

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

**RAJYA SABHA
STARRED QUESTION NO. 145
TO BE ANSWERED ON 15TH DECEMBER, 2023**

SCREENING OF FRAUDULENT MOBILE CONNECTIONS

145 SHRI SUSHIL KUMAR MODI:

Will the Minister of Communications be pleased to state:

- (a) the number of screened active mobile phone connections and the number of connections found to be fraudulent;
- (b) the number of such fraudulent connections, disconnected and blocked;
- (c) the number of frozen bank accounts linked with fraudulent mobile numbers and financial institutions involved in cybercrime;
- (d) the initiative that has been taken to trace lost or stolen mobile phones; and
- (e) the number of First Information Report (FIR) lodged against fraudulent connections and the number of people arrested?

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS AND
INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

- (a) to (e)** A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (e) OF THE RAJYA SABHA STARRED QUESTION NO. *145/10TH FOR 15TH DECEMBER, 2023 REGARDING “SCREENING OF FRAUDULENT MOBILE CONNECTIONS.”

(a) to (e): Government is committed to ensure safety and security of telecommunication users.

Government has developed a system to detect fraudulent mobile connections obtained on fake/ forged documents. Once detected, the Telecom Service Providers (TSPs) are directed to carry out re-verification of such mobile connections. Upon failing re-verification, such mobile connections are disconnected.

Government has also developed a portal named Sanchar Saathi (<https://sancharsaathi.gov.in>) to empower citizens. It allows users to check all the mobile connections issued in their name and report fraudulent / non-required connections. Such connections are then disconnected after following due process.

In addition, in order to strengthen the existing Know Your Customer (KYC) framework for selling of mobile connections by TSPs, Government has amended the instructions which, inter-alia, include:

- (i) mandatory indisputable verification of each PoS, who enroll customers and issue SIMs on behalf of licensees,
- (ii) blacklisting of PoS across all the TSPs in case non-compliance and re-verification of all users enrolled by that PoS,
- (iii) discontinuation of earlier bulk connections and introduction of business connections where KYC of each end-user is made mandatory before activation,
- (iv) introduction of robust KYC process for SIM Swap / replacement,
- (v) discontinuation of paper-based KYC process w.e.f. 01.01.2024,
- (vi) strengthening of mechanism for adherence of the maximum prescribed limit of mobile connections taken by an individual across the TSPs.

Sanchar Saathi portal also allows citizens to report stolen or lost mobile phones. Such mobile phones are then blocked across all the Indian Telecom Service Providers (TSPs).

Sanchar Saathi portal also allows citizens to report international calls received with Indian mobile / landline number as calling number (CLI). Alternatively, citizens can also report such calls at 1963 / 1800110420. These calls are suspected to be originated via illegal telecom setups in India.

Government has taken proactive steps to prevent SMS based cyber-frauds. Artificial Intelligence based analysis of the principle entities sending SMS along with their headers and content templates has been done to block the fraudulent ones. This has resulted into 36% reduction in share of SMS based phishing cyber-crime from February, 2023 to November 2023 of the total reported cyber-crime on National Cyber Crime Reporting Portal (NCRP).

Government has also developed Citizen Financial Cyber Fraud Reporting and Management System (CFCFRMS) for reporting financial cybercrime on NCRP and at helpline number 1930 in which LEAs of States/UTs, 259 banks, e-commerce companies and other financial institutions are major stakeholders.

As on date, the impact of the above initiatives of Government is as under:

1.	Number of mobile connections disconnected taken on fake/forged documents	55.52 lakh
2.	Number of requests resolved under 'Know Your Mobile Connections' facility	27 lakh
3.	Number of suspected mobile connections reported by citizens and disconnected failing re-verification	13.42 lakh
4.	Mobile phones traced under 'Block Your Lost or Stolen Mobile' facility	5.30 lakh
5.	Mobile phones recovered by State Police and returned to citizens	59,585
6.	Point of Sales (PoS) blacklisted	70,313
7.	Number of FIRs registered against errant PoSs	365
8.	Number of mobile connections disconnected involved in cyber-crime / financial frauds as reported by law enforcement agencies on National Cyber Crime reporting portal	2.78 lakh
9.	Mobile phones blocked for involvement in cyber-crime / financial frauds	1.32 lakh
10.	Accounts disengaged by WhatsApp which were linked to disconnected mobile connections taken on fake / forged documents	2.21 lakh
11.	Number of illegal telecom setups busted since 2021	162
12.	No. of principle entities (PE) sending SMS, headers and content templates blocked	19,776 PEs 30,700 headers 1.95 lakh templates
13.	Number of accounts frozen by Banks and Payment wallets which were linked with disconnected mobile connections taken on fake/forged documents	9.83 lakh
14.	Amount of money saved which was siphoned off by cyber criminals and number of citizens helped	More than Rs. 1,000 crore of 4 lakh citizens
