

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 3696  
TO BE ANSWERED ON 3<sup>RD</sup> APRIL, 2025**

**MISUSE OF TELECOM RESOURCES FOR FRAUDS**

**3696 SHRI S NIRANJAN REDDY:**

Will the Minister of Communications be pleased to state:

- (a) the measures Government has taken to prevent the misuse of telecom resources for cybercrimes and financial frauds;
- (b) whether it is a fact that fraudulent procurement and misuse of SIM cards have increased in the last five years, if so, the measures being implemented to prevent sim frauds;
- (c) whether Government has identified the reasons for increase in sim card frauds; and
- (d) if so, the details thereof and the steps being taken to regulate and monitor such frauds strictly?

**ANSWER**

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

- (a) Department of Telecommunications (DoT) has undertaken following steps to prevent misuse of telecom resources for cybercrimes and financial frauds:
  - i. Development of citizen centric Sanchar Saathi portal and mobile App with various facilities including reporting of suspected fraud communications.
  - ii. Development of online secure Digital Intelligence Platform (DIP) for sharing of information related to misuse of telecom resources among the stakeholders.
  - iii. Development of a system in collaboration with Telecom Service Providers (TSPs) to identify and block incoming international spoofed calls displaying Indian mobile numbers that appear to be originating within India.
- (b) to (d) DoT has undertaken following measures to act against the issue of misuse of mobile connections:
  - i. Development of AI based tool to identify the suspected mobile connections taken on fake documents. 78 lakh such mobile connections have been disconnected after reverification.
  - ii. Policy instructions for re-verification of existing mobile connections identified by DoT/ TSPs/ Law Enforcement Agencies (LEAs).
  - iii. Mandated telecom licensees to register their Point of Sale (PoS) {Franchisee, Distributors & Agents}, who enroll customers and issue SIMs on their behalf.
  - iv. Biometric verification, physical verification of address of place of business & local residence of PoS. Further, police verification of PoS in J&K, Assam & North East License Service Areas (LSAs).

- v. Blacklisting of PoS across all the TSPs if documents/ information given by PoS is false/ forged & on the directions of Law Enforcement Agencies (LEAs)/ Licensed Service Areas (LSAs).
- vi. Robust Know Your Customer (KYC) process for SIM Swap/ replacement.
- vii. Discontinuation of paper based KYC process.
- viii. Monthly audit on sample basis for the SIM cards issued by TSPs for compliance of guidelines.

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