

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

**LOK SABHA
UNSTARRED QUESTION NO.3463
TO BE ANSWERED ON 2ND JANUARY, 2019**

PAPERLESS SERVICES IN BSNL AND MTNL

†3463. SHRI SHER SINGH GHUBAYA:
DR. RAVINDRA KUMAR RAY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the operation of issuing mobile connections in BSNL and MTNL is paperless in nature and if so, the details thereof and if not, the reasons therefor; and
- (b) the steps taken/being taken by these Public Sector Telecom companies to make their services simple, easy and paperless?

ANSWER

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

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) has adopted paperless e-KYC (know your client) process for issue of mobile connections which is very simple, easy and paperless.

After discontinuation of Aadhaar based e-KYC services, paperless operation of issuing mobile connection by Mahanagar Telephone Nigam Limited (MTNL) will be started by the end of January,2019.
