

1	2	3	4	5	6
Jamuna OC	2016-17	Madhya Pradesh	Govinda UG	2017-18	Madhya Pradesh
Dugga OC	2016-17	Chhattisgarh	Kalyani UG	2017-18	Chhattisgarh
Katkona 3&4 UG	2017-18	Chhattisgarh	Palkimara UG	2017-18	Chhattisgarh
Anjanhill UG	2017-18	Chhattisgarh	Birsingpur UG	2017-18	Madhya Pradesh
Dharam UG	2017-18	Chhattisgarh			
<b>Mahanadi Coalfields Ltd:</b>					
Chhendipada OCP	2016-17	Odisha	Mine No 4 UG	2017-18	Odisha

The reasons for closure/suspension/abandonment of these mines include depletion/exhaustion of coal reserves, unsafe mining conditions arising out of fire, other safety considerations, inundation, adverse geo-mining conditions etc.

Most of the underground (UG) mines are incurring heavy losses. Closing of these unsafe and unviable mines have reduced the losses previously being incurred by them. All manpower of these closed mines have been suitably redeployed in other mines or other suitable areas of the subsidiary companies.

(e) Some of the closed UG mines have already been converted to OC mines wherever viable. Other mines which are having sufficient extractable reserves will be reconsidered if and when they become economically viable in future by introduction of new technology or change of method of work.

#### **Verification of mobile phone subscribers**

1666. SHRI KAPIL SIBAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that there are more than 5 crore unverified mobile phone subscribers, if so, the reasons therefor;

(b) whether Government has plans to verify all the mobile phone subscribers, if so, the details thereof and if not, the reasons therefor;

(c) the timeline by which all the mobile phone subscribers will be verified;

(d) whether Government plans to control sale of Sim cards without verification; and

(e) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (e) The Department of Telecommunications (DOT) has mandated the Telecom Service Providers (TSPs) in the licenses issued to them to ensure adequate verification of customers before enrolling them as subscribers. The provision contained in the Unified License, *inter alia*, states as under:—

“The Licensee shall ensure adequate verification of each and every customer before enrolling him as a subscriber; instructions issued by the Licensor in this regard from time to time shall be scrupulously followed.”

Pursuant to this license condition, instructions have been issued by DoT to the TSPs from time to time for verification of identity of prospective subscribers at the time of enrolling them for providing the service, *i.e.*, to obtain following documents:

- (i) Duly filled Customer Acquisition Form (CAF)/Subscriber Acquisition Form (SAF).
- (ii) Photo of the subscriber.
- (iii) Proof of Identity (PoI).
- (iv) Proof of Address (PoA).

In order to ensure adherence to these instructions by all the TSPs in carrying out the verification, the Licensed Service Area (LSA) field units of DoT carry out sample verification of Customer Acquisition Form (CAF) of 0.1 % of all the customers available in the system at the end of each month. The sample size in respect of Jammu and Kashmir, North East and Assam Licensed Service Areas is 0.2% on a quarterly basis. In case a CAF is found non-compliant, penalty is imposed for each failed CAF ranging from ₹ 1,000/- to ₹ 50,000/- per CAF based on the CAF failure rate. The non-compliance report is also shared with TSPs for corrective actions.

As verification of mobile customer is carried out by TSPs as and when customer is acquired, and the LSA field units of DoT carry out the verification of prescribed sample size periodically, thus customer verification for mobile connection is a routine and continuous process.

Further, in order to achieve better compliance to verification norms, DoT issued ‘Aadhaar based Electronic-Know Your Customer (E-KYC)’ process on 16.08.2016, as an alternative mechanism, for issuing new mobile connection to subscribers. In this E-KYC process, the customer online authorizes Unique Identification Authority of India (UIDAI) through Aadhaar authentication using Aadhaar number and biometrics to provide his/her demographic data (name, address, date of birth and gender) along

with his/her photograph (digitally signed and encrypted format) to TSPs for storing it as the customer record in their database.

While taking cognizance of Aadhaar based E-KYC process issued by DoT, Hon'ble Supreme Court, *vide* its order dated 06.02.2017, in Writ Petition (Civil) No. 607/2016 {Lokniti Foundation *V/s* Union of India}, directed for re-verification of all existing mobile subscribers through Aadhaar based E-KYC process, preferably within a period of one year.

In compliance to these directions of Hon'ble Supreme Court, DoT issued instructions on 23.03.2017 to all the TSPs to re-verify all the existing mobile subscribers through Aadhaar based E-KYC process by 06.02.2018, which was later extended up to 31.03.2018 as per the directions of Hon'ble Supreme Court, *vide* its order dated 15.12.2017, in W.P. (C) 494/2012 {Justice KS Puttaswamy (Retd.) and Anr. *v/s* UoI and Ors.} and connected matters.

#### **Pre-paid balance owed by TSPs**

1667. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government is aware of the amount of pre-paid balance owed to the consumers by the Telecom Service Providers (TSPs) that are shutting down the operations;

(b) if so, the details thereof;

(c) the details of the steps taken by Government to ensure that consumer receives the unused balance back from the TSPs which are shutting down their operations; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (d) Pursuant to the closure of 2G/GSM and CDMA services and discontinuation of voice services, complaints have been received from the subscribers of M/s Reliance Communication Ltd. (RCL) and M/s Reliance Telecom Ltd. (RTL), who have either ported out or still not ported out from their network, regarding refund of balance amount left with M/s RCL or M/s RTL (as applicable) in the form of recharges or vouchers plans in their prepaid mobile account.

In the normal course of MNP, the balance prepaid amount is generally utilized by the prepaid subscribers before deciding to port out their mobile number. However, closure of services has forced mobile subscribers of M/s RCL and M/s RTL to port