

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

STARRED QUESTION NO:254

ANSWERED ON:07.12.2009

VERIFICATION OF SUBSCRIBERS

Baske Shri Pulin Bihar;Lagadapati Shri Rajagopal

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 subscribers;
- (b) if so, the details thereof;
- (c) whether the Government has any mechanism to check whether the service providers are strictly following these instructions; and
- (d) if so, the details thereof alongwith the action taken against the violators of these instructions?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 254 FOR 7TH DECEMBER, 2009 REGARDING "VERIFICATION OF SUBSCRIBERS".

(a) & (b) Telecom operators have been directed to verify identity and address of subscribers against any of the documents acceptable as proof of identity and proof of address before the sale of post-paid/pre-paid Subscriber Identification Module (SIM) cards or any other telephone connections. A photograph is also to be affixed on the Customer Acquisition Forms (CAFs).

Further, in respect of North-East, Assam and Jammu & Kashmir, following additional stipulations are in force for subscriber verification before issuing a telephone connection:

- i. The application for the pre-paid connections is to be witnessed by an existing subscriber who must be a regular revenue paying subscriber for at least three preceding months of the same service provider. It should have name, address, telephone number and signature of witness.
- ii. The service providers shall verify telephonically with the witness before activating the new telephone connections. Suitable remarks to this effect will be recorded by the representative of service providers on the application form and should mention the name, address, telephone number of the witness and should also mention time and date of verification. The representative of service providers will also record his name, designation along with signatures.
- iii. At least 10% of the witness should be randomly verified by the service providers within a period of three months from the date of issue of the new connection. These records, should be maintained by the service provider for cross verification by the Licensor or its authorized representative(s) at a later date.

(c) The customer acquisition forms of access service providers are checked monthly on a sample basis by the Department of Telecommunications to ensure correct subscriber verification.

(d) 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
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Above 95%	Rs. 1000/-
90%-95%	Rs. 5000/-
85%-90%	Rs. 10000/-
80%-85%	Rs. 20000/-
Below 80%	Rs. 50000/-

These provisions are in supersession of earlier provisions of financial penalty of Rs. 1,000 for each incorrect verified subscriber

detected which was in effect for the period 1st April, 2007 to 31st March, 2009 and act as a deterrent.

The imposition of penalty for incorrect verified detected subscriber is a continuous process. A penalty of Rs. 5034.81 lakh was imposed for the period from April, 2007 to March, 2009. Further, penalty of Rs. 914.75 lakh has been imposed for the period from 1st April, 2009 to July, 2009 for Jammu & Kashmir and Assam service areas.