

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

UNSTARRED QUESTION NO:327

ANSWERED ON:25.02.2015

VERIFICATION OF SUBSCRIBERS

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

- (a) whether the mobile service providers are providing mobile connections particularly the prepaid connections without proper verification of the subscribers which is leading to criminal and terrorist activities all over the country;
- (b) if so, the details thereof along with the names of companies involved in such irregularities along with the action taken and penalties imposed on them;
- (c) the details of pre-paid customers enrolled during the last three years and the current year, State-wise; and
- (d) the regulations framed and the action taken by the Government to ensure that these regulations are strictly followed?

Answer

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

(a) Madam, Telecom Service Providers (TSPs) have been mandated by Department of Telecom (DoT) to carry out adequate verification of each & every Customer before enrolling them as subscribers by verifying their identity with specified documents for Proof of Identity and Address. In order to ensure that TSPs are following the stipulated verification procedure of DoT, the Telecom Enforcement, Resource & Monitoring (TERM) Cells of DoT carry out sample verification of Customer Acquisition Form (CAF) and related documents of the acquired customers, by all TSPs, on monthly basis. This verification process by TERM Cells brings out non-compliant cases where DoT guidelines were violated by TSPs in acquiring the customer which may include cases where subscribers are not properly verified.

(b) The random sample CAF verification process carried out by TERM Cells on monthly basis of each TSP is being done since April, 2007. As on 31.12.2014 total penalty imposed on TSPs for violation of CAF verification norms is approx Rs. 2223.2 Crores, out of which approx Rs. 786.6 Crores has been recovered and approx Rs. 1436.6 Crores is outstanding against the TSPs. The TSP wise details are enclosed at Annexure-I. For all cases of non-compliant CAF, TSPs have to either disconnect the connection or submit the compliant CAF to TERM Cells within 72 hours, including filing of complaints/FIRs against forged cases. As on 31.12.2014, approx. 17,800 FIRs/Complaints have been lodged covering 4.17 lacs mobile connections which were issued on apparently fake/ forged documents.

(c) The Licensed Service Area (LSA) wise detail of pre-paid customers enrolled during the last three years (2012, 2013 & 2014) and the current year (01.01.2015 to 31.01.2015) is enclosed at Annexure II.

(d) The subscriber verification process has evolved with passage of time and consequently DoT has been issuing various guidelines to TSPs in this regard to strengthen the verification process. The existing instructions on subscriber verification dated 09.08.2012 have been issued by DoT in consultation with MHA. In order to ensure adherence of these DoT instructions by all TSPs, TERM Cells carry out verification of data bases submitted by the TSPs on regular basis by generating random samples of 0.1 % of the customer base at the end of each month and cross verify the same against the entries of the database submitted by the TSP and details as mentioned by the customer in the copy of CAFs and supporting documents for all such samples. The sample size in respect of J&K, NE and Assam Service Areas is 0.2% on quarterly basis. For all non-compliant cases TERM cells take prescribed penal action on defaulting TSPs by imposing financial penalty and also ensuring filing of FIR/complaints against the defaulters in case of forged cases.