF.

(ii) The person at the Point of Sale has to get the CAF duly filled and signed (in case of illiterate person thumb impression) by the subscriber with date. The authorized person at PoS has to record in the CAF that he has seen the subscriber and matched the photograph attached on the CAF with the subscriber and verified his copies of documents of proof of address and proof of identity attached with the CAF with the original and has to put his signature on the CAF & all attached documents.

(iii) The mobile connection is to be activated only after the requirement of filling up CAF and copies of documentary proof as per requirement have been fulfilled by the customer and the subscriber details have been updated in the subscriber database of the Licensee and the employee of licensee has verified the same.

(iv) After activation of SIM also the subscriber is to be tele-verified by the Licensee.

The detailed instructions dated 09.08.2012 are available at DoT website at <http://www.dot.gov.in/as/2012/DOC181012.pdf>

(c) & (d) Telecom Enforcement Resource & Monitoring (TERM) Cell of DoT carry out monthly CAF (Customer Acquisition Form) sample audit on PIA (Photo Identity and Address) basis for checking the compliance to the prescribed norms. Penalties are imposed on non-compliant cases. So far approx. 400 Crores rupees have been collected as penalty on this account.

Apart from monthly audit, surprise checks and complaint based investigations are also carried out by TERM Cells. Penalties are imposed for non-compliance observed. In such cases, penalty of approx. Rs. 20 Crores have been collected as penalty.