

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

STARRED QUESTION NO:254

ANSWERED ON:10.12.2014

VERIFICATION OF MOBILE SUBSCRIBERS

Kirtikar Shri Gajanan Chandrakant;Singh Shri Kunwar Haribansh

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

(a) whether the verification of identity of mobile phone users is mandatory and if so, the details thereof including the guidelines issued by the Government in this regard;

(b) whether a large number of mobile connections are reportedly being issued without proper verification and if so, the details thereof; and

(c) the corrective action taken by the Government in the matter and the penalties imposed for violation of verification guidelines, operator-wise?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (c) 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 (c) OF LOK SABHA STARRED QUESTION NO.254 FOR 10th DECEMBER, 2014 REGARDING "VERIFICATION OF MOBILE SUBSCRIBERS".

(a) The verification of identity of mobile phone users is mandatory and the Department of Telecommunications has been issuing instructions from time to time for verification of mobile phone users. The Department has issued the latest instructions on 09.08.2012 on Subscriber Verification. These instructions contain procedure for verification of identity of mobile subscribers which stipulates that mobile connection should be issued on the basis of submission of documents as Proof of Identity and Proof of Address. The list of such documents is enclosed as Annexure-I.

(b) The Department has found from the audit of Customer Application Forms (CAF) that only about 4 % of CAF were non-compliant to the subscriber verification guidelines during the last year 2013-14, mostly due to following reasons:

(i) Missing CAFs

(ii) Missing Photo/Proof of Identity/Proof of Address on CAF

(iii) Subscriber's acquisition based on apparently forged/fake documents

(iv) Pre-activated Mobile connections

(v) Bulk Connections issued to an individual or a company or an organization

(c) By invoking license conditions, the Government has prescribed penalties to be imposed on Telecom Service Providers who, during audit, are found non-compliant to the license conditions and instructions issued by the Government on the subject of Customer Application Form (CAF) verification. The present penalty structure is as under:

Correct Subscriber Verification %age in a Licensed Service Area	Amount of financial penalty per unverified subscriber
Above 95%	Rs 1000/-
90%-95%	Rs. 5000/-
85%-90%	Rs. 10000/-
80%-85%	Rs. 20000/-
Below 80%	Rs. 50000/-

The amount of financial penalty is calculated on the principles as followed in the Income Tax system i.e. calculating the financial penalty separately by applying the corresponding slab rate and then arriving at total amount of penalty.

A total penalty of about Rs. 2179.41 crores has been imposed since the inception till 30.09.2014 on telecom operators for violations of verification guidelines. The operator- wise penalties imposed are enclosed as Annexure-II.