

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO.1834
TO BE ANSWERED ON 9th DECEMBER, 2015
UNKNOWN SUBSCRIBERS

1834. SHRI VENKATESH BABU T.G.:

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

- (a) whether identity of a large number of mobile subscribers particularly the prepaid ones are still unknown;
- (b) if so, the details thereof;
- (c) whether any direction has been issued by the Government to the telecom companies failing to verify the identity of subscribers; and
- (d) if so, the details thereof along with the penalties imposed on such companies, company-wise?

ANSWER

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

(a) to (d) Telecom Service Providers (TSPs) have been mandated by Department of Telecom (DoT) to carry out adequate verification of each & every Customer before enrolling them as subscribers by verifying their identity with specified documents for Proof of Identity (PoI) and Proof of Address (PoA). The subscriber verification process has evolved with passage of time and consequently DoT has been issuing various guidelines to TSPs in this regard to strengthen the verification process. The existing instructions on subscriber verification dated 09.08.2012 have been issued by DoT in consultation with Ministry of Home Affairs (MHA).

In order to ensure adherence of these DoT instructions by all TSPs, the Telecom Enforcement, Resource & Monitoring (TERM) Cells carry out sample verification of Customer Acquisition Form (CAF) and related documents of the acquired customers, by all TSPs, on monthly 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. This verification process by TERM Cells brings out non-compliant cases where DoT guidelines were violated by TSPs in acquiring the customer which may include cases where identities of subscribers are not properly verified. The random sample CAF verification process carried out by TERM Cells on monthly basis of each TSP is being done since April, 2007. As on 30.09.2015, out of total of 6.87 crores CAFs audited, a total of 39.04 lakhs CAFs were found non-compliant by TERM Cells during such CAF verification process. The Licensed Service Area (LSA) wise details are enclosed at **Annexure-I.**

For all cases of non-compliant CAFs, TERM Cells have taken actions which include imposition of penalty on non-compliant CAFs and filing of complaints/FIR against apparently 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.

As on 30.09.2015, total penalty imposed on different TSPs for violation of CAF verification norms is approx Rs. 2513.44 Crores. The TSP wise details are enclosed at **Annexure-II.**

Contd.....2/-

Sr. No.	License Service Area	Total number of CAFs audited by TERM Cells as on 30.09.2015	Total number of Non Compliant CAFs found by TERM Cells as on 30.09.2015
1	Andhra Pradesh	48,77,961	3,04,145
2	Assam	10,98,030	96,842
3	Bihar	44,21,904	1,54,051
4	Chennai	7,10,124	33,990
5	Delhi	31,64,193	1,42,570
6	Gujarat	36,99,646	1,97,143
7	Haryana	18,10,794	75,636
8	Himachal Pradesh	6,17,843	22,615
9	Jammu & Kashmir	3,74,542	50,800
10	Karnataka	40,99,208	76,775
11	Kerala	24,82,552	1,44,582
12	Kolkata	20,05,083	3,86,546
13	Madhya Pradesh	39,06,159	3,86,706
14	Maharashtra	52,36,849	1,95,828
15	Mumbai	27,41,368	1,19,508
16	North East	4,88,241	29,134
17	Odisha	19,21,778	95,029
18	Punjab	24,96,702	2,33,061
19	Rajasthan	40,44,194	3,14,112
20	Tamil Nadu	57,77,287	2,10,239
21	UP East	53,57,415	3,00,085
22	UP West	39,58,305	1,93,524
23	West Bengal	34,12,271	1,41,422
	Grand Total	6,87,02,449	39,04,343

Contd.....3/-

Annexure-II

Sr. No.	Name of TSP	Total Financial Graded Penalty imposed on account of violation of CAF norms as on 30.09.2015 (in Rs.)
1	AIRCEL/Dishnet	505,26,96,055
2	Allianz/Etiscalat	60,35,405
3	Airtel/BHL	313,92,26,150
4	BSNL	513,90,63,153
5	Idea/ABTL	165,63,41,712
6	LOOP/BPL	54,72,000
7	MTNL	10,05,85,000
8	QTL(HFCL)	3,39,04,000
9	Reliance	468,78,81,129
10	Sistema Shyam Teleservices Ltd.	52,85,44,608
11	STEL	10,91,74,000
13	TATA	214,02,91,000
14	Uninor	14,06,47,644
15	Videocon	1,57,38,895
16	Vodafone	237,88,65,166
	Grand Total	2513,44,65,917
