

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

**LOK SABHA
UNSTARRED QUESTION NO. 2816
TO BE ANSWERED ON 20TH DECEMBER, 2023**

USE OF MOBILE NUMBER FOR VERIFICATION

†2816. SHRI SANJAY SETH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the security measures adopted while using mobile number for verification for provision of benefits under various Government services;
- (b) whether it is mandatory to ask for customer's mobile number in shopping complexes and shopping malls; and
- (c) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) Various Government services are available on digital platforms including Unified Mobile App for New-Age Governance (UMANG) and Digilocker (for digital access to public documents). These platforms may use the mobile number linked to the digitally verifiable identities for disseminating information, authentication, etc. For securing the usage of mobile number, while registering for/availing these services, the Government has adopted various security measures as indicated below:

- i. Strengthening the existing Know Your Customer (KYC) framework.
- ii. Mandating indisputable verification of each Point of Sale (PoS) by Telecom Service Providers (TSPs) while registering them for issuing Subscriber Identification Module (SIM).
- iii. Blacklisting of PoS across all the TSPs in case of non-compliance of instructions.
- iv. Re-verification of all users enrolled by non-compliant PoS.
- v. Replacement of old bulk connections framework by a new business connections framework having mandatory KYC of each end-user before activation.
- vi. Introduction of a robust KYC process for SIM Swap/replacement.
- vii. Discontinuation of Paper based KYC process w.e.f. 01.01.2024.
- viii. Launch of a citizen centric services Sanchar Saathi portal (www.sancharsaathi.gov.in) facilitating the citizens to check mobile connections taken in their name and reporting the mobile connection(s) not required/taken by them.

The impact of www.sancharsaathi.gov.in is as under:

1.	Number of mobile connections disconnected taken on fake/forged documents	55.52 lakh
2.	Number of requests resolved under 'Know Your Mobile Connections' facility	27 lakh
3.	Number of suspected mobile connections reported by citizens and disconnected failing re-verification	13.42 lakh
4.	Mobile phones traced under 'Block Your Lost or Stolen Mobile' facility	5.60 lakh
5.	Mobile phones recovered by State Police and returned to citizens	63,548
6.	Point of Sales (PoS) blacklisted	70,313
7.	Number of FIRs registered against errant PoSs	365
8.	Number of mobile connections disconnected involved in cyber-crime / financial frauds as reported by law enforcement agencies on National Cyber Crime reporting portal	2.78 lakh
9.	Mobile phones blocked for involvement in cyber-crime / financial frauds	1.32 lakh
10.	Accounts disengaged by WhatsApp which were linked to disconnected mobile connections taken on fake / forged documents	2.21 lakh
11.	Number of illegal telecom setups busted since 2021	162
12.	No. of principle entities (PE) sending SMS, headers and content templates blocked	19,776 Pes 30,700 headers 1.95 lakh templates
13.	Number of accounts frozen by Banks and Payment wallets which were linked with disconnected mobile connections taken on fake/forged documents	9.83 lakh
14.	Amount of money saved which was siphoned off by cyber criminals and number of citizens helped	More than Rs. 1,000 crore of 4 lakh citizens

(b) to (c) No such instructions have been issued.
