

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 336
TO BE ANSWERED ON 28TH NOVEMBER, 2024**

INCOMING SPOOFED CALLS PREVENTION SYSTEM

336 SHRI S NIRANJAN REDDY:

Will the Minister of Communications be pleased to state:

- (a) how spoofed calls prevention system ensures that genuine calls are not mistakenly blocked, and the safeguards in place;
- (b) how frequently the centralized database of genuine subscribers is updated, and the procedures to maintain its accuracy;
- (c) whether there is a grievance redressal mechanism for subscribers whose genuine calls are blocked, and how it is communicated to the public; and
- (d) how the system's performance is monitored to ensure effective distinction between spoofed and genuine calls?

ANSWER

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

- (a) Genuine calls from international out roaming subscribers are allowed by the system as system maintains a repository, in hashed and encrypted form, of the genuine subscribers.
- (b) Centralized repository is updated in near real time by the Telecom Service Providers (TSPs) which also ensures its accuracy.
- (c) Any grievance related to this issue can be registered through normal grievance redressal mechanism of TSPs like website, toll-free number and customer service centers.
- (d) For detection of spoofed and genuine calls, data on such calls is routinely gathered and closely monitored.
