

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

**LOK SABHA
STARRED QUESTION NO. 141
ANSWERED ON 30TH JULY, 2025**

MOBILE CONNECTIONS USED IN CYBER CRIMES

†*141. SHRI BUNTY VIVEK SAHU:

Will the Minister of COMMUNICATION be pleased to state:

- (a) the details of number of mobile connections obtained through forged documents or used in cyber crimes along with locations where maximum number of such crimes are reportedly taking place; and
- (b) whether the Government has strengthened or plans to strengthen the KYC process for issuing SIM cards and if so, the details thereof?

ANSWER

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN
REGION
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) & (b) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) & (b) OF THE LOK SABHA STARRED QUESTION NO.141 FOR 30TH JULY, 2025 REGARDING “MOBILE CONNECTIONS USED IN CYBER CRIMES.”

(a) Department of Telecommunications (DoT) undertakes efforts to prevent misuse of telecom resources for cyber frauds. Based on cyber fraud cases reported on National Cyber Crime Reporting Portal (NCRP) of Ministry of Home Affairs (MHA), DoT has disconnected 3.57 lakh mobile numbers of which highest number of mobile connections are from Rajasthan, Bihar and West Bengal. Further, DoT has developed an indigenous Artificial Intelligence (AI) and big data analytic tool ASTR to identify suspected mobile connections taken by same person in different names. More than 82 lakhs such connections have been disconnected after failing reverification process.

(b) DoT has put in place a robust Know Your Customer (KYC) framework for issuing mobile connections to subscribers. DoT has issued guidelines which mandates telecom licensees to register their Point of Sale (PoS), who enroll customers and issue SIMs on behalf of the licensees, through biometric verification, physical verification of address of place of business & local residence of PoS. The guidelines also has provisions for maintaining an online supply chain management of SIM cards, penal action for violation including termination of agreement and blacklisting of PoS across all Telecom Service Providers (TSPs).

Further, the DoT has also amended existing KYC instructions and introduced business connections framework where KYC of each end-user is made mandatory before activation. In addition, a robust KYC process for SIM Swap / replacement has also been introduced.
