

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

STARRED QUESTION NO:82  
ANSWERED ON:14.07.2014  
VERIFICATION OF TELECOM SUBSCRIBERS  
Karandlaje Km. Shobha;Simha Shri Prathap

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

- (a) whether the Telecom Enforcement Resource and Monitoring (TERM) Cell has been assigned vigilance, monitoring and security functions including customer document verifications of telecom service providers;
- (b) if so, the details of mandate assigned to TERM cell along with deficiencies noted in the adherence of licence conditions/ security issues;
- (c) whether a number of fake mobile/ telephone connections illegal/ clandestine telecom operations including non-compliance of subscribers' verification process have been detected/ reported and if so, the details thereof;
- (d) the punitive action taken including fine imposed on various telecom operators; and
- (e) the steps taken by the Government to ensure compliance of licence conditions including verification of data bases maintained by the operators?

**Answer**

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

(a) to (e) 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 (e) OF LOK SABHA STARRED QUESTION NO. 82 FOR 14TH JULY, 2014 REGARDING "VERIFICATION OF TELECOM SUBSCRIBERS"

(a) Yes, Madam.

(b) Telecom Enforcement Resource and Monitoring (TERM) Cells have been mandated to check the compliance to terms & conditions of licences/registrations and directions issued by DoT from time to time, by various service providers, to curb illegal/ clandestine telecom operations & filing of FIR thereof against the culprits, to coordinate among various security agencies & service providers, to issue registration certificates to Other Service Providers, to check compliance of Electro Magnetic Field (EMF) radiation exposure norms, to do Service Testing of various Licenced Service Providers in the Licence area for checking of roll out obligations as per licence conditions and to handle public grievances/complaints etc.

TERM Cells are also mandated to carry out verification of Customer documents i.e Customer Application Form (CAF) along with supporting documents to cross check the compliance on Photo, Identity & Address (PIA) to ensure compliance of terms and conditions of licence. The following major deficiencies are noted in adherence of licence conditions/security issues.

i. Missing CAF.

ii Missing Photo/Proof of Identity/Proof of address (Non PIA Cases).

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

iv. Pre-activated Mobile Connections.

v. Bulk Connections (more than 9 connections) issued to an individual by all Licenced Service Providers in a Licenced Service Area (LSA).

vi. Bulk Connections issued to a company or an organization or at any given address by all Licensed Service Providers in a Licence Service Area (LSA) without following due procedure.

(c) Yes, Madam.

i. Till 31.05.2014, approximately 4.67 crore CAFs have been audited by the 34 TERM Cells across the country for checking compliance to DoT guidelines issued from time to time, out of which approximately 28 lac CAFs were found to be non-compliant.

ii. As on 31.05.2014, approximately 1.92 lacs mobile connections have been detected which have been issued on apparently fake/forged documents.

iii. The total number of illegal/clandestine telecom operations unearthed by TERM Cells is more than 550 as on 31.05.2014.

(d) TERM Cells have taken actions which include imposition of penalty on non-compliant CAFs and filing of complaints/FIR against forged cases. In addition, in case of non-compliant CAF, Service Provider has to either disconnect the connection or submit the compliant CAF to TERM Cells within 72 hrs.

The total penalty imposed so far by the TERM Cells on various Telecom operators from April 2007 to 31.05.2014, is approximately Rs. 2923 crores.

(e) TERM Cells carry out verification of data bases submitted by the Telecom Service Providers 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. In addition to this TERM Cells also generate samples of at least 0.01% of bulk customers from the database provided by TSPs and do verification to ascertain the correctness of the database with respect to details as indicated in CAFs of such bulk customers. The non compliant CAFs of each TSPs on such verification process, including apparently fake/forged mobile connections, are penalized by imposing prescribed penalty and lodging FIR/complaint with the Police authority as the case may be.