

(c) No, Sir. The services, in general, are satisfactory.

(d) and (e) Do not arise in view of (c) above.

#### Verification of subscribers

‡424. SHRI KAPTAN SINGH SOLANKI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that seven big mobile phone companies in the country are playing with national security in case of verifying their subscribers;

(b) if so, the details thereof;

(c) whether it is also a fact that mobile companies are not co-operating with intelligence department and national security agencies in surveillance of phone calls; and

(d) if so, the reasons therefor and whether Government has decided to punish these companies?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) Violation of Subscriber Verification Norms have been reported in subscriber verification audit of all major Telecom Service Providers. There are 34 TERM (Telecom Enforcement, Resource & Monitoring) Cells in country covering all Licensed Service Areas. TERM Cells audit Customer Acquisition Forms (CAF) per month on sample basis. Based on audit reports, passed percentage (%) details of CAF on PIA (Photo, Identity and Address) basis on all India Basis for last three years (for all Telecom Service Providers) is tabulated below:-

Year	Average All Service Areas passed percentage (%) of CAF on PIA basis
2007*	Approx. 81%
2008	Approx. 84%
2009	Approx. 91%

\* From April, 2007

(c) and (d) Some times, some security Agencies have shown concerns regarding inadequate cooperation from Service Providers. Instructions are being issued to Telecom Service Providers in this regard from time to time.

‡Original notice of the question was received in Hindi.