



Opinion Poll
INFORMATION TECHNOLOGY
SIM Card Verification
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Overwhelming majority of Pakistanis (95%) think that the verification of mobile phone SIMs is a good initiative by the government. 20% reported it as more than half hour long process. GILANI RESEARCH FOUNDATION (GRF POLL)

Islamabad, April 14, 2015

According to a Gilani Research Foundation Survey carried out by Gallup Pakistan, 95% Pakistanis think that the biometric verification of SIMs is a good initiative; 4% think it is a bad initiative and 1% did not respond.

A nationally representative sample of adult men and women, from across the four provinces was asked 5 key questions regarding SIM verification process including knowledge of initiative, approval for such an action, time needed to verify, place of verification and overall satisfaction with process.

1. Have you heard or read about the service of biometric verification of SIMs by the government?

In response to the question “Have you heard or read about the service of biometric verification of SIMs by the government?”, 68% Yes while 30% said No and 2% did not respond.

2. Is SIM verification a good initiative?

The respondents were further asked “Some people say that the biometric verification of mobile SIMs is a good initiative by the federal government, while others have a negative opinion regarding this and believe this is not a good initiative. What is your opinion about this decision of the government?” To this, an overwhelming 95% said it was a good initiative, 4% said it was a bad initiative and 1% did not respond.

3. How much total time did it take you to get your SIMs verified?

The sample was then asked “How much total time did it take you to get your SIMs verified?” and in response 37% said it took them up to 10 minutes, 42% said it took them between 11 and 30 minutes and 15% said it took them between half hour to one hour to complete this process. Only 5% said the process took them more than an hour to complete.

4. From where did you get your SIM biometrically verified?

With regard to the place of verification, people were asked “From where did you get your SIM biometrically verified?” 38% had their SIMs verified from the telecom operator seller near their residence, 25% from customer service centre, 15% from grocery shop and 22% had their mobile phone SIMs authenticated from a franchise.

5. Please tell us how satisfied or dissatisfied you are with the service for biometric verification of SIMs?

Lastly, respondents were asked “Regarding the process for biometric verification of SIMs, please tell us how satisfied or dissatisfied you are with the service for biometric verification of SIMs?” to which 64% said they were very satisfied, 30% were somewhat satisfied, 4% were somewhat dissatisfied and only 1% was very dissatisfied.

The study was released by Gilani Research Foundation and carried out by Gallup Pakistan, the Pakistani affiliate of Gallup International. The recent survey was carried out among a sample of 1306 men and women in rural and urban areas of all four provinces of the country, during March 09 – March 16, 2015. Error margin is estimated to be approximately $\pm 2-3$ per cent at 95% confidence level.

About Gilani Research Foundation

Gilani Research Foundation is a not for profit public service project to provide social science research to students, academia, policy makers and concerned citizens in Pakistan and across the globe. Gilani Research Foundation is headed by Dr. Ijaz Shafi Gilani who pioneered the field of opinion polling in Pakistan and established Gallup Pakistan in 1980. Currently Dr. Gilani, who holds a PhD from the Massachusetts Institute of Technology (MIT) and has taught at leading universities in Pakistan and abroad, is Chairman of Gallup Pakistan.

For more survey data on social and other issues see website www.gallup.com.pk

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