

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 868
TO BE ANSWERED ON 22ND DECEMBER, 2017**

ILLEGAL USE OF IDENTITY PAPERS

868. SHRIMATI RENUKA CHOWDHURY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Government is aware that certain anti social elements are illegally using identity papers including Aadhaar cards submitted by mobile subscribers to mobile companies;
- (b) if so, the number of such incidents reported during the last five years; and
- (c) the concrete steps taken by Government to check such illegal practices?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) Licence Service Areas of Department of Telecommunications (LSAs) have received complaints that SIM cards for mobile phones are being sold on the basis of fake identity proofs.
- (b) LSAs have received a total of 938 complaints covering 65991 mobile connections regarding selling of SIM cards on basis of fake identity proofs from various sources such as Public grievances (PG) portal, Law Enforcement Agencies (LEAs), state police authorities, banks such as ICICI, postal letters, e-mails and Non-governmental organization etc across the country during last five years.
- (c) All the Mobile connections which were found to be issued on the basis of fake identity proofs, have been disconnected and FIR/complaints have been lodged with the Police by the concerned Telecom Service Providers.

Department of Telecommunications (DoT) in consultation with Ministry of Home Affairs (MHA) has issued comprehensive guidelines and norms for mobile subscriber verification by Telecom Service Providers vide its letter No. 800-09/2010-VAS dated 09.08.2012. These guidelines are in practice since 09.11.2012. These guidelines have detailed provisions for lodging of FIR/ Complaint in case of SIMs issued on fake documents including disconnection, apart from imposition of applicable financial penalties against defaulting Telecom Service Providers.

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Licence Service Areas (LSAs) also carry out monthly (Customer Acquisition Form (CAF) verification of 0.1% samples of total database of each Telecom Service Provider (TSP) and about 9.80 crore CAFs have been audited till date since April,2007. Other than monthly CAF auditing surprise check of Warehouse of TSPs is also carried out by LSAs in addition to complaints received regarding use of fake sim cards from various sources. Action is taken as per guidelines mentioned above.

To attain better compliance to verification norms, the Department of Telecommunications (DoT), on 16.08.2016, has issued Aadhaar based E-KYC process for issuing new mobile connection to subscribers (individual category). This E-KYC process is an alternative process to the document based process (Proof of Identity/Proof of Address documents) to avoid any public inconvenience on account of non-availability of Aadhaar number. In this process, the customer and Point of Sale of the Licensee are authenticated biometrically from UIDAI servers and the demographic details and photograph of the customer are captured in the Customer Acquisition Form (CAF) and stored in the Telecom Service Provider's (TSP's) database.

In E-KYC process no separate document for Proof of Address/ Proof of Identity are required to be submitted, therefore the possibility of forgery/misuse of documents submitted by the subscribers can be avoided.
