

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

UNSTARRED QUESTION NO:240  
ANSWERED ON:25.02.2015  
CYBER CAFES PCO S  
Muddahanumegowda Shri S.P.

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

- (a) whether the Government has issued any guidelines to cyber caf  owners to maintain brief details of cyber caf  users to avoid misuse and if so, the details thereof;
- (b) whether the Government has issued similar guidelines to PCO owners to maintain brief details of callers who use Public Telephone Booths to avoid hoax calls and if so, the details thereof;
- (c) whether the Government has communicated with the Ministry of Home Affairs and the State Governments in this regard so that criminals who make a hoax calls from PCOs can be captured and punished; and
- (d) if so, the details thereof?

**Answer**

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

- (a) Madam, the Government has notified the Information Technology (Guidelines for Cyber Caf  ) Rules, 2011. The Rules provide the detailed guidelines for cyber caf  holders inter-alia for registration of cyber caf  and preserving the records in respect of the users or any person who uses the services at such cyber caf .
- (b) to (d) After taking a considered view in consultation with Ministry of Home Affairs and Telecom Service Providers, it has been decided that issuing the directives to obtain documents of identification and maintaining brief details of the caller before he makes a call from Public Telephone booths, may not be appropriate at present as besides the privacy issue & potential misuse of documents/information of the callers, this arrangement may deprive a section of the society to make a call as photo identity proof currently may not be available with every citizen. By mandating such directions, even general public may not be able to contact their families in emergency situations. Further, this solution is not practicable as beside the Village Panchayat Telephones (VPT), out of total 33.68 Lakhs (approximate) Public Call Offices, nearly eight lakhs are unmanned Coin Collection Box (CCB) type. As such mandating such instructions may create more problems to the common citizens instead of helping security agencies in tracing the hoax calls.