

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1136
TO BE ANSWERED ON 5TH DECEMBER, 2024**

DETECTION OF FRAUD CALLS

1136 SMT. SUMITRA BALMIK:

Will the Minister of Communications be pleased to state:

- (a) whether any steps are being taken by Government to develop mechanisms for identification of tele-fraudsters, if so, the details thereof;
- (b) whether any technological interventions based on voice detection, AI or other analytics are being used for detection of such fraud calls, if so, the details thereof; and
- (c) whether any guidelines have been issued to telecom service providers in this regard, if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (c) Department of Telecommunications (DoT) has developed an AI based system to identify the suspected mobile connections taken on fake documents. DoT has developed Sanchar Saathi portal (www.sancharsaathi.gov.in) to empower citizens which, inter-alia, has the Chakshu facility to report suspected fraud communications & Unsolicited Commercial Communications (UCC). Based on the reports of citizens and further analysis, 1.03 lakh mobile connections disconnected, 2809 mobile handsets blocked, 6261 WhatsApp accounts disengaged and 146 Principal entities, 2698 headers and 1.24 lakh SMS templates blacklisted.

Further, DoT and Telecom Service Providers (TSPs) have developed Prevention of Spoofed Incoming International System to identify and block incoming international spoofed calls which display Indian mobile numbers and appear to be originating from within India. Such international spoofed calls have been made by cyber-criminals in recent cases of fake digital arrests, FedEx scams, and impersonation as government and police officials, etc. DoT issued instructions dated 13.04.2022, 30.06.2022, 24.05.2024 and 24.10.2024 for identification & blocking of spoofed calls.
