

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 4332  
TO BE ANSWERED ON 02<sup>ND</sup> APRIL, 2026**

**SPAM CALL COMPLAINTS**

**4332 SHRI HARIS BEERAN:  
SMT. RANJEET RANJAN:  
SHRI SHAKTISINH GOHIL:  
SMT. JEBI MATHER HISHAM:**

Will the Minister of Communications be pleased to state:

- (a) the number of spam call complaints received during the last three years, State/UT-wise;
- (b) the State/UT-wise number of telecom resources disconnected under the new TRAI framework, month-wise since its inception;
- (c) whether Government is taking action on AI-flagged suspected spam without formal complaints;
- (d) if so, the operating thresholds, safeguards against false positives and appeal mechanisms for wrongly impacted subscribers; and
- (e) whether Government is considering placing the outcome metrics (spam reduction, fraud prevention, wrongful blocks) in the public domain to ensure transparency?

**ANSWER**

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

- (a) Unsolicited Commercial Communication (UCC) or spam calls are regulated by Telecom Regulatory Authority of India (TRAI) under Telecom Commercial Communications Customer Preference Regulations (TCCCPR). As per the information provided by the Access Service Providers, UCC complaints received by the Terminating Access Service Providers during the last three years, are as follows:

Year	2023	2024	2025
UCC Complaints	13,62,932	19,38,757	31,09,835

- (b) As per the information provided by the Access Service Providers, the details of resources disconnected under the new TRAI framework, month-wise since its inception i.e. from May 2025, is as under:

Period	Disconnection(Senders/ Numbers)
May-25	3949

June-25	4970
July-25	5141
Aug-25	5431
Sep-25	5428
Oct-25	1345
Nov-25	5300
Dec-25	1024
Jan-26	429

(c) & (d) TRAI vide its Direction dated 27.02.2026, mandated Access Service Providers to leverage the intelligence generated through their deployed Artificial Intelligence (AI)/ Machine Learning (ML) based systems for initiating regulatory actions against suspected UCC. The said Direction, inter-alia, requires that whenever suspected spamming activity is detected through AI/ML systems deployed by the Access Service Providers, the concerned Access Service Providers shall undertake re-verification of the Know Your Customer (KYC) documents of the suspected UCC sender. In case of repetition of such activity, the Access Service Providers shall carry out the physical verification of the sender. If it is found that the telecom resources are being misused by the sender for sending UCC, the action against the telecom resources allotted to the sender shall be taken by the Access Service Providers, as per the Direction.

(e) TRAI publishes the relevant information through Annual Reports and Press Releases.

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