

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1936
TO BE ANSWERED ON 12TH DECEMBER, 2024**

TACKLING FAKE AND FRAUD CALLS

1936 SHRI M. SHANMUGAM:

Will the Minister of Communications be pleased to state:

- (a) whether Government has set up a system to tackle marketing, fake and fraud calls through tools like Sanchar Saathi and Chakshu, if so, the details thereof;
- (b) whether there is a system to automatically block such calls and to send SMS about spam calls to the concerned mobile user, if so, the details thereof;
- (c) whether any legislative proposal is required to block and ban such calls and to punish the persons indulging in these activities; and
- (d) if so, by when it will be brought before Parliament, to give tension-free life to the common people who are using mobile services?

ANSWER

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

- (a) Department of Telecommunications (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 suspected fraud communications, DoT acts on the mobile connections, mobile handsets, bulk SMS senders and WhatsApp accounts. UCC reports are sent to Telecom Operators to act as per Telecom Commercial Communications Customer's Preference Regulations (TCCCPR-2018).
- (b) 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. Further, following steps are taken by Telecom Regulatory Authority of India (TRAI) to address UCC:
 - i. TCCCPR-2018 of TRAI has provisions where a telecom subscriber can opt to block all commercial communications or can selectively block commercial communications as per preference categories and register complaint against Senders of UCC through Mobile App, sending SMS to short code 1909 and calling on 1909.
 - ii. Blacklisting of Registered Entities and Telemarketers for violation of TCCCPR-2018.

- iii. Action against Unregistered Telemarketer (UTM) such as giving a warning, putting them under Usage Cap or disconnecting in case of repeated violations.
- iv. Financial Disincentives (FDs) against the Access Providers for failing to curb UCC.

Further, on 13.08.2024 TRAI issued directives, mandating that any entity found to be making promotional voice calls in violation of regulations would face actions. Consequent to this Direction, Access Providers have taken widespread actions which led to a significant reduction in the complaints. After the issuance of the Direction, 1150 entities/individuals have been blacklisted and 18.8 lakhs telecom resources have been disconnected. Reduction in the complaints against the UTMs for Aug- Oct 2024 is as under:

Month	Complaints against UTMs	Change
August 2024	1,89,419	
September 2024	1,63,167	13% less as compared to August
October 2024	1,51,497	20% less as compared to August

(c) & (d) DoT has notified Telecom Cyber Security Rules, 2024 on 21.11.2024 which also have provisions that no person shall endanger telecom cyber security, inter-alia, by fraud, cheating or personation; transmitting any message which is fraudulent; committing or intending to commit any security incident.
